

PROTECTION CONCEPT

for the Project „Settle*In –
Mentoring and Coaching
for LGBTQIA*-People
With (Post-)Migration History
and/or Refugee Experience

As of July 2025

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1. ABOUT THE PROJECT

Welcome to the Settle*In project! We support queer people with a history of refugee/migration on their path to a self-confident identity and a successful professional future.

In the project pillar “role models,” Settle*In strengthens the process of identity finding and development of young (post-)migrant and queer people through mentoring and accompanies career planning through individual coaching. The offer is based on culturally sensitive and intersectional approaches, which have been identified in many recent studies as particularly effective in helping LGBTQIA* people with a history of refugee/migration to overcome their individual challenges and at the same time strengthen their professional and social skills (cf. Nematy/Namer/Razum 2023; de Cuyper/Crijns 2023).

As part of the “Allies” project pillar, Settle*In addresses specialist and management staff in public structures and HR managers in companies. They are sensitized to the specific concerns of young (post-)migrant, queer people, and their awareness of the enrichment of this target group as employees is raised.

All the project's important processes are documented in this protection concept. These processes are intended to map the project structures transparently and ensure the highest possible level of protection for all participants. The primary project languages (both in communication with the team and in the documents) are German and English.

Support through mentoring (“role models”)

(Post-)migrant queer people operate in a social environment that is characterized by different structures and expectations. This can present them with challenges, be it in finding themselves or in dealing with intersectional experiences of discrimination. Social and professional integration in Germany also brings specific challenges for new immigrants, which are influenced by various factors. This is where the project comes in and offers targeted mentoring: volunteer mentors support the participants individually, share their experience, and strengthen them along the way.

The structure of Settle*In's mentoring program is based on the publication “Elements of Effective Practice for Mentoring TM” by the US mentoring umbrella organisation MENTOR: The National Mentoring Partnership. This has brought together scientific research and the experience of practicing mentoring projects in the USA and formulated criteria that characterise project structures as quality criteria. The associated appendix, “LGBTQ Supplement to the Elements of Effective Practice for Mentoring” (2019), with a specific focus on mentoring projects by and with queer people, is also considered. The PRIDE training modules by Christian Rummel (2025) and the Caring Mentor Model by Daniel Shapiro (2019) provide a further basis.

Mentoring at Settle*In can vary in duration: three to ten appointments over the course of a year are possible. The number of appointments depends on the individual needs of the mentees and the capacities of the mentors. In addition to longer-term mentoring relationships, short “single-session interventions” have also proven to be effective models of mentoring and are also conceivable (see Rhodes 2025).

Career planning through coaching ("role models")

In addition to topics relating to identity work, the project also addresses issues relating to the training and job market in the Hamburg metropolitan region. In short, in highly targeted coaching sessions, volunteer coaches provide their specialist knowledge on the topics of career planning, application procedures (including job interviews), and team and leadership skills. The support provided by the coaches ranges from help with preparing CVs and writing letters of motivation to subject-specific application tips.

Digital platform "Q*Connect"

A central component of the project is the digital space "Q*Connect," which is available on the "Brightspace" platform. This virtual space functions as a queer (post-)migrant mentoring, coaching, and empowerment space in which, among other things, onboarding modules for mentors, coaches, mentees, and coachees are completed. However, the empowerment space is more than just a digital offering – it is also a metaphorical and conceptual framework for all project-related activities aimed at the participants. Beyond the platform, empowerment spaces are also created in personal encounters: in mentoring and coaching sessions, in resilience training, and in other analogue and hybrid formats. In all these contexts, spaces of experience open that strengthen self-efficacy and promote individual and collective development processes.

Cooperation with companies and organizations ("allies")

We also work with specialists and managers from public structures as well as HR managers from private companies: in workshops, they learn how they can act as multipliers for the topic of "queer and (post-)migrant identities" and learn how they can advocate for the interests of queer employees with a history of refugee/migration or a (post-)migrant identity. They are supported in reflecting on their

own structures and attitudes regarding discriminatory characteristics, expanding their intersectional skills, and developing measures for a diversity-sensitive working environment.

