



1. Purpose & Guiding Principles

The VMENTORZ Mentor Code of Conduct & Professional Practice Standards (“Code”) establishes the ethical, professional, and behavioural expectations applicable to all Mentors providing services through the VMENTORZ platform.

VMENTORZ is committed to creating a safe, trustworthy, and high-quality environment for individuals seeking mental wellness support, guidance, and professional assistance.

This Code is intended to:

- Uphold the highest standards of professional integrity and ethical practice;
- Ensure consistent service quality across the VMENTORZ ecosystem;
- Protect the dignity, privacy, and wellbeing of users;
- Promote responsible and accountable professional conduct by Mentors;
- Strengthen trust and credibility in the VMENTORZ platform.

Mentors operating on the platform are expected to conduct themselves with professionalism, integrity, empathy, and respect in all interactions with users and other members of the VMENTORZ ecosystem.

This Code serves as a guiding framework for professional behaviour and complements the Mentor Engagement Agreement, Platform Policies, and applicable legal and ethical obligations governing professional practice.

Adherence to this Code is a condition of participation on the VMENTORZ platform.

The safety, dignity, and wellbeing of users remain the guiding priority for all professional interactions conducted through the VMENTORZ platform.

2. Applicability & Scope

This Code of Conduct applies to all professionals providing services through the VMENTORZ platform (“Mentors”).

For the purpose of this Code, a **Mentor** refers to any individual authorised to offer guidance, counselling, coaching, therapeutic support, or related professional services through the VMENTORZ platform, including but not limited to:

- Psychologists
- Psychiatrists
- Counsellors
- Therapists
- Coaches
- Mental wellness practitioners
- Any other qualified professional approved by VMENTORZ to provide services on the platform.

All Mentors are expected to comply with:

- This Code of Conduct;
- The Mentor Engagement Agreement;
- Platform policies and operational guidelines;
- Applicable laws, regulations, and professional ethical standards governing their practice.

This Code applies to all professional interactions conducted through the VMENTORZ platform, including but not limited to:

- Live sessions with users;
- Messaging or written communication through the platform;
- Professional conduct in relation to users introduced through VMENTORZ.

Failure to adhere to this Code may result in corrective action, including suspension or termination of platform access, in accordance with applicable agreements and platform policies.



3. Professional Integrity & Ethical Conduct

Mentors operating on the VMENTORZ platform are expected to uphold the highest standards of professional integrity, ethical responsibility, and accountability in all interactions with users and members of the VMENTORZ ecosystem.

Mentors shall conduct themselves in a manner that reflects professionalism, empathy, respect, and a genuine commitment to the wellbeing of individuals seeking support.

In particular, Mentors shall:

3.1 Act with Honesty and Transparency

Mentors shall represent their qualifications, credentials, areas of expertise, and professional experience accurately at all times.

Mentors shall not misrepresent their qualifications, exaggerate expertise, or make misleading claims regarding their services or outcomes.

3.2 Uphold Ethical Professional Standards

Mentors shall adhere to the ethical guidelines and professional standards prescribed by the relevant professional bodies, licensing authorities, or governing institutions applicable to their field of practice.

Where multiple ethical standards may apply, Mentors are expected to adopt the higher standard of professional conduct.

3.3 Prioritise User Wellbeing

Mentors shall place the wellbeing, dignity, and interests of users at the centre of their professional practice.

Mentors shall avoid any conduct that may exploit, manipulate, or take unfair advantage of individuals seeking support through the platform.

3.4 Maintain Professional Responsibility

Mentors shall exercise independent professional judgment in their interactions with users and shall act responsibly in the delivery of their services.

Mentors shall avoid making unrealistic promises, guarantees of outcomes, or claims of guaranteed recovery or success.

3.5 Avoid Conflicts of Interest

Mentors shall avoid situations where personal, financial, or professional interests may conflict with the best interests of users.

Where a potential conflict of interest arises, Mentors shall disclose the matter to VMENTORZ and take appropriate steps to ensure that user welfare is not compromised.

