

Mentorship and Peer Learning for Women Workers Toolkit



On behalf of



Federal Ministry
for Economic Cooperation
and Development

Implemented by

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Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

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Gig Economy

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As a federally owned enterprise, GIZ supports the German Government in achieving its objectives in the field of international cooperation for sustainable development.

Published by:

Deutsche Gesellschaft für
Internationale Zusammenarbeit (GIZ) GmbH

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Programme description:

GIZ Gig Economy Initiative advocates for fair and decent working conditions for platform workers at a global level.
<https://www.bmz-digital.global/en/overview-of-initiatives/gig-economy/>, gigeconomy@giz.de

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Source: Dubai Future Foundation (2025) 'The Global 50'

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On behalf of

German Federal Ministry for Economic Cooperation and Development (BMZ)
Economic and Social Development, and Digitalization Division
Bonn

Location and year of publication:

Bonn, 2025

On behalf of



Federal Ministry
for Economic Cooperation
and Development

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ABBREVIATIONS

Abbreviation	Full Form
AIGWU	All India Gig Workers Union
CRM	Customer Relationship Management
CV	Curriculum Vitae
COTU-K	Central Organisation of Trade Unions
DOT	Digital Opportunity Trust
EU	European Union
FAQ	Frequently Asked Questions
FGD	Focus Group Discussion
GB	Gigabyte
GDPR	General Data Protection Regulation
GPS	Global Positioning System
IDWF	International Domestic Worker Federation
IFAT	Indian Federation of App-Based Transport Workers
ITUC	International Trade Union Confederation
ITF	International Transport Workers' Federation
LMS	Learning Management System
NGO	Non-Governmental Organisation
NUPABW	National Union of Professional App-Based Transport Workers
OODA	Organisation of Online Drivers Association
SEWA	Self-Employed Women's Association
SHG	Self-Help Group
SMART	Specific, Measurable, Achievable, Relevant, and Time-bound
SME	Subject Matter Expert
SMS	Short Message Service

Table 0.1: List of Abbreviations

GLOSSARY

Term	Definition
Agile Mentorship Model	A collaborative approach to guidance and support, tailored to the principles of agile development methodologies. It focuses on personalised learning, continuous feedback, and practical application, rather than traditional, rigid teaching methods.
Fairwork Principles	Five principles developed by the Fairwork Project for fair work in the platform economy: fair pay, fair conditions, fair contracts, fair representation, fair management. These principles set and measure fair standards for the future of work.
Focus Group Discussion	A qualitative research method where a small group of people, typically 6-12, engage in a guided discussion about a specific topic, led by a moderator.
Gender Negative	Practices, policies, or systems that explicitly disadvantage or exclude individuals based on their gender, reinforcing gender inequality.
Gender Blind	An approach that ignores gender differences, challenges, and systemic inequalities, assuming that the same interventions or practices will work for everyone.
Gender Sensitive	An approach that acknowledges gender differences and specific barriers but does not systematically challenge or transform them.
Gender Responsive	An approach that actively considers and addresses the different needs, barriers, and circumstances of all genders, and adapts programme design and delivery accordingly.
Gender Transformative	An approach that seeks to challenge and change harmful gender norms, relationships, and systemic inequalities, promoting gender equity as part of the programme's core objective.
Gender-based Algorithmic Bias	Instances where the AI treats people differently based on their gender, due to biases present in the data it was trained on.
Gig Economy	A labour market characterised by short-term, temporary, and task-based work facilitated via digital platforms.
Gig Work	Freelance work performed by an independent contractor on an informal or on-demand basis.
Living Tariffs	The amount of money that self-employed or gig workers need to earn per day to achieve a living wage. It includes not only daily living expenses, but also the cost of resources required for the work, such as work equipment costs, overhead costs, taxes, social security, and savings in case of illness and retirement.
Living Wages	The amount of money sufficient to cover food, accommodation, transportation, health, and education expenses together with a provision for unexpected events.
Peer Group	A supportive relationship between individuals who share similar experiences, ages, or statuses, where they offer each other guidance, advice, and encouragement.
Peer-led Learning Communities	Groups where individuals learn from and with each other, leveraging their shared experiences and knowledge to achieve common goals.
SMART Indicators	A set of criteria—Specific, Measurable, Achievable, Relevant, and Time-bound—used to create effective monitoring and evaluation indicators for projects and programmes.

Table 0.2: Glossary of Definitions

INTRODUCTION

This Toolkit is part of our ongoing commitment to a fairer, more inclusive digital economy. At GIZ, we have worked across several countries to strengthen the digital participation of gig workers, especially women and those from marginalised groups, under our Gig Economy Initiative. The goal of our initiative is to create more equitable opportunities in the gig economy—not just by enhancing digital and professional skills, but also by building awareness about workers' rights, fair work principles, and strategies for resilience—thereby ensuring that the digital transformation contributes to sustainable economic development.

As digital work becomes more widespread, many women enter this space with limited access to training, guidance and/or networks. They may find themselves navigating platforms and client expectations alone, while also managing care responsibilities and facing cultural or safety-related challenges. In this context, mentorship has emerged as a vital support structure. Equally important is peer learning—connecting with others in similar situations to exchange strategies, encouragement, and local insights. Together, these approaches create spaces for women to build both competence and self-confidence.



This Toolkit reflects the collective experiences gained from working with partner organisations around the world, mentors and mentees. It aims to support implementation institutions in setting up contextual, effective mentorship programmes that respond directly to the needs of women in the gig economy. You'll find practical tools, adaptable templates, and voices from the field, each of which speaks to the power of relationships, trust, and lived experience.

This Toolkit exists because we recognise these challenges and have seen how mentorship and peer learning can be transformative. Mentorship develops confidence, enhances self-esteem, and helps women navigate the digital platforms more effectively. When complemented with peer learning, it further deepens the impact by offering communities and safe spaces.

We hope this Toolkit encourages more organisations to embed mentorship and peer learning as core parts of their implementation strategies. It is designed to be flexible, reflective, and locally relevant, and to promote knowledge sharing across geographies.

We invite you to adapt this Toolkit to your setting, add your own stories, and build communities of care and skill. Mentorship and peer learning are two of the few tools that create both skill and solidarity. It can bridge experience gaps, build confidence, and support women to grow on their own terms.



Why do you think mentorship and peer learning matters for women in the gig economy?

How can this Toolkit support your programmes and practice?

How to Use the Toolkit

The Toolkit is modular, flexible, and designed to be adapted to your local context. You can read it cover to cover or simply use the sections that are most helpful for your needs. To help you navigate this as per your needs, the Toolkit is designed to cater to different user groups, as outlined below:



For Institutions: Planning and evaluation.



For Mentors: Session preparation and delivery.



For Mentees: Goal-setting, exercises and growth pathways.

We recommend implementing the methods described in this toolkit in five main phases:



1. Outreach and Promotion

- Identify your target communities.
- Promote the mentorship opportunity using community champions, social media, or trusted partners.