Queer and/or (post-)migrant

We understand the word "queer" to be a collective term that is open to all people who do not define themselves as heterosexual and/or cisgender (i.e., who cannot identify with the gender they were assigned at birth) – or who are not sure how they want to or cannot define themselves. This includes, for example, lesbian, gay, bisexual, pansexual, and asexual people; trans* people; inter* people; and non-binary and genderqueer people. There are many more terms for different sexual and/or romantic orientations and gender identities, and there are people for whom none of these terms and categories apply. Ultimately, each person decides for themselves how they want to describe themselves. We use the term "queer" to address all these people.

Migration has long been an integral part of everyday life in Germany. It is no longer just a matter of immigration or emigration but a much larger social reality that shapes political discussions. Over the last 70 years, however, there has often been a clear distinction between "migrants" and "natives," and this distinction has strongly influenced perceptions and power relations.

The (post-)migrant perspective questions precisely this separation. It states that people should not only be integrated into society through adaptation. Instead, diversity is seen as something natural in a globalized world that enriches society. This view helps to look beyond rigid categories such as origin or ethnicity and recognises that all people in society are of equal value. The point is that every person – with or without a history of migration – can actively initiate change and help shape social norms.

This project welcomes all people for whom their (post-)migrant experiences are an important part of their identity, as well as people who do not have a history of migration themselves but who are still perceived as “foreign “. The latter group experiences the same social exclusion and racialization that is often associated with migration because of their ethnic origin or cultural characteristics.

1.1 FULL-TIME PROJECT TEAM

The Settle*In project is a project of the Koordinierungsstelle Weiterbildung und Beschäftigung e.V. (KWB). It is funded by the federal program “Demokratie leben!” of the Federal Ministry of Education, Family Affairs, Senior Citizens, Women, and Youth. It is one of the projects in the “Shaping Diversity” field of action in the “Selected Phenomena of Group-related Misanthropy and Empowerment” topic area.

KWB is a member of the cooperation partner Mentor.Ring Hamburg e.V. and part of the Bundesverband soziales Mentoring e.V. The Settle*In project is supervised by the project management and two advisors. The project's digital communication channels include Instagram (@settle_in_hamburg) and the website **www.settle-in.de**.

All project staff are committed to acting in accordance with the guidelines outlined in the declaration of commitment and the code of conduct and to using diversity-sensitive language throughout.

1.2 CODE OF CONDUCT

Our code of conduct serves as a common basis for respectful, fair, and appreciative cooperation. It defines core values and expectations that are binding for all participants in the project, as well as for the full-time project team. By recognizing this code, we contribute to a positive and inclusive work and communication culture:

- * Settle*In stands for equal rights for all people – regardless of their gender identity, origin, religion or ideology, social affiliation, appearance, age, health, or sexual/romantic orientation. We actively campaign against discrimination.
- * We are open to all people who would like to join Settle*In and achieve the project goals with us. We expect respectful behaviour towards each other and want everyone to be treated with appreciation.
- * We respect the fact that everyone makes their own decisions and acts according to their own convictions. Personal responsibility should always be encouraged.
- * All participants contribute to the tandem relationship voluntarily and according to the time available to them.
- * We value the different ideas and skills of all participants and see them as an enrichment.
- * Everything we share with each other in terms of sensitive content is done consciously and voluntarily. We take care of ourselves and each other and are committed to confidentiality and maximum discretion.
- * Our claim to ourselves and our promise to the external world is to work responsibly and reliably.
- * All participants can expect friendliness and honesty from Settle*In.

2. MENTORING

Mentoring describes a voluntary, supportive relationship in which an experienced person accompanies and supports another person over a longer period. The mentors support their mentees in various areas, often with a focus on personal development. “Social mentoring” does not primarily pursue economic goals but concentrates on the well-being, self-efficacy, and personal development of the accompanied mentees. The mentors also benefit from the experience and commitment of this exchange.

Social mentoring not only works on the individual level of mentors and mentees – it promotes equal opportunities, education, and social participation and thus strengthens democratic coexistence (see Bundesverband Soziales Mentoring – Federal Association of Social Mentoring).

2.1 ONBOARDING MENTEES

The mentees ...

- * position their identity in the LGBTQIA* spectrum and have experiences of flight/migration or a (post-)migrant identity.
- * are between 18 and 40 years old and live in Hamburg or the metropolitan region.
- * are looking for a (contact) person to support them with their own questions, uncertainties, and topics.
- * are committed to complying with the project procedures set out in the protection concept and to upholding the values of the project (including data protection and a declaration of commitment).