3.6 Respect the Reputation of the Platform

Mentors shall conduct themselves in a manner that upholds the credibility, trust, and reputation of the VMENTORZ platform.

Mentors shall refrain from any conduct that may damage the integrity of the platform or undermine user confidence.

VMENTORZ provides a technology platform that facilitates connections between users and Mentors. Mentors remain independent professionals responsible for their professional judgment, guidance, and conduct during sessions.

VMENTORZ does not supervise or control the professional decision-making of Mentors.

4.1 Practice Within Qualifications

Mentors shall provide services strictly within the scope of their education, professional training, licensing, and experience.

Mentors shall not represent themselves as qualified to provide services, diagnoses, or interventions for which they are not appropriately trained or authorised.



4.2 Accurate Representation of Expertise

Mentors shall ensure that all information provided on their VMENTORZ profile, including qualifications, credentials, areas of specialisation, professional experience, and certifications, is accurate, truthful, and up to date. Misrepresentation of credentials or professional capabilities is strictly prohibited.

4.3 Recognising Professional Limitations

Mentors shall recognise the limits of their professional competence and exercise sound judgment when engaging with users.

Where a user's needs fall outside the Mentor's expertise, training, or professional scope, the Mentor shall advise the user accordingly and, where appropriate, recommend seeking assistance from a more suitably qualified professional.

4.4 Responsible Case Handling

Mentors shall refrain from attempting to manage situations involving severe psychological distress, medical emergencies, or specialised clinical conditions where such cases fall outside their professional capability or licensing. Mentors shall exercise caution and prioritise user safety in determining the appropriate course of action.

4.5 Continuous Professional Responsibility

Mentors are expected to maintain their professional competence through ongoing learning, awareness of best practices, and adherence to professional ethical standards relevant to their field.

Section 5 – Respectful & Non-Discriminatory Conduct

Mentors providing services through the VMENTORZ platform shall treat all users with dignity, respect, empathy, and fairness.

VMENTORZ is committed to maintaining an inclusive, safe, and supportive environment for individuals seeking mental wellness guidance, irrespective of their personal background, beliefs, or circumstances.

5.1 Respect for Individual Dignity

Mentors shall respect the personal dignity, autonomy, and emotional wellbeing of all users.

Mentors shall conduct sessions in a manner that is empathetic, supportive, and free from judgment or bias.

5.2 Non-Discrimination

Mentors shall not discriminate against any user on the basis of factors including, but not limited to:

- Gender or gender identity
- Sexual orientation
- Religion or belief
- Race, ethnicity, or nationality
- Age
- Disability or health condition
- Socio-economic background
- Marital or family status
- Political beliefs

Mentors shall ensure that all users are treated with fairness and respect.

5.3 Harassment or Inappropriate Behaviour

Mentors shall not engage in any form of harassment, intimidation, exploitation, or inappropriate behaviour toward users.

This includes, but is not limited to:

- Verbal abuse or offensive remarks
- Sexual advances or suggestive behaviour
- Coercion, manipulation, or emotional exploitation



- Any behaviour that may cause discomfort, distress, or harm to a user.

Section 5.4 – Safe and Supportive Environment

Mentors shall foster a safe, respectful, and supportive environment that enables users to express their thoughts, emotions, and concerns openly.

Mentors shall conduct sessions in a manner that promotes psychological safety, ensuring that users feel heard, respected, and treated with dignity.

In particular, Mentors shall:

- Maintain a calm, respectful, and non-threatening communication style during sessions;
- Avoid language or behaviour that may shame, blame, belittle, intimidate, or dismiss a user's experiences or emotions;
- Encourage constructive dialogue and active listening;
- Exercise sensitivity when discussing personal or emotionally sensitive topics;
- Maintain professional composure and empathy even in challenging or emotionally intense situations.

Mentors shall recognise that individuals seeking support may be experiencing vulnerability, distress, or uncertainty, and shall therefore approach all interactions with patience, professionalism, and care.

5.5 Cross-Cultural Sensitivity & Respect for Diversity

Mentors providing services through the VMENTORZ platform shall demonstrate sensitivity and respect toward the diverse cultural, social, and personal backgrounds of users.