2. Preparation

- Use the planning templates provided to customise your programme timeline and delivery format.
- Identify mentees and mentors based on their experience, availability, and alignment with your programme goals.



3. Implementation

- Orient mentors and mentees with sessions that cover programme goals, expectations, and commitments.
- Share key resources with mentors and mentees.
- Nurture peer learning communities early on.



3a. Guide for Mentors

- Mentors deliver impactful sessions using the mentor guide materials.
- Mentors choose formats that work for your mentees— 1:1 sessions, group circles, or online check-ins.

3b. Guide for Mentees

- Mentees prepare for their sessions and journeys.
- Mentees use the exercises to reflect on what mentorship is, how to stay committed, how to set and track goals, and how to map out barriers and assets.
- Mentees use the exercises to think about work-life balance, safety, self-worth, and rights as gig workers.

4. Evaluation and Learning

- Track progress, outcomes, and growth over time using our adaptable evaluation templates.
- Consider outcomes other than income, such as confidence, knowledge of rights, network strength, and mentee transitions.
- Use these insights to design follow-up support and scale-up.



Figure 1.1: Toolkit Use from Mobilisation to Impact

Adapting the Toolkit Locally

This Toolkit is informed by local experiences from pilot countries and designed for a global audience. As such, its effective use requires adaptation to your specific target group and country context.

 This symbol indicates places in the implementation framework where you are encouraged to insert local examples, case studies, or references from your institution's experience to make the training more practical and relatable.

Navigating the Toolkit Symbols

Throughout the Toolkit, you will find helpful symbols designed to guide you and highlight key content. Here's what each symbol means:



Inclusive Practice Tips – Suggestions for gender-responsive approaches that address the diverse needs of all genders.



Lessons Learnt – Key observations and insights collected from previous implementation experiences.



Localisation Tips – Practical advice to help you adapt the Toolkit content to your local context.



Reflect – Guiding questions to encourage critical thinking, personal reflection, and practical planning.



Resource Links – Online links connecting you to additional content, publications, or tools.



Video Resources – Links to relevant videos for further explanation, demonstration, or inspiration.



1

Background



Gig Economy and Women

The gig economy is made up of short-term, task-based, flexible work opportunities. These jobs are often accessed through digital labour platforms, such as Uber or Fiverr. For many women, gig work offers a pathway to earn from home, on their own schedule. But it also comes with risks: no job security, little social protection, and few support systems.

As women step into gig work, they bring with them aspirations and responsibilities, from supplementing family income to carving out independence. But gendered barriers persist. Many women lack access to smartphones, bank accounts, or digital literacy training. Often, social norms may limit their mobility or choice of gigs. And platforms may not be designed with their realities in mind. Platforms present a bewildering world of new work that is easier to navigate with an experienced guide or mentor.

What is Digital Labour?

Digital labour refers to tasks that are mediated through digital platforms and technologies, where workers perform tasks that are coordinated, managed, and compensated through online systems. It consists of several activities, from highly skilled technical work to routine micro-tasks that can be completed remotely. Digital platforms act as intermediaries to manage these activities by connecting workers with employers or clients to facilitate the performance of paid work through digital channels.

Work in a Digital World: Informal Economy and Digital Economy

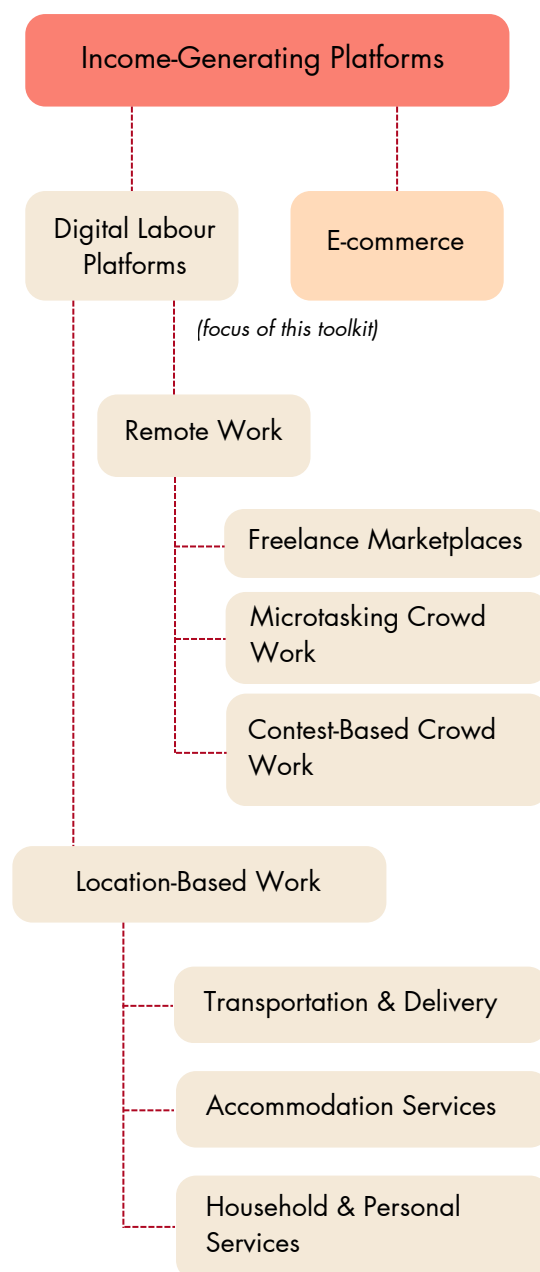


Figure 1.2: Types of Digital Labour Platforms

Situating Gender, Mentorship, and Peer Learning

Recognising the challenges presented by this sector, mentorship and peer learning are powerful tools that can meaningfully support women by developing approaches that acknowledge these complexities.

Mentorship and peer learning are two powerful tools that centre women's realities, experiences, and strengths. While mentorship offers one-on-one guidance, peer learning creates space for shared reflection, storytelling, and support. Together, they can help women build not only skills, but also solidarity.

This Toolkit encourages you to:

- Meet women where they are—emotionally, digitally, socially.
- Co-create goals and plans instead of prescribing them.
- Recognise the invisible labour women carry.
- Prioritise safety, flexibility, and accessibility in sessions.
- Design group spaces where women can learn from each other's journeys.



Gender-responsive mentorship and peer learning acknowledge that every woman's path will look different. For one, success may mean steady income. For another, it may be about gaining confidence to speak in a group or learning to use a phone independently. These spaces allow women to name their goals on their own terms, while supporting each other through shared wins and setbacks.

Mentorship helps build solidarity. It shifts the focus from competition to care. When women see themselves in each other's stories, they're more likely to keep going. And when they feel less alone, they are more likely to lead.

“

Mentorship is not only about skill transfer—it is about building confidence, clarifying pathways, and creating a ripple effect of leadership that inspires others in the community.