People who are interested in the role of mentee at Settle*In can fill out the **contact form for mentees and coachees** on the project website. This asks for initial personal details, contact details, and motivation for participation. Once the contact

form has been completed and submitted, the project team will contact the applicant by phone or mail to arrange an appointment for an introductory meeting. **The introductory meeting** can take place in person at the KWB offices or digitally via Zoom.

In the introductory meeting, the potential mentee and the project team discuss the content and framework conditions of the project, the mentee's individual motivation, and the next steps in the process. In this meeting, opportunities and challenges for mentees in the program are presented realistically so as not to raise false expectations. The interview process is based on the **“Introductory interview with mentees”** guidelines.

The project has an internal written record of **decision criteria** that lead to acceptance as a mentee, as well as criteria that define exclusion from the role of mentee. The final decision on the suitability of the interested person is made by at least two project staff members in accordance with the dual control principle. There is no entitlement to participate in the project.

In the case of participation as a mentee, an anonymised protocol is created from the contents of the introductory meeting, which, together with the anonymised contact form, forms the basis of the matching process. Before this happens, the mentees sign **a declaration of consent** to pass on anonymised data to potential mentors.

Mentees are given access to the digital platform “Brightspace,” where they can access all project-relevant documents (information on the process, protection concept, data protection declaration, and self-commitment declaration). They will also find an **onboarding module** that gives them an insight into the project work and prepares them for mentoring.

Once all the relevant documents have been read and signed, the matching process can begin. The matching process is described in detail from page 9 onwards. The project team strives to find a suitable match for all participants but cannot guarantee this.

Onboarding module for mentees and coaches

Mentoring/coaching relationships at Settle*In potentially involve very private and sensitive topics. To start mentoring or coaching well prepared, all mentees and coaches complete a digital onboarding module, which is made available on the "Brightspace" platform. The module is designed as a self-study unit that mentees and coaches can complete independently online. The module includes small exercises and tasks that are completed as part of the process.

The module comprises three fields of work:

- * **Module 1:** Self-reflection & empowerment
- * **Module 2:** Method check: mentoring & coaching
- * **Module 3:** Project structure, processes & documents

Module 1:

Onboarding creates a shared awareness of the realities of life for queer and (post-)migrant people. With the help of concepts such as the Sinus-Milieu-Study, the Gender Unicorn, and interactive exercises such as the "Power Flower," key terms, forms of discrimination, and intersectional perspectives are taught. Scientific articles and relevant current study results are also included.

Module 2:

The methods of mentoring and coaching are each considered in terms of their role models, tasks, and limitations. Small exercises encourage a change of perspective between the roles of mentor/mentee and coach/coachee and support the mentees and

coachees in naming their own expectations, wishes, and needs. In addition, the mentees/coachees deal with the relationship between closeness and distance in the context of mentoring/coaching and their personal boundaries to promote self-determined action in their role.

Module 3:

Finally, the mentees and coaches receive an overview of all organisational and administrative processes of the project. Important documents such as the protection concept, data protection guidelines, and a declaration of commitment are prepared and made available to sign.

This is intended to create transparency and ensure that all participants can orient themselves within the framework conditions and that all participants, including the project team, are committed to shared values and a shared attitude.

2.2 ONBOARDING MENTORS

The mentors ...

- * are of legal age and live in the Hamburg metropolitan region.
- * position their identity in the LGBTQIA* spectrum and/or have experiences of refugee/migration or a (post-)migrant identity.
- * are committed to adhering to the project procedures set out in the protection concept and to upholding the values of the project (including data protection and a declaration of commitment) by signing the form.
- * are empathetic and approachable, can listen and communicate well, and are motivated to support people in their personal development.
- * Take part in an introductory meeting and the onboarding module

People who are interested in the role of mentor at Settle*In can fill out the **contact form for mentors** on the project website. This asks for initial personal details, contact details, and motivation

for participation. Once the contact form has been completed and submitted, the project team will contact the applicant by phone or e-mail to arrange an appointment for an introductory meeting. The **introductory meeting** can take place in person at the KWB offices or digitally via Zoom.

In the introductory meeting, the potential mentor and the project team discuss the content and framework conditions of the project, the individual motivation and background, as well as the next steps in the process. In this meeting, opportunities and challenges for mentors in the program are presented realistically so as not to raise false expectations. The interview process is based on the **“Introductory meeting with mentors”** interview guidelines.