For the purpose of this Code, **cross-cultural sensitivity** refers to the ability to recognise, understand, and respect differences in cultural values, traditions, beliefs, languages, social norms, and life experiences that may influence an individual's perspectives, behaviour, and emotional wellbeing.

Mentors shall acknowledge that users may come from diverse backgrounds where cultural practices, belief systems, family structures, and social expectations vary significantly.

Mentors shall therefore:

- Approach each user interaction with openness, respect, and cultural awareness.
- Avoid making assumptions based on cultural stereotypes, personal biases, or preconceived notions about a user's background or beliefs.
- Avoid imposing personal beliefs, values, moral judgments, or ideological perspectives on users.
- Respect the cultural, religious, and social context within which users interpret their experiences and make personal decisions.
- Remain mindful that cultural context may influence how individuals express distress, seek support, and interpret guidance.

Mentors are encouraged to exercise empathy, curiosity, and cultural awareness when engaging with users from diverse communities, recognising that culturally informed understanding can play an important role in building trust and delivering meaningful support.

Section 6 – Confidentiality & Data Protection

Mentors providing services through the VMENTORZ platform shall maintain strict confidentiality regarding all personal, sensitive, and session-related information shared by users.

Users seeking support through the platform may disclose personal, emotional, or highly sensitive information.

Mentors are expected to handle such information with the highest level of professional discretion and responsibility.

6.1 Protection of User Confidentiality

Mentors shall respect the confidentiality of all user communications, disclosures, and session content.

Mentors shall not disclose, share, discuss, or use user information outside the context of providing services through



the VMENTORZ platform, except where disclosure is required by applicable law or where there is a risk of harm that necessitates appropriate reporting.

6.2 Handling of Sensitive Information

Mentors acknowledge that mental health discussions may involve **highly sensitive personal data**, including emotional, psychological, and personal life information.

Such information shall be handled with care and shall not be disclosed to any third party without lawful basis or appropriate authorisation.

6.3 Session Notes and Documentation

Where Mentors maintain session notes or professional documentation through the platform, such notes shall:

- Be relevant and limited to information necessary for professional support;
- Avoid unnecessary personal details unrelated to the user's concerns;
- Be handled in accordance with the VMENTORZ Data Protection Policy and platform data handling standards.

Mentors shall not export, store, or retain user data outside authorised platform systems without appropriate permission or lawful basis.

6.4 Recording of Sessions

Mentors shall not record audio or video sessions conducted through the VMENTORZ platform without the **explicit prior written consent of the user** and in compliance with applicable laws and platform policies.

Any recording of sessions, where permitted, must be conducted only through **authorised mechanisms approved by the VMENTORZ platform**.

Mentors shall not independently record sessions using external devices, software, or third-party applications without the knowledge and written consent of the user and without compliance with applicable platform policies.

Mentors shall not request, encourage, or permit users to record sessions for purposes unrelated to therapeutic or professional support.

Unauthorised recording, storage, sharing, or distribution of session recordings is strictly prohibited.

Where recording is permitted, such recordings shall be treated as **Highly Sensitive Data** and handled in accordance with the VMENTORZ Data Protection Policy and applicable data protection laws.

Violation of this provision may result in suspension or termination of platform access and may attract legal or regulatory consequences where applicable.

6.5 Compliance with Data Protection Policies

Mentors shall comply with the VMENTORZ Data Protection Policy and all applicable data protection laws governing the handling, processing, and protection of personal data.

Mentors acknowledge that user information shared through the platform may constitute **Sensitive / Health Data** and shall therefore exercise heightened care in its handling.

Section 7 – Session Delivery Standards

Mentors providing services through the VMENTORZ platform shall conduct all sessions with professionalism, responsibility, and full attention to the user.

Sessions must be delivered in a manner that ensures quality of interaction, user safety, and a respectful therapeutic environment.

7.1 Professional Environment

Mentors shall conduct sessions from a **private, quiet, and professional environment** that ensures confidentiality and minimises interruptions or distractions.

