

Creative Support Session Guidelines

Artsadmin is committed to creating a supportive, respectful, and inclusive environment for all artists engaging with our Creative Support Sessions. This agreement outlines what artists and mentors can expect from each other, helping to ensure a productive and positive experience for everyone involved.

1. Session Requests & Suitability

- Artists may book only one creative support session per year.
- Artists may choose the mentor they feel best suits their needs.
- Mentors may decline a session if the request falls outside their area of expertise or capacity.
- If this happens, Artsadmin will do our best to signpost artists to a more suitable advisor or support option.

2. Session Purpose & Expectations

- Creative Support Sessions are open, one-off conversations focused on creative development.
- Sessions may include questions, feedback, and signposting to relevant opportunities or resources.
- Artists should come prepared to talk about themselves, their work, and any areas they would like support with.
- Artists are encouraged to engage in open conversation and be receptive to constructive feedback.
- Mentors may share follow-up notes or resources after the session if relevant, but this is not guaranteed.

3. Professionalism & Confidentiality

- Keep all feedback constructive and rooted in care.
- Sessions should remain professional, respectful, and focused on creative development.
- Conversations during the session are confidential.
- No personal or professional details will be shared outside the session without explicit permission.
- In-person sessions usually take place in the Artsadmin Canteen, which is a shared, public space. While mentors aim to find a quiet area, full privacy cannot be guaranteed.

4. Inclusivity and Accessibility

- Treat each other with kindness, care, and respect.
- Value different experiences, backgrounds, and perspectives.
- Discriminatory, harassing, or inappropriate behaviour will not be tolerated.
- Artists should let Artsadmin know in advance of any access needs so staff can make appropriate arrangements (e.g. wheelchair access, closed captions).
- Sessions may sometimes touch on personal or emotionally sensitive areas, either person may pause or end the session at any time if they feel uncomfortable.
- Artsadmin staff are not trained mental health professionals but can signpost to relevant support services if needed.

6. Timekeeping and Communication

- Sessions are 60 minutes long. Artists and mentors are expected to arrive on time and communicate as early as possible if they are delayed or unable to attend.
- If an artist can't attend or is running late, they should contact Artsadmin as soon as possible by emailing creativesupport@artsadmin.co.uk or calling 020 7247 5102.
- If an artist gives prior notice, we'll do our best to help artists reschedule, but we can't guarantee immediate availability due to high demand.
- Artists who miss a session without informing Artsadmin in advance will need to rebook through the usual process.
- Artists who repeatedly miss sessions without informing Artsadmin in advance will be unable to book further sessions for a period of one year.
- If an artist schedules a session with a mentor who then becomes unavailable, Artsadmin will help reschedule the session.

7. Monitoring and Feedback

- After each session, mentors complete a short session report to help monitor, evaluate and develop the Creative Support programme.
- Artsadmin also welcomes feedback from artists to help improve the service.