The project has an internal written record of **decision criteria** that lead to acceptance as a mentor, as well as criteria that define exclusion from the role of mentor. The final decision on the suitability of the interested person is made by at least two project staff members in accordance with the dual control principle. There is no entitlement to participate in the project.

The mentors are given access to the digital platform “Brightspace”, where they can access all project-relevant documents (information on the process, protection concept, data protection and self-commitment declaration). They will also find the **digital onboarding module** here, which gives them an insight into the project work and prepares them for mentoring.

Onboarding module for mentors and coaches

Mentoring/coaching relationships at Settle*In potentially involve very private and sensitive topics. To start mentoring or coaching well prepared, all mentors and coaches complete a digital onboarding module, which is made available on the “Brightspace” platform. The module is designed as a self-study unit that mentors/coaches can complete independently online. The module includes small exercises and tasks that are completed as part of the process.

The module comprises three fields of work:

- * **Module 1:** Lifeworld of the target group
- * **Module 2:** Method check: mentoring & coaching
- * **Module 3:** Project structure, processes & documents

Module 1:

Onboarding creates a shared awareness of the realities of life for queer and (post-)migrant people. With the help of concepts such as the Sinus-Milieu-Study, the Gender Unicorn and interactive exercises such as the “Power Flower”, key terms, forms of discrimination and intersectional perspectives are conveyed. Academic articles and relevant current study results are also included. The aim is to sensitize the mentors/coaches to specific challenges and intersectional discrimination and to provide them with practical tools for dealing with discrimination in a sensitive manner.

Module 2:

The methods of mentoring and coaching are each considered in terms of their role models, tasks and limitations. Small exercises encourage a change of perspective between the roles of mentor/mentee and coach/coachee and support the participants' own positioning. In addition, the mentors/coaches deal with their own biographical experiences and personal boundaries to promote conscious and reflective action in their role. This module is optional for coaches, as they must provide evidence of previous experience and qualifications in advance.

Module 3: Finally, the mentors/coaches receive an overview of all organizational and administrative processes of the project. Important documents such as the protection concept, data protection guidelines and a declaration of commitment are provided for signature. This is intended to create transparency and ensure that all participants can orient themselves within the framework conditions and that all participants, including the project team, are committed to shared values and a shared attitude.

2.3 MATCHING

Mentors and mentees are brought together in tandems by the project team, considering expressed needs and preferences. The matching process is based on the respective information from the contact forms and the introductory meetings. It is up to the mentors and mentees to decide whether the planned match will take place:

1. An anonymised protocol is created from the notes of the introductory meeting with the mentees and the completed contact form.
2. The anonymised protocol is forwarded by the project team to the mentor whom the team has identified as a potential match.
3. The mentor reports back to the project team whether he/she is open to the match.
4. The team now forwards the mentor's full name to the mentee.
5. The mentee reports back to the project team whether he/she is open to the match.
6. If the mentee indicates agreement, the project team will send the mentor's contact details to the mentee.
7. The mentee can now contact the mentor, and they can arrange a first meeting.

2.4 PRINCIPLES OF ACTIVE MENTORING RELATIONSHIPS

Administrative/formal:

- * The mentoring relationship exists over the course of several meetings to be determined by the tandem (three to ten mentoring meetings are possible), which take place over a maximum period of one year.
- * The duration of the individual meetings and the interval between meetings is the responsibility of the tandems, provided that a total period of no more than one year is not exceeded. The location (face-to-face or online) is also determined by the tandem.
- * By the second meeting at the latest, the mentee and mentor jointly complete a mentoring agreement in which all key points are recorded: expected number of meetings, topics/objectives, contact details, etc. The mentee is responsible for forwarding the completed mentoring agreement to the project team.
- * The last meeting of the tandem should be used to reflect on the previous meetings and to evaluate the mentoring process together.
- * Everyone is responsible for the time and commitment of the other project participants. Appointments are cancelled sufficient notice if necessary.
- * If contact details change, the project team will be informed of the changes.
- * The collaboration can be terminated at any time after consultation with the project team.
- * Irrespective of agreed processes, mentors and mentees are encouraged to contact the project team at any time in the event of problems, uncertainties, questions, or concerns.

In terms of content:

- * The aim of the mentoring relationship is for the mentee to develop and benefit from the mentor's experience and knowledge.
- * Mentees find out what exactly they want and need from the mentoring relationship, define the goals, direction, and type of mentoring, and determine the direction of learning.