Mentors shall take reasonable steps to ensure that third parties cannot overhear or access session discussions unless explicitly authorised by the user.



7.2 Full Attention and Professional Engagement

Mentors shall dedicate their full professional attention to each session.

Mentors shall avoid engaging in activities that may distract from the session or reduce the quality of interaction with the user.

This includes refraining from multitasking, responding to unrelated communications, or engaging in other work during a session.

7.3 Prohibition on Conducting Sessions While Driving or in Unsafe Situations

Mentors shall not conduct sessions while:

- Driving or operating a vehicle
- Travelling or commuting
- Engaging in activities that divide attention or compromise safety

Sessions must be conducted only in circumstances where the Mentor can safely and responsibly provide their full professional attention.

Revised Section 7.4 – Privacy and Confidentiality During Sessions

Mentors shall ensure that sessions are conducted in settings that maintain user privacy and confidentiality.

Mentors shall avoid conducting sessions in public or shared environments where confidential discussions may be overheard or compromised.

Unless a session is conducted in a private and secure environment where no third party can overhear the conversation, Mentors are expected to use **headphones or earphones** to ensure that user communications remain confidential.

Mentors shall take reasonable precautions to prevent unauthorised individuals from hearing, viewing, or accessing session interactions.

Mentors shall ensure that screens used during sessions are positioned in a manner that prevents unauthorised viewing by others.

7.5 Professional Conduct and Presence

Mentors shall maintain professional conduct, attentiveness, and appropriate presence throughout all sessions conducted through the VMENTORZ platform.

Mentors are expected to engage with users in a respectful, attentive, and responsible manner, ensuring that communication remains professional, constructive, and focused on the user's concerns.

In particular, Mentors shall:

- Maintain a respectful and professional tone of communication at all times;
- Demonstrate active listening and attentiveness during the session;
- Avoid dismissive, confrontational, or judgmental communication;
- Exercise patience and emotional composure when discussing sensitive or emotionally difficult topics;
- Conduct sessions in a manner that reflects professionalism and respect for the user's vulnerability.

Mentors shall refrain from engaging in casual, informal, or inappropriate behaviour that may compromise professional boundaries during sessions.

Mentors shall avoid behaviour that may undermine the seriousness, effectiveness, or credibility of the session.

7.6 Commitment to Session Quality

Mentors shall take reasonable steps to ensure that the quality of sessions delivered through the platform reflects professionalism, empathy, and responsible guidance.

Mentors shall avoid behaviours that may undermine the effectiveness or seriousness of the session experience.



Section 8 – Punctuality, Reliability & Commitment

Mentors providing services through the VMENTORZ platform shall demonstrate professionalism and reliability in honouring scheduled appointments and commitments made to users.

Users often schedule sessions during periods of emotional need or personal difficulty. Mentors are therefore expected to respect the time and trust placed in them by users.

8.1 Timely Attendance

Mentors shall be punctual for all scheduled sessions and shall make reasonable efforts to ensure that sessions begin at the agreed start time.

Mentors are expected to be prepared and available at the scheduled time so that users are not kept waiting unnecessarily.

8.2 Respect for User Time

Mentors shall conduct sessions in a manner that respects the scheduled duration of the appointment.

Mentors shall avoid starting sessions significantly late or ending sessions prematurely without reasonable justification.

8.3 Avoidance of Frequent Cancellations

Mentors shall make reasonable efforts to honour confirmed appointments and avoid frequent cancellations or rescheduling.

Repeated last-minute cancellations or unreliable attendance may negatively affect user experience and platform trust.

8.4 Responsible Communication of Delays

Where a delay or unavoidable circumstance arises, Mentors shall make reasonable efforts to notify the user through the platform at the earliest possible opportunity.

8.5 Professional Responsibility Toward Scheduled Sessions

Mentors acknowledge that scheduling a session constitutes a professional commitment.

Mentors are expected to manage their schedules responsibly to ensure that booked sessions can be delivered with appropriate attention and professionalism.

Failure to maintain reliable attendance or repeated disregard for scheduled commitments may result in corrective action in accordance with platform policies.

