



The Brightside Mentoring Platform

At a glance

- The Brightside Mentoring Platform is a **text-based** platform built to be flexible to the needs of mentees and their mentors.
- The platform does not feature video calls or live chat, but instead offers a reflective messaging system that puts the pace in the hands of the mentoring pair.
- The platform has three underlying principles: **Safeguarding, flexibility** and a **meaningful user journey**.

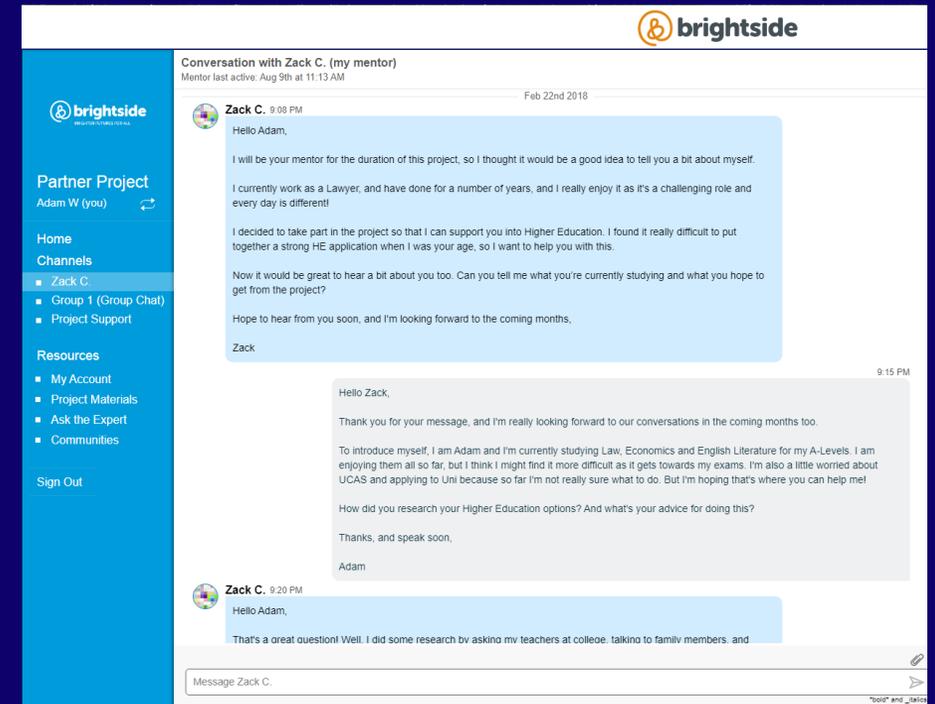
Safeguarding at the heart

- The Mentoring platform is built on a **moderation** system which filters conversations to prevent inappropriate materials being shared.
- All attachments and websites are manually approved by members of the Brightside team, who are all trained in safeguarding and child protection.
- A list of stop words flags to Brightside any potential inappropriate content in the text-based messaging, again to be approved manually by the Brightside team.



Flexibility

- The Mentoring Platform is available on desktop browser, mobile browser and mobile app (on both Google Play and the App Store).
- A text-based platform, mentoring pairs set their own pace for the conversation with no requirements to be online at specific times.



A meaningful user journey

- Brightside's innovative technology provides mentoring pairs with a meaningful user journey over the course of a mentoring programme.
- The **Mentor Matching Tool** provides mentees with the agency to choose their own mentor who matches their interests. **Mentor Profiles** help mentees to find a mentor that's right for them and to kick start their conversation.
- **Automated Engagement Reminders** help mentoring pairs to stay on track with their conversations, with conversation topic tips along the way.



Key Features

An innovative chat feature, built to resemble other frequently used messaging apps.

Access to the mentoring channel and the mentoring conversation.

Project Support- direct access to the Brightside team.

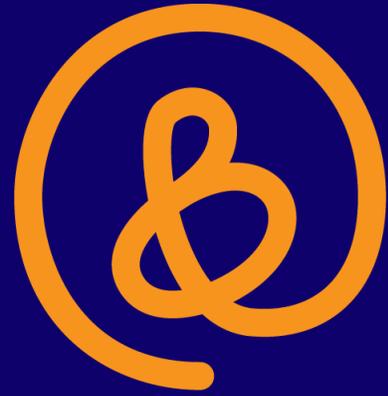
The screenshot displays the Brightside mentoring platform interface. On the left is a blue sidebar with navigation options: Partner Project (Adam W (you)), Home Channels (Zack C., Group 1 (Group Chat), Project Support), Resources (My Account, Project Materials, Ask the Expert, Communities), and Sign Out. The main area shows a chat conversation with Zack C. (my mentor) dated Feb 22nd 2018. Zack's messages include: 'Hello Adam, I will be your mentor for the duration of this project, so I thought it would be a good idea to tell you a bit about myself. I currently work as a Lawyer, and have done for a number of years, and I really enjoy it as it's a challenging role and every day is different! I decided to take part in the project so that I can support you into Higher Education. I found it really difficult to put together a strong HE application when I was your age, so I want to help you with this. Now it would be great to hear a bit about you too. Can you tell me what you're currently studying and what you hope to get from the project? Hope to hear from you soon, and I'm looking forward to the coming months.' Adam's response includes: 'Hello Zack, Thank you for your message, and I'm really looking forward to our conversations in the coming months too. To introduce myself, I am Adam and I'm currently studying Law, Economics and English Literature for my A-Levels. I am enjoying them all so far, but I think I might find it more difficult as it gets towards my exams. I'm also a little worried about UCAS and applying to Uni because so far I'm not really sure what to do. But I'm hoping that's where you can help me! How did you research your Higher Education options? And what's your advice for doing this? Thanks, and speak soon, Adam'. Zack's final message is: 'Hello Adam, That's a great question! Well, I did some research by asking my teachers at college, talking to family members, and'. At the bottom, there is a text input field 'Message Zack C.' with an attachment icon and a send button. On the right side, there is a 'Bright Knowledge' panel with a search bar and featured articles: 'Careers: Get some extra office skills', 'Study skills: How to use practice exam papers', and 'Study skills: Top tips for independent learning'. An arrow points from the text 'An innovative chat feature...' to the chat area, and another arrow points from 'Bright Knowledge...' to the knowledge panel.

A chat box, inclusive of an attachment button to share personal statements, CVs and useful resources.

Bright Knowledge, a digital resource library embedded into the mentoring platform.



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