- * Mentors are not responsible for knowing “the” answer but for accompanying and supporting the mentee in the discovery process.
- * Mentors can share their own biographical experiences, but they know that biographies can and should be very different, even with similar experiences.

2.5 ENDING OF THE MENTORING RELATIONSHIP

The phase of termination is also one of the important phases of a mentoring relationship cycle and should be perceived as such by the tandems. The last agreed meeting should therefore include enough time for reflection on the mentoring process to discuss experiences, developments, and lessons learned.

The mentees are required to inform the project team of the end of the mentoring. The team will then contact the tandem to initiate the internal project evaluation. For this purpose, mentees and mentors are asked to complete a written feedback form.

For the mentors, the mentoring ends with the last meeting of the tandem.

As the processes initiated during mentoring can continue to have an effect in the subsequent period, the mentee survey is repeated after six months using the feedback form to be able to map the potential development. After the second feedback loop, mentoring at Settle*In is also over for the mentees.

The project team uses the results of the evaluation to reflect on and further develop its own project practices. Furthermore, the anonymized results are also included in the reporting to the funding program.

3. COACHING

Coaching is a targeted, professionally supported process that helps people to develop individual solutions to specific challenges and achieve their personal or professional goals. As a rule, coaching takes place for a limited period and within a structured framework. It can cover a wide range of topics. Often – as is the case with Settle*In – the focus is on professional issues: from professional reorientation to application management and stress management. In contrast to mentoring, coaching often pursues direct and specific goals but can also contribute to the promotion of self-efficacy, mental health, and personal clarity and strengthen social participation (Schröder 2019; Ziegler/Bartonek 2020).

3.1 ONBOARDING COACHEES

The Coachees ...

- * position their identity in the LGBTQIA* spectrum and have experiences of refugee/migration or a (post-)migrant identity.
- * are between 18 and 40 years old and live in the Hamburg metropolitan region.
- * -are committed to complying with the project procedures set out in the protection concept and to upholding the values of the project (including data protection and a declaration of commitment).
- * are looking for a (contact) person to support them with their own questions/uncertainties/topics.

People who are interested in the role of coachee at Settle*In can fill out the **contact form for mentees and coachees** on the project website. This asks for initial personal details, contact details, motivation, and requirements for participation. Once the

contact form has been completed and submitted, the project team will contact the applicant by phone or e-mail to arrange an appointment for an introductory meeting. The introductory meeting can take place in person at the KWB offices or digitally via Zoom.

In the introductory meeting, the potential coachee and the project team discuss the content and framework conditions of the project, the coachee's individual motivation, and the next steps in the process. In this meeting, opportunities and challenges for coachees in the program are presented realistically so as not to raise false expectations. The interview process is based on the interview guide **“Getting to know the coachee.”**

The project has an internal written record of decision criteria that lead to acceptance as a coachee, as well as criteria that define exclusion from the role of coachee. The final decision on the suitability of the interested person is made by at least two project employees in accordance with the dual control principle. There is no entitlement to participate in the project.

In the case of participation as a coachee, an anonymized protocol is created from the content of the introductory meeting, which, together with the anonymized contact form, forms the basis of the matching process. Before this happens, the coachees are asked to sign **a declaration of consent to pass on anonymized data** to potential coaches.

Coachees are given access to the digital **platform “Brightspace”**, where they can access all project-relevant documents (information on the process, protection concept, data protection and self-commitment declaration). They will also find an **onboarding module** (see page 7 for the content of onboarding), which gives them an insight into the project work.

Once all the relevant documents have been read and signed, the matching process can begin. The matching process is described in detail from page 12 onwards. The project team strives to find a suitable match for all participants but cannot guarantee this.

3.2 ONBOARDING COACHES

The coaches at Settle*In ...

- * Provide documentation for at least one of their qualifications (e.g., certificate of coaching training, studies with a corresponding focus, certificates from relevant further education or training courses related to coaching).
- * -Provide documentation of at least one of practical experience as a coach (e.g., letter of reference, proof of activity).
- * Live or work in the Hamburg metropolitan region.
- * Ideally have an identity within the LGBTQIA* spectrum and/or have experience of refugee/migration or a (post-)migrant identity.
- * Are empathetic and approachable, good listeners, good communicators, and have the motivation and skills to support people in career planning and orientation.
- * Successfully participate in the Settle*In onboarding module.
- * Are committed to complying with the project procedures set out in the protection concept and to upholding the values of the project (including data protection and a declaration of commitment).