Kriti Agarwal

Coordinator, Skill Development, SEWA Bharat, India

”

Mentorship Ethos and Pedagogy

Mentorship works best when it is built on mutual respect, shared goals, and flexible formats. We see mentorship as a mutually rewarding experience—mentors learn from mentees just as much as the other way around.

“

[From this mentorship programme], I [have] gained valuable insights, knowledge, and skills about the gig economy that will help me to upscale, adapt, and succeed in the gig economy as a young female professional.

Elmo Fusubatin

Data Analyst, Mentee, Mentorship Programme for Women Gig Workers, Ghana

The programme provided targeted training to enhance my digital and entrepreneurial skills. This includes learning how to leverage digital tools for freelancing, understanding market trends, and improving my ability to deliver quality services in a competitive environment.

Lydia Nyambura

Virtual Assistant, Mentee, Mentorship Programme for Women Gig Workers, Digital Opportunity Trust (DOT), Kenya

”

Core Values of Mentorship

Mentorship should be guided by a clear set of shared values. Consider using this as a visual framework.

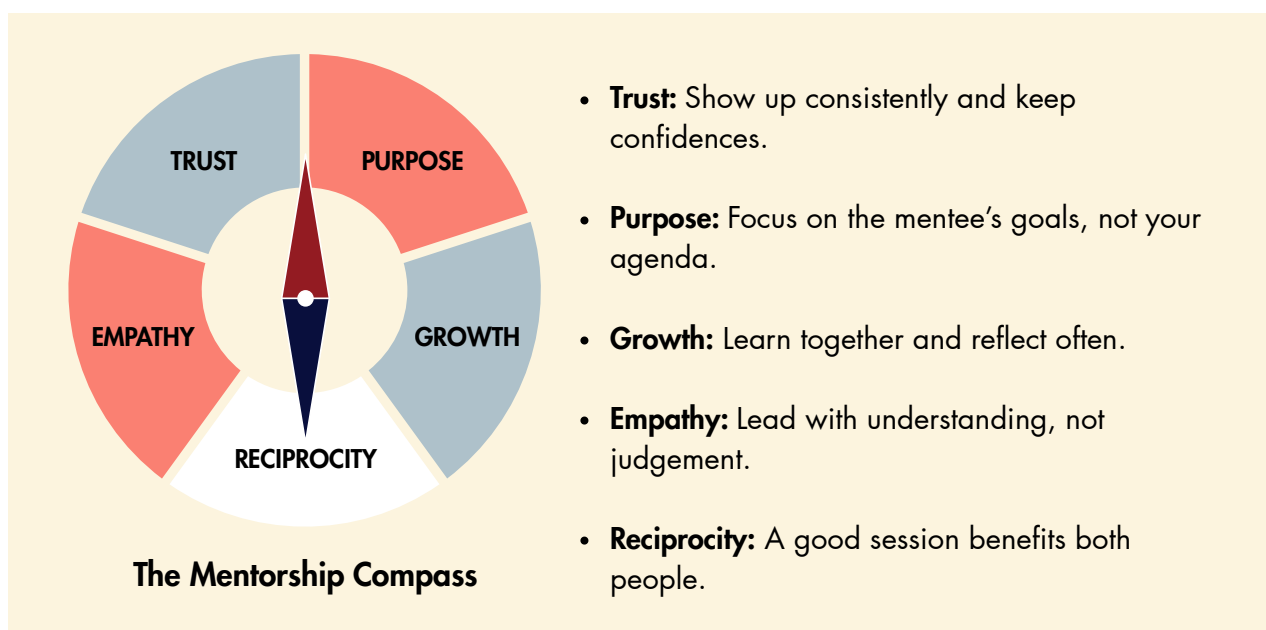


Figure 1.3: The Mentorship Compass



Which of these values do you already practise in your programmes?

What gendered barriers might mentees in your context face? How are these acknowledged in your programme?

How can peer learning strengthen support networks?

How are safety and flexibility embedded into the way sessions are designed and delivered?

“

One of my mentees was interested in becoming a virtual assistant but didn't know how to start. She had basic admin skills but lacked confidence and direction. Through mentorship, we identified her strengths, created a professional CV and online profile, and practised effective communication with clients. Mentorship helped her believe in herself.

Mercy Afful

Sales and Marketing Rep & Digital Marketing Trainer, Mentorship Programme for Women Gig Workers, EFHE GH Foundation, Ghana

”

Active Learning Methods

To make mentorship sessions more engaging and practical, several active learning strategies may be used. Some of these include:

- **Story exchanges:** Share personal journeys and lessons learnt.
- **Role plays:** Practise scenarios like asking for a job or resolving a platform dispute.
- **Goal circles:** Map out steps toward a goal by drawing it in the centre and planning the path to achieve it.
- **Learning diaries:** Encourage short reflections after each session.

A typical mentoring session could look like this:

Session	Duration
Check-in	10 min
Activity	20 min
Reflection	15 min
Preview of next step	10 min

Table 1.1: Sample Session Layout



The one-on-one mentor sessions and the asset mapping exercise really brought the mentorship to life for me. Having a space where I could reflect on my strengths, discuss real opportunities, and get feedback from someone who understands the gig economy made the process practical and empowering.

Antie Mariam Rabi

Executive Personal & Virtual Assistant, Mentee, Mentorship Programme for Women Gig Workers, RAM Fabrics Haven, Ghana



Mentorship and Peer Learning Pathways for Mentees

Not all mentees begin from the same place. Your mentorship programme should offer the following elements to cater to diverse needs.

- **Flexible entry points** for early-stage gig workers, women switching careers, those returning to work.
- **Personalised plans** to let mentees choose what they want to work on (confidence, platform skills, finances).
- **Progress tracking** by using self-reflection tools and simple feedback forms.
- **Peer circles** to reduce isolation and increase accountability.

Different Journeys, Shared Growth: Three Mentee Pathways

 The Newcomer	 The Returnee	 The Experienced
A first-time gig worker with low digital confidence.	Some prior gig experience, but took a break (e.g., after childbirth).	Skilled and already working, seeking growth.
Step 1: Orientation session — “What is mentorship?” Step 2: Build basic digital and communication skills. Step 3: Identify barriers (e.g., device access, confidence). Step 4: Set first small goal (e.g., apply for one gig). Step 5: Ongoing support and check-ins.	Step 1: Reconnect with past gig experience — “What’s changed?” Step 2: Map personal assets and current constraints. Step 3: Refresh skills and confidence. Step 4: Set medium-term goals (e.g., find remote or part-time work). Step 5: Explore support for time-balance and safety.	Step 1: Reflect on past gigs and patterns. Step 2: Identify skills to deepen or diversify (e.g., negotiation, financial planning). Step 3: Explore leadership and mentoring others. Step 4: Co-create a long-term growth plan. Step 5: Optional: train to become a peer mentor.
Outcome: Gains confidence, learns platform basics, takes first gig.	Outcome: Rebuilds momentum, integrates work with life, regains earnings.	Outcome: Moves towards sustainability, confidence, and community leadership.

