

Preparing to Serve: Online Training Modules



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PREPARING TO SERVE: ONLINE TRAINING MODULES
PROFESSIONALISM
CULTURAL SENSITIVITY
ETHICS
INTRODUCTION TO TUTORING AND MENTORING
MENTORING
TUTORING
PRE-COLLEGE KNOWLEDGE
FERPA

**[HTTP://WWW.WEBER.EDU/COMMUNITYINVOLVEMENT/
PREPARING_TO_SERVE.HTML](http://www.weber.edu/communityinvolvement/preparing_to_serve.html)**

Ethics



TRAINING MODULE

Massen, A. (2010). *Ethics Training Module*.

http://www.weber.edu/CommunityInvolvement/Mentoring_Tutoring.html

Ethics



This module will cover the following ethics related topics:

- University student code of conduct
- Inappropriate Relationships
- Safety
- Confidentiality

Student Code of Conduct



Institutions of higher education have student codes of conduct. Students enrolled in these institutions are bound by this code both on campus and while serving as a representative of the university in a community organization. If you are not already familiar with the student code of conduct at your institution, you should make your self familiar with this code before entering a community organization as a volunteer, mentor or tutor.

Student Code of Conduct



Example: Weber State University

“Students at Weber State University assume the personal obligation to conduct themselves in a manner which is compatible with the University's role as a public institution of higher education. By enrolling at Weber State University, students agree to maintain certain standards of conduct, which if violated, may result in the imposition of sanctions or other forms of University discipline,” – WSU.



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Student Code of Conduct



General categories of misconduct for which students may be subjected to University discipline are listed below:

- Conduct which violates federal, state, or local law.
- Conduct which violates Weber State University rules or regulations.
- Conduct which results in injury or damage to persons affiliated with the University or property owned or controlled by the University.

Student Code of Conduct



Continued:

- Failing to respect the right of every person to be secure and protected from fear, intimidation, harassment, hazing, and/or physical harm caused by the activities of groups or individuals.
- Sexual assault, sexual harassment, or any other non-consensual verbal or physical sexual activity, including the support or assistance of such activities.

Student Code of Conduct



Please review the student code of conduct at your institution ([WSU Student Code](#)) to understand your rights and responsibilities as a student. Please give extra attention to the *Student Responsibilities* section.



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Inappropriate Relationships



Inappropriate relationships hurt everyone involved, especially students and minors. It breaks their trust, not only in the school, but in their everyday lives and interactions.



Inappropriate Relationships



Do not meet the individuals you are serving in an isolated area or a private place. This is especially true for students and minors. For example, mentors are not allowed to mentor students anywhere but in the designated mentoring area. Students may ask if you can mentor them somewhere else, or if you can come to their home and provide extra help. In your role as a mentor, none of these options is acceptable. You need to be visible in the mentoring area where other mentors are, or where a site supervisor can see you.

Inappropriate Relationships



There are numerous ways in which an inappropriate relationship could take place. Here we will only look at three: sexually, financially, and emotionally.



Inappropriate Relationships



You should never engage in any form of sexual relationship with the clients you are serving or the students you are mentoring or tutoring. Sexual relationships constitute any form of sexual dialogue, contact, or harassment. If you are found to be having this type of relationship, you will be removed from the organization you are volunteering with, and could possibly face legal consequences.

Inappropriate Relationships



Sexual harassment is a form of sex discrimination. The legal definition of sexual harassment is “unwelcome verbal, visual, or physical conduct of a sexual nature that is severe or pervasive and affects working conditions or creates a hostile work environment.”

[Know Your Rights: Sexual Harassment](#)

Inappropriate Relationships



Financial transactions of any kind between a volunteer and the people you serve are strictly prohibited. You should never ask or accept money for any reason from those you are serving. Example, a student may offer to pay you to do their homework, or to lie for them. This type of request is inappropriate and you should make the student aware of that. Also, depending on the situation, you may want to inform your site supervisor.

Inappropriate Relationships



When working with populations of minors in particular, it is especially important that you refrain from creating emotional relationships or friendships with them. As hard as it may be at times, it is important to remember that you are not friends with these students. You are a mentor and a role model.

Safety



Safety needs to be ensured for both you and those you are serving. Following the ethical guidelines discussed so far – the student code of conduct and maintaining appropriate relationships – is the first step in creating safe experiences for both you and those you are serving in community organizations and schools.

Safety



Being a responsible listener is another step you can take to ensure the safety of those you serve. Individuals may say things that signal crisis or a critical situation needing attention. As a volunteer, tutor or mentor, you are in a position to hear these signals first. It is your job to listen, identify if the shared information needs attention and if so, report it to your site supervisor. It is **NOT** your responsibility to solve crisis situations. It **IS** your responsibility to alert a site supervisor to a crisis situation.

Safety



For example, as a mentor or tutor, you may get to know about some of your students' personal lives and problems. Many students are under great stress and could say things like "I'm ready to kill myself over this test." Are these comments jokes, or are they threats? Real threats are often presented as jokes, so stop and think about such comments. They need to be taken seriously. Report any such comment to a site supervisor.

Safety



If a student or client says something that indicates they may be considering hurting themselves or others, don't just let the comment pass. Follow up with "what do you mean?" One indication that an individual is serious would be that they have planned the action in detail. Listen for specific details like, "Sometimes I take more medication than I am suppose to." Restate what the individual is saying to make sure you understand. If you are worried about an individual's intentions, do not attempt to intervene personally. If you feel there is an immediate danger, talk with your site supervisor.

Confidentiality



There are times when a student or client may disclose certain personal information to you that is not harmful to their well being. An example would be disclosing their grades to you. In those cases you will need to keep the information private. Do not discuss it with family, peers, friends, or other students.



**REMEMBER,
WHEN IN DOUBT
ASK A SITE
SUPERVISOR**

Review Questions



Please go to the following website and complete the review questions for this module. You will need to pass this quiz with a 80% or higher score. If you score lower than that, please review this module and retake the quiz.

<https://chitester.weber.edu/test.cfm?testID=35912>

You will only be able to print your *Certificate of Completion* once you successfully pass the quiz for this module.

NOTE: If you are not a Weber State University student or employee, you can login and complete the quiz by creating a new account.