People who are interested in the role of coach at Settle*In can fill out the contact form for coaches on the project website. This asks for initial personal details, contact details, and motivation for participation. Once the contact form has been completed and submitted, the project team will contact the applicant by phone or e-mail to arrange an appointment for an introductory meeting. The **introductory meeting** can take place in person at the KWB offices or digitally via Zoom.

In the introductory meeting, the coach and project team get to know each other and discuss the content and framework conditions of the project, individual motivation and qualifications, as well as the next steps in the process. The course of the meeting is based on the **“Introductory meeting with coaches”** meeting guidelines.

The project has an internal written set of decision criteria that lead to acceptance as a coach, as well as criteria that define exclusion from the role of coach. The final decision on the suitability of interested persons is made by at least two project staff members in accordance with the dual control principle. There is no entitlement to participate in the project.

The coaches are given access to the digital **platform “Brightspace,”** where they can access all project-relevant documents (information on the process, protection concept, data protection, and self-commitment declaration). They will also find the digital **onboarding module** here (see page 8 for the content of the onboarding module), which gives them an insight into the project work and prepares them for the upcoming project activities.

After participating in the module, **a short profile** of the coach is created, and they are added to the project's pool of coaches. Once all relevant documents have been read and signed, the matching process can begin. The matching process is described in detail below. The project team strives to find a suitable match for all participants but cannot guarantee this.

3.3 MATCHING

The project team brings coaches and coachees together, considering expressed needs and preferences. The matching process is based on the respective information from the contact forms and the introductory meetings:

1. An anonymized protocol is created from the notes of the introductory meeting with the coachees and the completed contact form.
2. The anonymized protocol is forwarded by the project team to the coach that the team has identified as a potential match.
3. The coach reports back to the project team whether he/she is open to the match.
4. The team now forwards the full name of the coach to the coachee.
5. The coachee reports back to the project team whether he/she is open for the match.
6. If the coachee indicates agreement, the project team will send the coach's contact details to the coachee.
7. The coachee can now contact the coach, and they can arrange a first meeting.

3.4 PRINCIPLES OF ACTIVE COACHING RELATIONSHIPS

Administrative/formal:

- * The number of appointments to be included in the coaching is determined jointly by the coach and coachee and depends on the issue. The minimum number is one appointment, with a maximum of five appointments taking place over a maximum period of three months.
- * The duration of the individual appointments and the interval between appointments is the responsibility of the coach and coachee, provided that the total period of three months is not exceeded. The location (in person or online) is also determined individually by the coach and coachee.
- * If it is more than a one-off coaching appointment, the coach and coachee fill out a coaching agreement together at the second meeting at the latest, in which all the key points are recorded: Number of meetings, topics/goals, contact details, etc. The coachee forwards the completed coaching agreement to the project team.
- * Everyone treats the time and commitment of the other project participants responsibly. Appointments are cancelled in good time if necessary.
- * If contact details change, the project team will be informed of the changes.
- * The collaboration can be terminated at any time after consultation with the project team.
- * Irrespective of agreed processes, coaches and coachees are encouraged to contact the project team at any time if they have problems, uncertainties, questions, or concerns.

Content:

- * The coaching offer covers a range of topics relating to career orientation, entering the job market, and career planning.
- * In contrast to the often-open-ended approach of mentoring, coachees come to the coach with specifically formulated questions that are clarified during the coaching.

3.5 ENDING THE COACHING RELATIONSHIP

The coachees are required to inform the project team about the upcoming end of the coaching and the date of the last meeting. The team will then contact the coach and coachee to initiate the project-internal evaluation. For this purpose, both are asked to answer a **feedback** form in writing. For the coaches, the coaching ends with the last meeting.

As the processes initiated during coaching can develop further in the following period, the coachees are asked to complete the feedback questionnaire again after six months to map the potential development. After the second feedback loop, the coaching at Settle*In is also finally completed for the coachees. The project team uses the results of the evaluation to reflect on and further develop its own project practice. The anonymised results are also included in the reporting to the funding program.