Table 1.2: Three Mentee Pathways



I wanted to know about the platforms and tools that could help me advance in my gig career. I did not know how to create a portfolio and pitch myself for relevant opportunities, but now I can do this and many more tasks effortlessly.

Bernice Aihoon

Customer Service Executive, Mentee, Mentorship Programme for Women Gig Workers, Velo West Africa, Ghana



Programme Sustainability

Consider these points to keep your mentorship and peer learning programme alive beyond a pilot phase.

- Train mentees to become future mentors.
- Create mentor learning circles for peer exchange.
- Intentionality: plan from the beginning to build a community which continues beyond the programme phase.
- Match mentors and mentees based on commonalities, such as location, interests, or skills. This leads to stronger relationships and greater chance of success.
- Document what works: activities, formats, feedback.
- Share back with sponsors, partners, and community.
- Explore options for certification, stipends, or public recognition.



What will keep this programme going after the current phase ends? Who are the partners that may carry it forward?

What structures or communities can you support now that will grow over time?

LESSON LEARNT



Over time and through various implementations, we've learned that mentorship doesn't need to be perfect to be impactful. But it does need to be consistent, localised, and built with care. And it works best when combined with peer learning—creating spaces where women can learn not only from mentors, but from each other.



One thing I wish I had known before starting the mentorship programme was to create channels to keep open one-on-one conversations with mentors and mentees during the programme to receive timely feedback. I wish I had run a longer orientation with mentors to guide them on the processes of facilitating meetings and engagements with mentees, and how to address and resolve any challenges that may come up.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana



LESSONS LEARNT

Here are some key lessons learnt:

- Don't over-design. Start small, test, and adapt.
- Pair based on trust and communication style, not just skills.
- Train mentors not just to teach, but to listen.
- Allow room for flexibility in timing, content, and formats.
- Celebrate small wins and track outcomes beyond income.
- Plan for what happens after the programme ends. Will mentors continue? Will mentees become mentors? Will peer groups evolve into communities of practice?

A well-run mentorship and peer learning programme can build ripple effects in a community. One mentee may bring in her sister, neighbour, or friend. One mentor might lead a chat group for ongoing support. A small peer group might continue to meet and share job leads or personal milestones, long after the formal sessions end.

This Toolkit captures what's worked and what hasn't. It's up to you to take it forward, make it your own and enrich the programme with your own context.



How will you document and share what worked well in your programme?

What spaces can you create for ongoing peer support and learning?

“

One impactful change we made during the programme was introducing assignments after training modules using templates for mentees. Initially, mentees struggled with consistency and clarity around progress. By providing simple templates with assignments, such as action plans, personal and community asset maps, portfolio development, contracts, and other action items, we gave both mentors and mentees a shared framework to guide their conversations. This small adjustment significantly improved accountability, depth of engagement, and the overall effectiveness of the mentorship experience.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana

”



2

Outreach and Promotion





This section will help you kick-start the outreach process in a way that is structured, inclusive, and tailored to your local context. Previous implementations have shown that building strong community networks and applying gender-responsive approaches from the very beginning are key to success. It offers practical strategies to identify the right stakeholders, reach underrepresented groups, and set the foundation for effective programme partnerships.



This section will help you answer:

- How can you form and engage communities in inclusive, equitable ways?
- Who are the key stakeholders and how can you map and engage them effectively?
- What communication tools and materials will help you reach your audience?

Planning Outreach

The foundations of an effective outreach strategy for mentorship for women workers are built upon three key pillars: inclusivity, trust, and engagement. Such an outreach strategy can be used to address systemic inequalities, promote community ownership, and create safe pathways for women to explore opportunities in the gig economy.

Here are some suggestions you can consider when crafting your outreach strategies:

- Acknowledge the challenges women face as platform workers, such as social restrictions, lack of assistance with childcare while working, family gatekeeping, and economic barriers.
- Take a champion's approach to women's mentorship and peer learning programmes by recognising women who are already active as gig workers. Encourage these women to share their experiences and stories of their gig work with women's groups.
- Address safety concerns and income potential with family members by organising group meetings to showcase how gig work can align with family values.



Women gig workers in India face several systemic challenges. Women are 20 per cent less likely to own smartphones than men, and many struggle to navigate gig platforms, track payments, or resolve disputes. This leaves them at risk of exploitation. Unpaid domestic responsibilities, childcare, and limited mobility at night reduces the kinds of jobs women can take. Many women take on fewer than three assignments a day because of family obligations, which reduces their income potential. Platform algorithms and rating systems, often designed around the assumption of full availability and mobility, end up penalising women more severely for declining work or missing peak-hour shifts.

Kriti Agarwal

Coordinator, Skill Development, SEWA Bharat, India



Based on the pointers mentioned above, you can make use of this checklist to ensure your outreach reaches the right communities:

Identify and get in touch with existing women's groups, stakeholder groups, NGOs, and community leaders.	☐
Conduct focus group discussions or informal conversations to understand local barriers for women.	☐
Identify cultural sensitivities around women's participation.	☐
Create outreach materials like text messages, radio broadcasts, and print posters in different languages for digital as well as offline channels.	☐
Develop FAQ responses to address safety concerns, earning potential and time constraints.	☐
Feature diversity in outreach materials to cater to women of different ages, backgrounds, and statuses.	☐
Highlight testimonials and success stories of women already into gig work.	☐
Select meeting venues accessible to women and offer flexible participation and/or childcare options.	☐
Plan joint sessions with family members to address safety and income concerns.	☐
Create materials explaining gig work benefits for household economic security.	☐
Create a peer support programme with successful women in gig work to encourage more women to join the programme.	☐
Create multiple entry points for women to join the programme and maintain a flexible enrolment process.	☐

Table 2.1: Checklist for Outreach Strategies to Reach Right Communities

 You can use the [Building Pathways to Gig Work](#) video to introduce the Mentorship and Peer Learning for Women Workers programme to institutions, sponsors, and local networks. It explains why this toolkit matters and how easy it is to adopt and replicate the Mentorship and Peer Learning for Women Workers programme.

“

Many women are sceptical about joining the gig economy, also having [to go through] their gatekeepers to approve. A lot of work needs to be done on sensitisation and sharing the success stories of women. For this, we use digital media to create short clips in the local dialect and advocacy programmes.

Maryam Lawan Gwadabe
Founder, Blue Sapphire Hub, Nigeria

”

Stakeholder Mapping

A **stakeholder identification framework** is a structured approach used to **identify, analyse, and categorise individuals, groups, or institutions** that have an interest in—or are affected by—the Mentorship and Peer Learning for Women Workers programme. We leveraged GIZ's expertise in stakeholder management to develop a framework which works for the platform economy. Our framework:

- Ensures **no key voices are left out**, especially from marginalised groups.
- Helps tailor **gender-responsive and inclusive** strategies.
- Supports more **effective communication and buy-in** from diverse stakeholders.
- **Reduces the risks** of conflict, exclusion, or missed opportunities.