8.6 Compliance with Platform Scheduling Policies

Mentors shall comply with the VMENTORZ **Cancellation, Rescheduling & No-Show Policy** governing session bookings on the platform.

Mentors acknowledge that timely attendance, responsible rescheduling, and adherence to platform scheduling policies are essential to maintaining user trust and service reliability.

Repeated cancellations, last-minute rescheduling, or failure to attend scheduled sessions may result in corrective action in accordance with applicable platform policies and the Mentor Engagement Agreement.

Section 9 – Communication Standards

Mentors providing services through the VMENTORZ platform shall maintain clear, responsible, and professional communication in all interactions with users.

Communication with users shall be conducted in a manner that reflects respect, professionalism, and sensitivity to the emotional and psychological circumstances of individuals seeking support.



9.1 Professional and Respectful Communication

Mentors shall communicate with users in a respectful, professional, and constructive manner at all times.

Mentors shall avoid the use of offensive, dismissive, aggressive, or inappropriate language when interacting with users.

9.2 Responsible Guidance

Mentors shall exercise care and professional responsibility when offering guidance, suggestions, or perspectives to users.

Mentors shall ensure that advice or guidance provided to users is communicated thoughtfully and responsibly, recognising that users may rely on such communication during periods of vulnerability.

9.3 Avoidance of Misleading Claims

Mentors shall not make exaggerated, misleading, or unrealistic claims regarding outcomes, recovery, or effectiveness of support.

Mentors shall avoid guaranteeing results or promising specific outcomes.

9.4 Sensitivity to User Vulnerability

Mentors shall remain mindful that users engaging with the platform may be experiencing emotional distress, uncertainty, or personal challenges.

Communication shall therefore be conducted with patience, empathy, and sensitivity.

9.5 Clarity and Transparency

Mentors shall strive to communicate clearly and responsibly, ensuring that users understand the nature and limitations of the guidance being offered.

Where appropriate, Mentors shall clarify that guidance provided through the platform does not replace medical diagnosis, emergency care, or specialised clinical treatment where such intervention may be required.

9.6 Professional Communication Boundaries

Mentors shall maintain appropriate professional boundaries in all communications with users.

Communication with users should take place through the authorised communication channels provided by the VMENTORZ platform unless otherwise permitted under platform policies.

Mentors shall avoid engaging in prolonged personal or informal communication with users outside the professional context of sessions conducted through the platform.

Mentors shall refrain from sharing personal contact details or initiating private communication with users for the purpose of conducting discussions outside the platform environment, except where explicitly authorised by VMENTORZ policies.

Maintaining communication within the platform helps ensure user safety, professional accountability, and the integrity of services delivered through VMENTORZ

Section 10 – Professional Boundaries

Mentors providing services through the VMENTORZ platform shall maintain appropriate professional boundaries in all interactions with users.

Maintaining clear professional boundaries helps ensure that the mentor–user relationship remains focused on providing responsible guidance and support within an ethical and professional framework.

10.1 Maintaining Professional Relationships

Mentors shall ensure that their relationship with users remains professional and centred on the purpose of providing support and guidance through the platform.

Mentors shall avoid entering into relationships with users that may impair professional judgment, create conflicts of interest, or compromise the integrity of the mentoring relationship.



10.2 Avoidance of Dual Relationships

Mentors shall avoid dual relationships with users that may create ethical conflicts or affect professional objectivity. A dual relationship may arise where a mentor simultaneously holds another personal, social, financial, or professional relationship with the same user that could influence the mentor's professional responsibilities. Where such situations arise, mentors should exercise professional judgment and, where appropriate, recommend that the user seek support from another mentor on the platform.

10.3 Avoidance of Personal or Financial Involvement

Mentors shall not seek or accept personal financial arrangements, gifts, or benefits from users beyond the services provided through the VMENTORZ platform.

Mentors shall refrain from engaging in financial transactions, business arrangements, or personal benefit arrangements with users that fall outside the platform's authorised payment mechanisms.

10.4 Romantic or Intimate Relationships

Mentors shall not initiate or pursue romantic, intimate, or personal relationships with users during the course of providing services through the platform.