4. COMPLAINTS AND QUALITY MANAGEMENT

4.1 COMPLAINTS PROCEDURE

The program is based on the core values of voluntariness and trust and is characterized by an error-friendly attitude. Conflict can always arise in the context of mentoring and coaching relationships. The project team is therefore available for contact at any time. Conflicts or complaints are examined objectively and discussed both within the team and with the parties involved. The program offers the possibility of individual counselling and supervision. A transparent exchange, constructive cooperation, and problem-solving approaches are central to this.

It is also possible to contact the "Independent Advice Centre for Mentoring Projects" (UBM) of Mentor:Ring Hamburg e.V., as the umbrella organization for Hamburg mentoring projects, with complaints. The Mentor:Ring is also available to all Settle*In participants as a neutral point of contact. All concerns are handled confidentially and professionally by an external advisor at UBM. Contact can be made via e-mail: ubm@mentor-ring.org.

4.2 PROCEDURE IN THE EVENT OF VIOLATIONS AND HANDLING OF SUSPECTED VIOLATIONS

If the project staff become aware of violations of the project rules agreed upon in the voluntary commitment or the Code of Conduct, they will seek contact with the persons involved. Serious violations will lead to exclusion from the program. These include, for example,

- * Discrimination
- * Bullying or degradation
- * Disclosure of personal or sensitive data without the person's consent
- * Assault or aggressive behaviour
- * Threats, damage to property, or other criminal acts

All Settle*In participants are encouraged to contact the project team at any time if they have any questions, concerns, or uncertainties.

4.3 EVALUATION, QUALITY ASSURANCE AND DOCUMENTATION

KWB projects are subject to ongoing documentation, which also includes periodic reporting and proof of use. A quality management system in accordance with DIN EN ISO 9001:2015 (by TÜV Nord CERT GmbH) for all areas of work with annual audits ensures compliance with consistently high-quality standards in all work processes. KWB is also certified in accordance with AZAV. External audits by independent auditors ensure compliance with the guidelines.

In addition, the control office of the federal funding program "Demokratie leben!" also plays a central monitoring role. Through regular exchange formats and ongoing reporting, the status of the project work and the implementation of the planned measures are continuously assessed and compared with the objectives. This is done in close cooperation with the German Centre for Integration and Migration Research (DeZIM), which is responsible for the scientific monitoring of the federal funding program "Live Democracy!" and thus also for the evaluation of the funded innovation projects.

The "Logical Model" and the "SWOT Analysis," which represent two evaluation perspectives, should be mentioned here as central instruments. The quality standards and self-evaluation of the Settle*In project are also ensured by the central project controlling. The project carries out internal formative and summative evaluation measures with which the target groups and cooperation partners are surveyed. Standardized feedback forms, recurring quality controls, and milestone reviews serve to continuously monitor the quality of the project work and compliance with the project guidelines.

Regular collegial case consultations within the project team and at the sponsor level ensure that the project team reflects on its own work. The project team also takes part in relevant training courses.

5. DOCUMENTS

- * Data protection consent
- * Declaration of commitment

5.1 DATA PROTECTION CONSENT

Consent of the participant to data collection and processing

1. Information for participants

By giving your consent, you agree that your personal data may be processed as part of the “Settle*In” project run by KWB Koordinierungsstelle Weiterbildung und Beschäftigung e.V. The following data will be collected: name, address, telephone number, e-mail address, year of birth, gender identity, sexual and romantic orientation, (post-)migrant identity, and other data provided in the contact form and introductory Interview. This information is required to enable tailored matching of mentors and mentees or coaches and coachees and to document the project work.

2. Purpose of the processing

- * Data processing serves to provide individual support and assistance from the project team throughout your participation in the “Settle*In” project.
- * In addition, the data will be processed for the purpose of providing evidence to funding agencies and for project documentation.

3. Anonymized disclosure to mentors/coaches

I expressly agree that my personal data from the contact form I have completed, and the contents of the introductory interview may be disclosed in anonymized or pseudonymized form to potential mentors and coaches to enable the formation of suitable tandems. Any reference to my person is excluded. The following information, which I do not wish to disclose, is excluded from this:

4. Legal basis for processing

Your data is processed based on your consent in accordance with Art. 6 (1) (a) GDPR and, insofar as special categories of personal data are concerned, based on your express consent in accordance with Art. 9 (2) (a) GDPR.