Here is a list of different stakeholders you can target for your mentorship and peer learning programme:

Stakeholder Group	Sub-group	Targeted Entities
Individual Stakeholders	Women workers	Young women entering the digital workforce, mothers seeking flexible income, women re-entering after career breaks, and older women looking for additional income streams.
	Family members	Spouses, in-laws, parents, and adult children who influence women's participation decisions.
Community Stakeholders	Community leaders	Town heads, religious/cultural leaders, community elders, and women's help group leaders.
	Service providers	Local healthcare workers, trainers, shopkeepers, and other professionals who interact regularly with women.
Institutional Stakeholders	Government agencies	Local group members, women and child development institutes, and employment institutes.
	NGOs	Institutions working on women's empowerment, livelihoods, digital literacy, or community development.
	Financial institutions	Banks, micro-finance institutions, and cooperative societies focused on women's empowerment.
Market Stakeholders	Local representatives	Local partners of gig economy platforms who can provide training and onboarding support to women.
	Training providers	Skill development institutes, computer training centres, and vocational training institutes.
Support Stakeholders	Safety networks	Women's help groups and legal aid institutes.
	Childcare providers	Daycare centres, and community childcare initiatives.

Table 2.2: List of Stakeholders



Which other stakeholders come to your mind? Are there groups, organisations, or individuals you haven't considered yet—such as private sector partners, academic institutions, or youth networks?

Before connecting with the stakeholders you've identified, it is important to organise their information in an agile format. A **stakeholder mapping sheet** will help you achieve just that. There can be several formats for this mapping. A simple template we used looks like this:

Stakeholder	Role / Institution	Interest in the Project	Level of Influence / Power	Potential Engagement	Gender & Inclusion Considerations	Engagement Strategy
Name or group (e.g. "Local women's cooperative")	Describe their role or affiliation	Why are they interested? What motivates them?	High / Medium / Low	Guest Speaker, outreach partner, technical inputs	Barriers, needs, or roles (e.g. limited mobility, digital access, voice in decision-making)	Inform / Consult / Involve / Collaborate / Empower

Table 2.3: Stakeholder Mapping Template

Once your stakeholders have been identified, the next steps are to engage the ecosystem and raise awareness of the gig economy locally. We've found that there are several diverse routes to generate ecosystem interest in the topic, and we've listed the successful approaches below.

- **Categorise and Prioritise Responses:** Sort stakeholders by their initial reactions (champions, interested, neutral, resistant) and prioritise deeper engagement with high-influence supporters who can help build broader coalition support.
- **Schedule In-Depth Follow-Up Meetings:** Move beyond introductions to substantive conversations about programme details, addressing specific questions and concerns while exploring collaboration opportunities with each stakeholder group. Invite them to help shape programme design, timing, and delivery methods based on their knowledge and experience.
- **Organise Demonstration and Site Visits:** Invite interested stakeholders to observe similar successful programmes, meet participants from other communities, or attend a workshop to build confidence through tangible evidence, and demonstrate how your programme supports their objectives.
- **Establish Stakeholder Advisory Structure:** Create formal or informal advisory groups where key stakeholders can provide ongoing input, voice concerns, and help shape programme implementation to ensure cultural appropriateness and community ownership.

- **Facilitate Cross-Stakeholder Connections:** Introduce complementary stakeholders to each other and organise multi-agency coordination meetings to build an integrated support ecosystem and avoid duplication of efforts.
- **Formalise Partnership Agreements:** Create clear written agreements outlining roles, responsibilities, resource contributions, and expectations for key stakeholders to ensure accountability and prevent misunderstandings.
- **Provide Stakeholder Training and Resources:** Offer orientation sessions and develop necessary materials, toolkits, and resources that stakeholders need to effectively support programme implementation in their specific roles.
- **Establish Ongoing Communication and Feedback Systems:** Create regular communication channels and feedback mechanisms to maintain stakeholder engagement, track progress, address emerging challenges, and adapt based on community response.

“

We categorised the pool of stakeholders and institutions for outreach [into two main groups]: gig economy platforms and the private sector. These groups offered real-world opportunities and recruitment pipelines for mentees. Examples [include] freelance platforms (e.g., Upwork, Fiverr, Toptal), local job platforms (e.g., Tonaton, Jobsinghana.com), ride-hailing and delivery platforms (e.g., Bolt, Glovo), and corporate partners looking to hire gig talent.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers, Soronko Academy, Ghana

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Share the [**What is the Mentorship and Peer Learning for Women Workers Programme and Toolkit?**](#) video with potential sponsors and decision-makers. It highlights the value of mentorship and peer learning, gives evidence of need and opportunity, and includes a call to action for partnerships and funding.



Engaging the Ecosystem

A vital aspect of outreach for a training programme like this is ensuring that your stakeholders not only understand what the programme offers but also how they can contribute to its success. Engaging with local networks opens communication channels that may otherwise remain out of reach. For instance, women's organisations and community mentors can play a crucial role in amplifying awareness of your mentorship programme, helping ensure that outreach effectively reaches women and marginalised gender groups.



As an organisation, we have a strong local network of 32 partner hubs and an alumni network of over 50,000 alumni. This helps in outreach and sharing more about the mentorship programme.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana



Nourishing supportive communities through an inclusive outreach strategy is a step towards gender-transformative programming that empowers women and marginalised groups to challenge traditional gender roles and social norms.

LESSONS LEARNT



- Bring about an ecosystem-level change by making stakeholder group leaders, community mentors, and role models part of your outreach.
- Create informal spaces where role models can share their experiences.
- Highlight women from various backgrounds, ages, and life circumstances who have succeeded in gig work.
- Emphasise the relevance of the gig economy by connecting it to issues stakeholders already understand, such as workforce flexibility, financial freedom, and digital transformation.
- Work with leaders to integrate programme promotion into their existing activities, such as stakeholder group meetings, community events, or health camps.

Promotion Strategy

Before you begin designing the promotional materials, ask yourself this question: *“What should be the goals of my outreach strategy and how can these materials help me convey it to my target audience?”*

Unlike conventional marketing approaches, promotion of women-focused mentorship and peer learning programmes requires a deeper understanding of cultural complexities, family dynamics, and the issues women face in accessing the gig economy. An effective promotion strategy must address concerns and create entry points for women while respecting their existing responsibilities and constraints.