Such relationships may create ethical conflicts and undermine the integrity and trust inherent in the professional mentoring relationship.

10.5 Avoidance of Exploitation

Mentors shall not exploit the trust, emotional vulnerability, or personal circumstances of users for personal, financial, or professional advantage.

Mentors shall exercise heightened sensitivity when engaging with users who may be experiencing distress, crisis, or significant personal challenges.

10.6 – Respect for Confidential User Disclosures

Mentors acknowledge that users engaging with the VMENTORZ platform may share sensitive personal, emotional, or psychological information during sessions.

Mentors shall treat such disclosures with a high degree of professional responsibility and confidentiality, recognising the trust placed in them by users seeking guidance or support.

Mentors shall not disclose, misuse, or exploit confidential information obtained during sessions except:

- where disclosure is required under applicable law;
- where there is a credible risk of harm to the user or others; or
- where disclosure is otherwise permitted under applicable platform policies or safety protocols.

Mentors shall exercise sound professional judgment in handling sensitive disclosures and ensure that user trust and privacy are respected at all times.

10.7 Individual Professional Responsibility

Mentors acknowledge that maintaining appropriate professional boundaries and ethical conduct with users is a core professional responsibility of the mentor.

Mentors are solely responsible for ensuring that their conduct, interactions, and professional behaviour toward users comply with applicable ethical standards, professional guidelines, and laws.

VMENTORZ provides a technology platform that facilitates connections between users and mentors and does not supervise or control the professional judgment or personal conduct of mentors during sessions.

Any breach of professional boundaries or ethical obligations may result in suspension or termination of access to the platform and may also attract further action in accordance with applicable laws.

Section 11 – Safety & Crisis Responsibility

Mentors providing services through the VMENTORZ platform shall exercise heightened responsibility when

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interacting with users who may be experiencing severe emotional distress, psychological crisis, or situations involving potential risk to personal safety.

The platform is designed to provide guidance, support, and wellbeing-oriented conversations and does not function as an emergency response service.

11.1 Recognition of Crisis Indicators

Mentors should remain attentive to signs that a user may be experiencing a crisis situation, including expressions of severe distress, self-harm ideation, suicidal thoughts, or other indications that the user may be at risk of immediate harm.

Where such indicators arise, mentors should respond with heightened sensitivity and professional care.

11.2 Encouraging Access to Emergency Support

Where a user appears to be in immediate danger or expresses intent to harm themselves or others, mentors should encourage the user to seek immediate assistance from appropriate emergency services, crisis helplines, or qualified mental health professionals.

Mentors may provide guidance regarding available support resources where appropriate.

11.3 Platform Limitations in Emergency Situations

Mentors acknowledge that the VMENTORZ platform is not designed to provide emergency intervention services. Mentors should not represent the platform as a substitute for emergency care, psychiatric intervention, or medical treatment where such services may be required.

11.4 Responsible Handling of High-Risk Situations

Mentors shall exercise professional judgment when engaging with users experiencing severe distress and should avoid making assurances or commitments that exceed the mentor's professional competence or the platform's intended scope of services.

Where appropriate, mentors should recommend that users seek specialised clinical care, medical consultation, or emergency assistance.

11.5 Guidance Toward Crisis Support Resources

Where a user expresses thoughts of self-harm, suicidal ideation, or indicates a risk of immediate harm, mentors may encourage the user to contact appropriate emergency services, crisis helplines, or trusted individuals who can provide immediate assistance.

Mentors may, where appropriate, provide information about publicly available crisis support resources.

Mentors should make reasonable efforts to encourage the user to seek immediate professional or emergency assistance where the situation appears to involve imminent risk.

VMENTORZ does not operate emergency response services, and mentors should not represent the platform as a substitute for crisis intervention or emergency care.

11.6 Limits of Mentor Intervention in Crisis Situations

Mentors shall not attempt to personally manage, supervise, or assume responsibility for a user's safety in situations involving potential self-harm, suicidal ideation, or other crisis conditions. In such circumstances, mentors should encourage the user to seek immediate assistance from appropriate emergency services, crisis helplines, qualified medical professionals, or trusted individuals who can provide immediate support.

