

UNLEASH YOUR POTENTIAL



ICAP MENTORSHIP PROGRAM

Providing Inspiration & Direction to Protégé for Personal
& Professional Development

STANDARD OPERATING PROCESS (SOP)-2023

An initiative of Professional Accountants in Business (PAIB) Committee

SUMMARY OF MAIN ROLES & SUB-ROLES OF DEPARTMENTS

Main role	Sub roles
MENTORSHIP PROGRAM OBJECTIVE & SCOPE	
<p>ICAP Mentorship Program is designed to promote and contribute to the growth and value of young professionals in the industry. It aims to facilitate ICAP members to think clearly and be able to define their professional development goals and determine the right strategies to achieve these goals.</p> <p>This objective will be met with the help, guidance, and encouragement of senior and experienced Chartered Accountants or recognized business leaders who act as Mentors to the relatively less experienced Chartered Accountants seeking to be Mentees, in pursuit of their professional growth.</p>	SR 1 – Online registration of Mentee
	SR 2 – Mentorship session structure
	SR 3 – Selection of Mentor by the Mentee
	SR 4 – Process to change Mentor during a session
	SR 5 – Maintaining meeting records/feedback
	SR 6 – Eligibility criteria for Mentee
	SR 7 – Eligibility Criteria for Mentor
	SR 8 – Evaluation of the Program
	SR 9 – Focal person for the program from the Institute
	SR 10 – Deliverables of the first meeting
	SR 11 – Selection of a mentor
	SR 12 – Promotion of mentorship program
	SR 13 – Practical Issues

MENTORSHIP

SR – 1: Online registration of Mentee

PR – 1: Interested active ICAP members and affiliates will be required to register online at the Mentorship portal on ICAP's website.

PR – 2: It is mandatory for Mentee to select at least 1 or up to 4 key guidance areas.

PR – 3: Registration for Mentee will close for the Mentor who has already been registered by 4 Mentees.

PR – 4: Mentee will access the Mentorship portal, fill the registration form, select the Mentor, and agree to the terms and conditions before submitting the form.

PR – 5: Mentee will select three preferred mentors. ICAP Program Lead will suggest the mentor-mentee based on experience, industry, mentee's objectives, and expectations.

PR – 6: Mentee will be required to pay the registration fee of PKR. 700/-, which may be revised from time to time.

Payment mode: Online

PR – 7: The selection of Mentors will be provisional subject to availability at the time of payment of the fee.

PR – 8: The list of Mentors is available on the website along with their profiles.

PR – 9: Mentee will be allowed to take only one Mentor for the session.

PR – 10: As soon as the registration is complete, email will be sent to both the Mentor and the Mentee containing,

- i. Mentorship dashboard link to setup meeting and provide feedbacks
- ii. Details of mentor
- iii. Details of mentee

SR – 2: Mentorship Session Structure

PR – 1: Once registered, Mentorship Session will begin. Mentee will have the meetings with Mentor as per the following structure,

- i. Mentee will have an orientation meeting with Mentorship Program Lead to discuss objectives for joining the program, and final selection of mentor.
- ii. Mentee will have an introductory meeting with mentor to define objectives and work on key guidance areas. The Institute may facilitate meeting between the Mentor and the Mentee, if required.
- iii. Mentee and mentor both will share the preliminary feedback with Mentorship Program Lead.

- iv. Mentee will have the proceeding meetings with mentor to monitor the progress of objectives, challenges, and solutions.

PR – 3: Mentor will provide guidance on each of the key guidance area indicated by the mentee.

PR – 4: Mentor and Mentee will be given three to six months to have meetings. Notification will be sent to both mentee and mentor after six months for concluding their sessions

PR 5 - Mentee will log date time of each subsequent meeting in the mentee portal and a brief online report of objectives achieved/outcome of key guidance areas as well as one item satisfaction feedback on each subsequent session.

PR – 6: Mentee will have the concluding meeting with mentor and share a brief online report of objectives achieved/outcome of key guidance areas as well as online feedback on mentorship program.

PR-7: If mentee / mentor does not provide feedback after reminder by email and telephone call, then ICAP program lead will send them manual feedback form or call to get feedback. In either case feedback received or not, at the end of 7th month, the mentoring session will be manually closed by the ICAP program lead and an email intimation will be sent to Mentor and Mentee on closing session after lapse of 6 months as pre SOP.

SR – 3: Selection of Mentor by the Mentee

PR – 1: Profiles of all Mentors are available on Mentorship portal.

PR – 2: Mentor will be available to Mentees on first come first serve basis.

PR – 3: One Mentor will only accommodate 4 Mentees at any given point of time.

PR-4: ICAP program lead will use best judgment to match mentee with one of the 3 choices of mentors.

PR-5: As soon as mentee-mentor is matched, an email will be sent to mentor with the profile of mentee with an indication that first meeting with mentee will be arranged in next one week. If a mentor indicates within 5 days his reservation due to any reason, then another suitable mentor will be matched with mentee from his 2nd or 3rd choice.