During the implementation of a similar programme in Kenya, we worked closely with local stakeholders to maximise our outreach. Based on this experience, we’ve identified the following strategies as the most effective ones:

Create value-focused messages focusing on flexibility, peer support, and family-friendly earnings.	☐
Address common safety concerns associated with women and use local languages in your promotional materials.	☐
Partner with existing women's groups, self-help groups (SHGs), and community organisations for endorsements.	☐
Integrate your promotions into established programmes, such as skill development schemes and financial literacy initiatives.	☐
Document and share success stories from women with similar backgrounds and circumstances to encourage more participation.	☐
Enable a multi-channel approach by using visual materials, short videos, and infographics alongside written communications.	☐
Align your promotion activities with seasonal patterns, cultural events, and community schedules.	☐
Create eye-catching visual materials and short testimonial videos to reflect the diversity of your audience.	☐
Provide low-commitment entry points that allow women to explore without full programme enrolment.	☐
Test different messages, channels, and approaches with small groups before full rollout.	☐
Collect regular feedback from both stakeholders and non-stakeholders to refine your promotional approach.	☐
Maintain regular communication with interested women throughout the enrolment process.	☐
Gain recommendations from partner organisations like NGOs and government agencies.	☐

Table 2.4: Checklist for Strategies to Maximise Outreach

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We launched a targeted social media campaign on LinkedIn, Instagram, and WhatsApp, using bold, empowering visuals of women freelancers and digital workers with taglines like, “Are you a woman building your career in the digital gig economy? Get matched with a mentor who has walked the path before you.” And for mentors: “Your experience can shape someone’s future. Become a mentor and help another woman rise in the digital space.” Why was it effective? Because it had language that resonated with purpose-driven professionals, relatable imagery, platform relevance, and clear, benefit-driven calls to action.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana

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Promotional Materials

From our experience with mentorship and peer learning programmes, we’ve seen that the most effective marketing messages are those that genuinely resonate with the audience and inspire them to participate.

Here are some sample promotional materials from previous implementations of the Mentorship and Peer Learning for Women Workers programme. They can be used as templates or adapted to suit your local context when designing your own outreach materials.

The templates include placeholders for the session date and institutional logos, allowing you to tailor the materials for local outreach. Logos can be added to all promotional items to reflect your partnerships and increase community recognition.

You can download the editable templates in English from [here](#).

The default print size for these materials is A4.



Tips for Developing Marketing Materials

The following tips can support you in crafting clear, relevant messaging for your campaign:

- **Define Your Target Audience Precisely:** Identify specific demographics, career stages, and industries you're addressing. Tailor messaging to resonate with their unique challenges, aspirations, and communication preferences rather than using generic language.
- **Highlight Programme Benefits and Outcomes:** Focus on tangible results like career advancement, skill development, and networking opportunities. Use specific examples and success stories rather than vague promises about "professional growth".
- **Address Common Barriers Upfront:** Proactively explain how the programme accommodates busy schedules and supports participants at all levels.
- **Use Action-Oriented, Inclusive Language:** Employ clear, direct language that encourages participation. Avoid corporate jargon that might alienate potential participants. Ensure messaging reflects diversity and welcomes people from various backgrounds.
- **Create Multi-Channel, Consistent Messaging:** Develop core messages that work across different platforms (social media, email, presentations).

LESSONS LEARNT



Here are the top three lessons learnt for effective promotion:

- Collaborate with partners identified in your stakeholder mapping to promote your mentorship programme.
- Frame the programme's messaging around specific issues women face, such as income instability, lack of professional development, isolation, or difficulty scaling their services.
- Leverage social media platforms where gig workers are active.

Social Media Materials

Social media is a powerful tool to attract mentees to your mentorship and peer learning programme and expand its reach. Platforms like LinkedIn, Facebook, Instagram, YouTube, and WhatsApp each offer unique ways to connect with your audience and boost community engagement.

Here are some examples of social media posts for the programme, which can be downloaded and adapted for your own use.



3

Preparation





Now that your outreach and promotion strategy is in place, this section will guide you through the practical steps of implementing a mentorship and peer learning programme within your institution. This isn't just about matching mentors and mentees—it's about building a supportive, inclusive environment where women can learn from each other, grow together, and take ownership of their journeys in the gig economy.

You'll explore how to select committed mentors and mentees from diverse backgrounds, tailor the programme to fit your local context, and develop an environment which is conducive to long-term community building. This section will also help you design incentives and support systems that go beyond the basics—think regular peer group activities, community check-ins, and peer-led sessions that sustain engagement over time.

By the end, you'll have a roadmap for implementation that centres women's voices and keeps learning collaborative, local, and lasting.

This section will help you answer:



- How can you identify your core mentee groups and design a mentorship programme that meets their needs while encouraging peer interaction?
- What criteria should you use to select mentors and mentees, and how can you prepare them for mentoring and peer-led learning?
- How can you align existing activities or networks within your institution with the goals of the mentorship and peer learning programme?
- What types of support systems or incentives can help women join the programme—and stay engaged throughout its duration?

Programme Design

Target Group Mapping

One of the key lessons from implementing mentorship programmes across countries is this: the better we understand our target group, the stronger and more relevant the programme becomes. Mentee engagement rises when the programme reflects their lived realities, motivations, and the specific barriers they face. To gather this insight early on, use tools like focus group discussions (FGDs), surveys, and interviews.

Mentees come with diverse motivations. While some may join to improve their income or gain work experience, others may seek confidence, career clarity, or simply someone to talk to. They may be trying to return to work after a gap, break into digital platforms, or test new skills in a supportive setting. We recommend conducting target mapping before progressing with certain project stages:

- **Before programme design:** Mapping helps to better understand the local gig ecosystem and identify key actors.
- **Before programme launch:** It provides insight into the needs and abilities of your selected mentors and mentees. Effective mapping lays the groundwork for meaningful matches and tailored peer learning activities.
- **During early implementation:** Mapping reveals the types of activities and development participants are seeking. This insight helps shape the direction of the programme and supports the creation of small communities where mentors and mentees can exchange knowledge and experiences.

The figure below illustrates the process you can follow to map your target group.

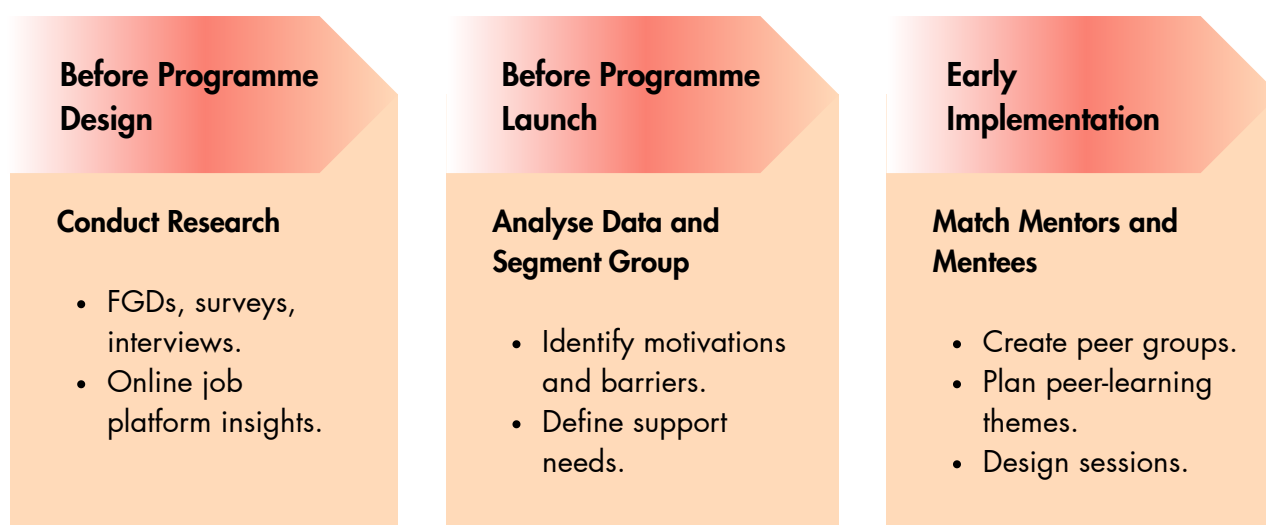


Figure 3.1: Target Group Mapping Process

Mentee Selection

Selecting the right mentees is essential for a successful mentorship and peer learning programme. Selecting mentees with diverse life experiences, work histories, and aspirations ensures that the programme reflects the real-world complexity of gig work and helps peer learning flourish.