Mentors should avoid making assurances that they can guarantee the user's safety or resolve the crisis situation through the platform.



Section 12 – Fitness to Practise

Mentors providing services through the VMENTORZ platform shall ensure that they are in a fit and appropriate condition to deliver professional guidance and support during sessions.

Providing responsible and effective support requires mentors to maintain sound judgment, attentiveness, and professional composure.

12.1 Professional Readiness

Mentors shall ensure that they are adequately prepared, attentive, and mentally present when conducting sessions with users.

Mentors shall avoid conducting sessions when they are unable to provide responsible and focused engagement due to personal circumstances, fatigue, illness, or significant distractions.

12.2 Avoidance of Impairment

Mentors shall not conduct sessions while under the influence of alcohol, narcotics, intoxicants, or any substance that may impair judgment, responsiveness, or professional conduct.

Mentors shall also refrain from conducting sessions when experiencing any condition that significantly affects their ability to provide responsible guidance or maintain professional standards.

12.3 Self-Assessment of Fitness to Practise

Mentors are encouraged to exercise professional self-assessment regarding their ability to conduct sessions responsibly.

Where a mentor believes they are not in a suitable condition to provide services, they should proactively reschedule or decline the session in accordance with platform policies.

12.4 Attentiveness During Sessions

Mentors shall ensure that sessions are conducted with their full attention and engagement.

Mentors shall not conduct sessions while driving, operating machinery, travelling in situations that compromise focus, or performing activities that may interfere with their ability to engage responsibly with the user.

12.5 Maintaining Professional Standards

Mentors acknowledge that maintaining fitness to practise is an essential component of delivering safe, responsible, and high-quality support to users on the platform.

Failure to maintain appropriate professional readiness may result in corrective action under applicable platform policies and the Mentor Engagement Agreement.

12.6 Responsible Workload Management

Mentors shall exercise professional judgment in managing their workload and scheduling of sessions on the platform.

Mentors should ensure that their professional commitments, including the number and frequency of sessions conducted, do not result in fatigue or excessive workload that may impair attentiveness, judgment, or the quality of support provided to users.

Mentors are encouraged to maintain reasonable intervals between sessions and ensure adequate rest where necessary to sustain responsible and effective engagement with users.

Section 13 – Compliance with Platform Policies

Mentors providing services through the VMENTORZ platform are expected to comply with all applicable platform policies, guidelines, and operational standards issued by VMENTORZ from time to time.

These policies are designed to ensure responsible service delivery, user safety, professional conduct, and the integrity of the VMENTORZ platform.

13.1 Adherence to Platform Policies

Mentors shall comply with all policies governing the use of the platform, including but not limited to:



- VMENTORZ Terms of Service
- Privacy Policy
- Data Protection Policy
- Mentor Engagement Agreement
- Cancellation, Rescheduling & No-Show Policies
- Any other operational guidelines or policies issued by VMENTORZ

13.2 Updates to Platform Policies

VMENTORZ may update or revise platform policies from time to time in order to maintain operational efficiency, regulatory compliance, or platform safety.

Mentors are expected to review and comply with such updates as may be communicated through the platform, email notifications, or other official communication channels.

13.3 Consequences of Non-Compliance

Failure to comply with platform policies or the standards outlined in this Code of Conduct may result in corrective measures including warnings, temporary suspension, restriction of platform access, or termination of the mentor's association with the platform, in accordance with the Mentor Engagement Agreement.

Section 14 – Reporting Concerns & Ethical Issues

VMENTORZ encourages mentors to act responsibly and raise concerns where they believe that user safety, ethical conduct, or platform integrity may be at risk.

Mentors may encounter situations where guidance or intervention from the platform may be necessary. Timely reporting helps ensure that appropriate steps can be taken to maintain a safe and responsible environment for both users and mentors.

14.1 Reporting Safety Concerns

Mentors should promptly notify VMENTORZ where they believe a situation may involve risks to user safety, potential harm, or serious ethical concerns.

