

# Bankwest Mentoring Agreement for New to Industry Brokers

The purpose of this agreement is to confirm and detail the minimum expectations of the mentoring relationship between new to industry brokers, and their chosen mentor. The agreement is in line with the mentor industry standards as stipulated by the MFAA (Mortgage and Finance Association of Australia). This agreement is required for all new or transferring brokers seeking Bankwest accreditation who do not have at least 2 years' experience (in writing regulated residential home loans). Unless otherwise stated, this agreement will run for a period of 24 months, unless an exemption has been requested and approved for brokers with prior experience that is less than 2 years.

The role of a mentor is to support new to industry brokers to attain the skills necessary to deliver good customer outcomes. As part of this arrangement the minimum requirements of a mentor are:

1. Be an MFAA or FBAA registered mentor;
2. Review and sign off at least 12 mentee deal submissions as correct;
3. Maintain regular contact with your mentee (weekly in the first 6 months, monthly thereafter); and
4. Co-sign written records of all mentor-mentee contact as maintained by the mentee;

In turn, a Mentee will need to commit the following minimum requirements to ensure the success of the mentoring relationship. As part of this arrangement the minimum requirements of a mentee are:

1. Commit to being an active participant in a mentoring relationship for a period of 2 years;
2. Commit to becoming a competent loan writer who will deliver good customer outcomes;
3. Complete a Diploma of Finance and Mortgage Broking Management within the first 12 months of the program;

4. Complete at least 12 deal submissions and have them signed off as correct by your mentor;
5. Maintain regular contact with your mentor (weekly in the first 6 months, monthly thereafter); and
6. Maintain up to date records (in writing) of communication and meeting outcomes. Records should be co-signed or endorsed by both the Mentor and Mentee. Mentee's can record their communications using the Mentoring Activity Log.

*Note: in line with the MFAA, it is recommended that the mentee witness at least six client interviews by an experienced loan writer during the mentoring period.*

Unless approval has been provided for an exemption, this agreement will run for a period of 24 months, commencing \_\_\_\_\_ and concluding on \_\_\_\_\_.

## For the mentor to complete

I \_\_\_\_\_ [full name] agree to provide mentoring services as per the requirements defined in this agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## For the mentee to complete

I \_\_\_\_\_ [full name] agree to receive mentoring services as per the requirements defined in this agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please send all documentation to [bs.ops.support@bankwest.com.au](mailto:bs.ops.support@bankwest.com.au).

# Bankwest Mentoring Contact Log

Mentoring start date: \_\_\_\_\_

Mentor name: \_\_\_\_\_

Mentee name: \_\_\_\_\_

Minimum mentee requirements:

- Maintain regular contact with your mentor (weekly in the first 6 months, monthly thereafter)
- Maintain up to date records (in writing) of communication and meeting outcomes. Records should be co-signed or endorsed by both the Mentor and Mentee
- Complete at least 12 deal submissions and have them signed off as correct by your mentor
- Note: in line with the MFAA, it is recommended that the mentee witness at least six client interviews by an experienced loan writer during the mentoring period

Date	Activity (e.g. regular contact, observation, deal review)	Outcome	Actions	Mentor Signature	Mentee Signature