Start by asking:

- Who is this mentorship programme for?
- What stage of their gig work journey are they in?
- Are they already doing platform work or looking to start?
- What are their challenges and aspirations?

What to Look For in Mentees

Past experiences have shown that institutions receive a high number of applications. As a result, our partners have devised a set of filters to ensure that motivated mentees with appropriate profiles were selected.

A mentee who serves to gain the most from the programme has:

- Motivation to learn and grow.
- Openness to feedback and new experiences.
- Interest in peer engagement and sharing knowledge.
- Availability to commit time to mentorship sessions and group activities.
- A basic understanding of digital tools, or willingness to learn.

Also consider women who may have dropped out of the workforce, caregivers seeking flexible work, students, and those from marginalised backgrounds. Mentorship and peer learning can be especially empowering for these groups.

How to Select Mentees

You can use a mix of application forms, interviews, and nomination processes from the stakeholder groups you mapped earlier. If your institution already works with a target group, involve your field team in identifying women who would benefit most.

If numbers allow, build diversity into your cohort in terms of age, language, prior experience, and location. This mix will enrich peer learning and ensure that each mentee can find common ground with others.

What Institutions Can Do

Set clear selection criteria but keep space for women who may not tick every box but show commitment or potential.

Run orientation sessions before formal onboarding to explain what mentorship is, how peer learning works, and what mentees can expect.

Share the [Guide for Mentees](#) early—this will help potential participants self-assess their readiness and interest.



How will you ensure that your mentee group is inclusive and representative of your wider community? What steps can you take to bring in voices that are often left out?

Mentor Selection

The success of your mentorship and peer learning programme rests heavily on your mentors. We found that good mentors did not necessarily have perfect résumés, but came with empathy, lived experience, and a willingness to share and support. A thoughtful mentor selection process ensures mentees receive the guidance, encouragement, and connections they need to grow.

What Makes a Good Mentor

You are looking for mentors who are:

- Experienced in the gig economy, either on cloud-based or location-based platforms.
- Good communicators, especially active listeners.
- Open to life-long learning.

- Able to build trust across diverse backgrounds.
- Supportive of peer learning and community-building.
- Gender-sensitive, with a clear understanding of the challenges women may face.

Mentors can be past mentees, entrepreneurs, experienced freelancers, local leaders, or even alumni of your programmes. Importantly, consider involving male mentors who are allies and can role-model respectful, equitable relationships, particularly in contexts where women may need to work with or navigate male-dominated spaces.

“

Qualities we should look for in a mentor to help women succeed in the gig economy are experience in the gig economy, gender-sensitive awareness, strong communication skills, empathy and patience, networking and industry insights, goal-oriented and accountability-driven, adaptability, and digital fluency. Bonus: commitment to mentorship.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers, Soronko Academy, Ghana

”

How to Select Mentors

Use a mix of application, nomination, and referral processes:

- Invite applications from past programme participants, local digital professionals, or community leaders.
- Ask mentees to nominate someone they look up to.
- Use field staff or institutional partners to recommend trusted individuals.

During selection, explore:

- Their experience with digital work or the gig economy.
- Their comfort with mentorship roles.
- Their ability to support women from diverse backgrounds.
- Their interest in peer learning and creating inclusive spaces.

You may also run short simulations or interviews to assess listening skills, gender sensitivity, and problem-solving ability.

What Institutions Can Do

- Create a clear mentor role description, including expectations and time commitments.
- Conduct mentor orientations to align them with programme goals, gender-sensitive practices, and peer learning methods.

- Share both the [Guide for Mentors](#) and [Guide for Mentees](#) to familiarise mentors with the programme approach and tools.
- Plan regular check-ins to support mentors throughout the process.

Mentors don't just guide—they model inclusive leadership. Selecting them carefully ensures your programme creates safe, inspiring, and meaningful learning experiences.



What support do your mentors need to feel confident in their role? How can you ensure diversity, empathy, and local relevance in your mentor pool?



We at Gram Vaani have seen that there is a higher level of trust when mentors come from within the same communities and have a similar lived experience or story.

Vijay Sai Pratap

Co-founder and Chief Executive Officer, Gram Vaani, India



Involving Male Mentors

While many mentorship programmes for women prioritise female mentors, the reality is that male mentors can play an important and constructive role if they are sensitised, intentional, and committed to creating safe, respectful, and empowering spaces. In many contexts, male mentors bring different perspectives, industry connections, and influence that can help women navigate male-dominated workspaces. At the same time, cultural norms, community perceptions, and power dynamics mean that involving men requires careful thought, clear boundaries, and sometimes creative facilitation.

We asked practitioners from different countries to share their experiences—both the opportunities and challenges—of bringing male mentors and allies into women-focused mentorship and peer learning programmes. Their reflections offer valuable lessons for balancing inclusion, safety, and impact, and show that there is no one right way. Take inspiration from the advice of our experts and build on that in your implementation.

“

What works is asking women whom they would prefer to mentor them. You'll be surprised to hear that some of them would say they prefer men to mentor them. As far as technology is concerned, some of them strongly believe that men will support them even better. So, we create that space. Because, again, mentorship is about building relationships and rapport, and if they feel strongly about that, you give them what they want. You cannot have a mentorship programme without men included.

Petronila Ogola

Regional Learning Manager, Digital Opportunity Trust (DOT), Kenya

Do we risk losing the women who would normally join [the programme] by involving men? What about the contexts where cultural norms restrict women's interaction with men, especially for young women? I recognise the importance of including men, but in such scenarios, you might lose even the few women that you got in. What's the trade-off?

Janet Wandia

Gender and Jobtech Lead, Mercy Corps, Kenya

It's not enough to preach or teach women how to overcome their challenges. But it's more of a community-level problem. Other stakeholders within the community must be educated. We make a conscious effort to get our volunteers and community trainers to reach out to and engage with other allies within the community and get their voices and perspectives on these topics. This then builds a shared understanding of some of these issues and makes space for people to reflect and share their opinions subsequently.