This may include situations involving threats of harm, abuse, exploitation, or other circumstances where platform intervention may be appropriate.

14.2 Reporting Ethical or Professional Dilemmas

Where mentors encounter circumstances that raise ethical or professional uncertainties in the course of providing services on the platform, they are encouraged to seek guidance from VMENTORZ through the designated support channels.

14.3 Reporting Misuse of the Platform

Mentors should report instances where they believe the platform is being misused by users or other participants, including behaviour that violates platform policies or compromises the safety and wellbeing of others.

14.4 Responsible Reporting

Mentors should ensure that reports are made in good faith and based on reasonable concern.

Reports should be submitted through the official support or communication channels provided by VMENTORZ to enable appropriate review and response.

14.5 Platform Commitment to Responsible Governance

VMENTORZ is committed to maintaining a safe, responsible, and professionally governed platform for both users and mentors.

The platform endeavours to operate in alignment with applicable laws, regulatory frameworks, and ethical standards relevant to mental wellness services and digital platforms.

Mentors are encouraged to raise concerns or seek guidance where they believe a situation may affect user safety,



professional conduct, or compliance with platform standards.

Section 15 – Governance, Enforcement & Amendments

The VMENTORZ Mentor Code of Conduct and Expected Delivery Standards form part of the governance framework established by VMENTORZ to promote responsible, ethical, and professional engagement between mentors and users on the platform.

These standards are intended to support user safety, professional integrity, and the quality of services delivered through the VMENTORZ ecosystem.

15.1 Enforcement of Standards

VMENTORZ reserves the right to review mentor conduct and take appropriate action where behaviour is found to be inconsistent with the standards outlined in this Code of Conduct or other applicable platform policies.

Corrective measures may include guidance, warnings, temporary suspension, restriction of platform access, or termination of the mentor's association with the platform, in accordance with the Mentor Engagement Agreement.

15.2 Interpretation of the Code

VMENTORZ reserves the right to interpret the provisions of this Code of Conduct in a manner that supports platform safety, ethical standards, and responsible service delivery.

Where ambiguity or uncertainty arises regarding the application of these standards, VMENTORZ may provide clarification or guidance to ensure consistent interpretation.

15.3 Amendments and Updates

VMENTORZ may revise or update this Code of Conduct from time to time in order to reflect evolving professional standards, regulatory developments, platform policies, or operational requirements.

Mentors are expected to review and comply with the updated standards as may be communicated through official platform channels.

15.4 Acknowledgment of Professional Responsibility

Mentors acknowledge that adherence to these standards is an essential component of maintaining trust, professionalism, and responsible engagement within the VMENTORZ platform.

15.5 Relationship with the Mentor Engagement Agreement

This Mentor Code of Conduct and Expected Delivery Standards forms part of the professional and operational standards governing mentors on the VMENTORZ platform.

Mentors acknowledge that by accepting the **VMENTORZ Mentor Engagement Agreement**, they agree to adhere to the standards outlined in this Code of Conduct as applicable to their engagement with the platform.

15.6 Non-Exhaustive Nature of Standards

The standards outlined in this Code of Conduct are intended to provide guidance on professional behaviour expected from Mentors on the VMENTORZ platform.

These provisions are **not exhaustive**, and Mentors are expected to exercise professional judgment and adhere to applicable ethical standards, laws, and platform policies even where specific conduct is not explicitly addressed in this document.

VMENTORZ reserves the right to take appropriate action where Mentor conduct is inconsistent with the spirit or intent of these standards.



Section 16 – Version Control & Governance Record

This document may be updated from time to time to reflect changes in platform policies, operational standards, regulatory requirements, or professional best practices applicable to mentors providing services through the VMENTORZ platform.

Updates to this document will be recorded in the version history table below. Mentors are encouraged to review updated versions as communicated through official VMENTORZ communication channels.

Version History

Version	Effective Date	Summary of Changes	Approved By
1.0	January 29, 2026	Initial release of the VMENTORZ Mentor Code of Conduct & Expected Delivery Standards	VMENTORZ Management