5. Recipients of the data

- * Within the “Settle*In” project, only authorized employees have access to your data.
- * Data will only be passed on to mentors or coaches if this is necessary for the tandem
- * matching process and, if necessary, in anonymized or pseudonymized form.
- * The above-mentioned personal data will not be transferred to external third parties that are not expressly named here.

6. Duration of storage

Your personal data will be stored until you leave the project, unless there are legal retention obligations that prevent this. After the end of the project, your data will be deleted after a maximum of 24 months, unless other legal obligations or requirements of the funding provider require longer storage.

7. Your rights

- * You have the right of information, correction, deletion, restriction of processing, data portability, and revocation of this consent. Revocation is possible at any time without the need to provide a reason and does not affect the legality of the processing carried out up to the point of revocation.
- * The contact person for all questions relating to data protection in the "Settle*In" project is the data protection officer at KWB Koordinierungsstelle Weiterbildung und Beschäftigung e. V. (Kapstadtring 10, 22297 Hamburg, e-mail: datenschutz@kwb.de, tel.: 040 334241-0).

- * You also have the right to contact the competent supervisory authority: The Hamburg Commissioner for Data Protection and Freedom of Information, Ludwig-Erhard-Str. 22, 20459 Hamburg, tel.: 040 42854-4040, e-mail: mailbox@datenschutz.hamburg.de.
- * You can find the complete privacy policy of KWB Koordinierungsstelle Weiterbildung und Beschäftigung e. V. online at www.kwb.de/kontakt/datenschutz.

8. Revocation of consent

You can withdraw your consent informally in writing (e.g., by e-mail) or verbally to the project team or the data protection officer at KWB e. V. Withdrawal does not affect the legality of the processing carried out up to the point of withdrawal.

Participant's declaration

I confirm that I have read, understood, and accepted the above information regarding the processing of my personal data. I expressly consent to the processing of my personal data, my (post-)migrant identity, gender identity, and sexual/romantic orientation, as described above.

Name- and Surname

Place, date

Signature

5.2 DECLARATION OF COMMITMENT

In the Settle*In project, we work on sensitive and very personal topics such as gender identity, sexual/romantic orientation, (intersectional) experiences of discrimination and refugee/migration history. Through our mentoring and coaching services, we want to strengthen identities, provide orientation and support career planning. This can only succeed on a basis of trust that gives all participants the security of knowing that their issues and thoughts are in good hands. All Settle*In participants contribute to creating this working basis through their actions.

Self-commitment of the participants at Settle*In

- * to maintain confidentiality,
- * to maintain political, religious, and ideological neutrality,
- * to recognize diversity as a social reality, and
- * to prevent physical, sexual, and emotional abuse.

I pledge not to disclose private or intimate details from the private lives of mentors, mentees, coaches, coachees, and their families to third parties without or against the will of the person concerned.

Furthermore, I pledge to remain politically, ideologically, and religiously neutral in the performance of my work at Settle*In.

Furthermore, I explicitly oppose sexual violence and the crossing of boundaries. I am aware of the real possibility of this danger and therefore commit myself to the following principles with this self-commitment:

1. I am committed to protecting the people participating in the project from physical and psychological violence and abuse. In the event of concrete suspicion of abuse by third parties,

I will immediately take the necessary steps to clarify the facts of the case and take any further measures. The protection concept serves as a guideline for my actions.

2. I ensure that I deal with closeness responsibly and that I recognize and respect the individual boundaries of mentors, mentees, coaches and coachees. I also observe these when dealing with third parties.
3. I will not use my role at Settle*In for sexual contact with other participants in the project.
4. I take a stand against discriminatory and violent verbal and non-verbal behaviour in the spirit of solidarity and mutual respect.
5. I assure that I have never committed a criminal offence in connection with sexual abuse. I further assure that I have never been expelled from another institution due to physical, psychological, sexual or emotional abuse.
6. I try to be aware of others crossing boundaries and, in accordance with my responsibility, speak openly to my contact person at Settle*In. I do this with the knowledge that the information will be handled appropriately and not in a way that could damage my reputation.

I am aware of my special responsibility as a participant at Settle*In and acknowledge the principles explained above:

Name- and Surname

Place, date

Signature

6. CONTACT INFORMATION

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7. SOURCES

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8. SIGNATURE

With my signature, I confirm that I have read and understood the protection concept and the attached
documents Declaration of Commitment and Data Protection Consent.

Name- and Surname

Place, date

Signature