SR – 4: Process to change Mentor during a session

PR – 1: If due to any reason the Mentee wants to change the Mentor, the request should be made to the Institute on “mentorship@icap.org.pk” within 3 working days of the first meeting with the mentor.

PR - 2: If Mentee wants to change mentor, only one chance is allowed.

PR – 3: If the Mentor has relocated or is no longer available for mentoring, the Mentee should inform the Institute as soon as possible so that alternate arrangements can be made.

PR – 4: ICAP has the right to assign new Mentor for the remaining period.

SR – 5: Maintaining meeting record/feedback

PR – 1: The online log of meetings updated by mentee will facilitate determination of CPD hours. The CPD hours will be awarded after verification from Mentor.

PR – 2: The CPD officer will confirm to both the Mentor and the Mentee in writing once the relevant CPD hours have been credited.

SR – 6: Eligibility criteria for Mentee

PR – 1: Any member or affiliate of the Institute can opt for Mentorship program.

SR-7: Eligibility Criteria for the Mentor

1. Fellow Chartered Accountant (FCA) or non-member/member with 10 years of post-qualification experience
2. No known history of professional misconduct, as specified in CA Ordinance
3. Willing to contribute time and effort for the professional development of young members on a voluntary basis

The nominations should include brief profiles such as name, contact information, qualification and work experience etc. The final selection of the Mentor is subject to meeting the eligibility criteria and confirmation from committee formed by chairman of PAIB committee.

SR - 8: Evaluation of the Program

PR – 1: Mentee and Mentor will be required to fill out feedback form on two occasions,

- i. After the first mentor-mentee meeting
- ii. After the session is concluded

PR – 2: The feedback form will be reviewed by the Mentorship sub-committee and Chairman PAIBC for continuous improvement of the program.

PR – 3: The feedback form will be shared with the mentor keeping the identity of the mentee anonymous.

PR – 4: ICAP will hold half yearly mentor and mentee feedback focus groups for the purpose of making improvements in the Program.

PR – 5: ICAP will conduct annual orientation or training for mentors, based on the feedback received.

PR-6: Mentors will be provided copy / link of core competencies issued by International Coach Federation as guidelines for mentoring. <https://coachfederation.org/core-competencies>

SR - 9: Focal person for the program from the Institute

PR – 1: Mentorship Program Lead will ensure correspondence with the Mentor and Mentee out of the mentoring relationship.

PR – 2: Mentorship Program Lead will receive feedback or complaints, if any, and will facilitate timely resolution of the same under guidance of the relevant authority.

PR - 3 Mentorship program lead would be responsible to ensure that there should be follow up meeting at least once each month. However, if meeting is not held for consecutive 3 months or as soon as the 6 month term ends, then program lead would follow up for holding last session and getting feedback from the mentee as well as from mentor.

SR – 10: Deliverables of the first meeting

PR – 1: Mentee and the Mentor will be required to discuss and decide the following,

- i. Objective of the program and a plan to work on key guidance areas
- ii. Operational details such as suitable place for meeting, calendar for the next meetings, preferable medium of communication i.e. online meetings on Zoom/Blue Jeans, WhatsApp etc.
- iii. ICAP program lead will clarify the objective of the program and will also state that employment generation is not the objective of this program, especially when Career Growth is the mentoring area indicated by the mentee.
- iv. The program lead will emphasize that the time and effort by the mentor is voluntary and ICAP will facilitate. ICAP expect that mentee will give objective feedback to the program to further improve the program in coming years.

SR – 11: Selection of Mentors

Mentor should be a member of ICAP with good standing and in case of non-member having unimpeachable standing in the relevant profession as defined in SR-6 Eligibility Criteria for the of Mentor.

PR – 1: Mentor will be required to sign and submit the Mentor information form to the Institute. The information submitted will enable the Institute to put up his/her profile on the webpage of the program.

PR-3 New mentors will be selected by nomination by a member or Mentorship Sub-committee of the institute and final approval by the Chairman of the Mentorship Sub-Committee and the chairman of the PAIB Committee.

PR-4: Soon after the approval of a new mentor, the ICAP program lead or a member of the Mentorship Sub-committee will provide orientation to the mentor.

PR-5: Once each year Mentorship Program Lead will share analytics with each mentor confidentially, which may include the number of mentees assigned, mentees accepted, the number of sessions with each of mentee, and overall feedback from mentees.

PR-6: Mentor will be obligated to attend an annual orientation or approved mentoring training program.

PR -7: Mentors will be requested once each year to update their profile.

SR – 12: Promotion of The Mentorship Program

The mentorship program will be promoted and marketed along with other programs of ICAP, including the following:

- I. Regular updates in the institute newsletter or magazine
- II. Promotion on ICAP website and social media sites
- III. Within other PAIB events
- IV. Special introduction to newly qualified members through email and in the graduation ceremony
- V. Annual update of the brochure and website.
- VI. Requesting and publishing testimonials of successful mentoring by mentees and mentors.

SR – 13: Practical Issues

In case of any practical difficulty, PAIBC Secretary will get guidance from Chairman PAIBC for timely resolution.