Vijay Sai Pratap

Co-founder and Chief Executive Officer, Gram Vaani, India

To overcome cultural barriers in conservative societies, we have a female convener overseeing the session where a male mentor is involved. It creates a safe space, neutralises the learning session, and helps with the accountability of both the mentor and the mentee.

Faiz Muhammad

Executive Director, Blue Sapphire Hub, Nigeria

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Mentor-Mentee Alignment

Ensuring that the mentor and mentee are aligned helps them set clear expectations, define goals, understand responsibilities, and agree on how they will work together. When the match is right, it builds trust and leads to a stronger, more effective relationship.

What Needs to be Aligned?

To build a strong and effective mentoring relationship, mentors and mentees should align in the following key areas.

Area	What to Align?
Expectation	Set clear ground rules for communication, mutual respect, and support.
Goals	Define shared goals like building skills, confidence, or taking the next career step.
Roles and Time	Say yes to responsibilities like who does what, when to meet, how often, and how long.
Communication	Talk about their preferred way to communicate—calls, texts, or in person and how often they'd like to connect.
Feedback Style	Understand how each person prefers to give and receive feedback.
Working Style	Respect each other's pace, learning style, and ways of expressing ideas.

Table 3.1: Areas to Align Mentees and Mentors On

Look out for misalignment if either person:

- Misses meetings or stops responding.
- Feels uncomfortable or unheard.
- Talks more and doesn't listen.
- Feels stuck or unsure about next steps.
- Does not participate in peer activities or feel left out of the learning group.





Are you matching mentors and mentees based on shared goals, communication styles, and learning needs, not just technical skills?

How can we ensure alignment while also encouraging peer learning within small groups of mentees?

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We started by selecting the mentors and then promoted their profiles, allowing mentees to apply based on the strengths the mentors had to offer.

Petronila Ogola

Regional Learning Manager, Digital Opportunity Trust (DOT), Kenya

I've found it useful to have 2 to 3 low-stakes engagements, almost like a trial session, before finalising the matching pairs.

Faiz Muhammad

Executive Director, Blue Sapphire Hub, Nigeria

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Selecting the Right Format

Mentorship and peer learning programmes can be delivered in different formats. The best format for your institution will depend on your participants' comfort level, access to technology, availability of space, and the goals of your programme.

Agile Mentorship

In this Toolkit, we propose an agile mentorship model. A collaborative approach to guidance and support, tailored to the principles of agile development methodologies. It focuses on personalised learning, continuous feedback, and practical application, rather than traditional, rigid teaching methods. You can use one or more of these formats.

- 1:1 mentoring for personalised guidance.
- Group mentoring for peer exchange and support.
- Community workshops for building broader networks.
- Online or blended formats for flexibility.

Agile Mentorship Formats

Format	Best for	Tools Needed	Challenges
1:1	Deep support, trust-building	Time, consistent pairings	Scheduling, mentor availability
Group	Peer support, common goals	Mentors, shared goals	Group dynamics, dropout risk
Workshops	Awareness, early exposure	Mentors, learning content	Keeping attention, large numbers
Digital	Wider reach, flexibility	Devices, digital content	Connectivity, engagement

Table 3.2: Agile Mentorship Formats

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Group sessions via Zoom, along with one-on-one calls and text messages, proved highly effective for my team. During the group sessions, mentees appreciated peer contributions and shared insights. Feedback given to one mentee often served as a learning opportunity for others. In cases where mentees couldn't participate, one-on-one communication, particularly through text messages, was instrumental in keeping them engaged. I regularly followed up with mentees through calls to check on their well-being and track assignment submissions. They, in turn, reached out to share updates, discuss mentorship-related matters, and sometimes seek support for personal challenges.

Ama Frimpomaa Boateng

Research Assistant, Statistician, Mentor, Mentorship Programme for Women Gig Workers, University of Ghana, School of Public Health, Ghana

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Agile Peer Learning

As a natural extension of agile mentorship, agile peer learning emphasises mutual learning among peers through collaboration, experimentation, and shared accountability. This approach encourages individuals at similar levels to co-create knowledge, solve real-time challenges together, and reflect collectively on outcomes. Peer learning can take the form of 1:1 peer pairs, small groups, learning circles, or digital sharing—promoting a culture of continuous improvement, trust, and shared growth within a group of women.

Agile Peer Learning Formats

Format	Best For	Tools Needed	Challenges
1:1 Peer Pairs	Practice, mutual learning, confidence	Time, trusted peer match	Coordination, uneven knowledge level
Small Groups	Shared learning, real-life issues	Chat apps, simple facilitation	Group focus, participation may vary
Learning Circles	Rotating learning, leadership skills	Phone, notes, simple agenda	Low confidence to lead, needs support
Digital Sharing	Tips, wins, questions across locations	Messaging apps, short videos	Engagement, language/literacy differences

Table 3.3: Agile Peer Learning Formats

Each format has its strengths, and many institutions choose to combine them.

1:1 Sessions

These allow for deep personal engagement and trust-building between mentor and mentee. They are useful when a mentee needs focused attention or is facing specific challenges.



When meeting women mentees 1:1, choose a neutral, safe, and accessible location. Let the mentee suggest a preferred mode of communication. Respect boundaries and avoid overly personal conversations unless invited. Trust-building takes time, so focus on listening first. You can even invite a third woman ‘convenor’ who can help ease any concerns of a mixed-gender mentorship.

Group Circles

Peer circles with 3–6 mentees and one or two mentors are great for discussion, shared learning, and motivation. Mentees learn not just from mentors, but from each other’s journeys.

- Mix mentees with shared interests or experiences for more engaging discussions.
- Encourage rotating leadership—mentees can take turns leading discussions or sharing their challenges.

Online Check-ins

Useful when participants are spread across geographies or unable to meet in person. Keep them short and focused.

- Use low-bandwidth messaging tools to share updates and resources.
- For group calls, schedule shorter sessions (30–45 minutes) and follow up with text-based summaries.
- Pair mentees in “buddy groups” to keep the momentum between sessions.

Localisation

No two mentorship programmes will look the same, and they shouldn't. The effectiveness of your mentorship and peer learning initiative depends on how well it responds to the social, cultural, economic, and digital realities of your target group.

Localisation is not just about translating content. It's about understanding what your mentees and mentors need, what constraints they face, and what support will help them thrive.

Here's how you can localise your programme:

Language and literacy: Use local languages or simplified terms if your mentees are new to formal digital work. Avoid jargon. Allow audio or visual content where literacy is low.

Examples and references: Use platform names, job types, and tools that are relevant in your region. For instance, refer to commonly used local gig platforms, or region-specific job categories like tailoring, home-cooked meals, translation, or informal logistics work. The experience of your mentors will help you here.

Digital access: If access to smartphones, devices, or stable internet is limited, design activities that work offline or through shared devices. Use SMS or voice messages when needed.

Time and schedules: Consider caregiving responsibilities and household duties that women often manage. Plan session timings accordingly and allow flexibility for rescheduling.

Cultural norms: Understand gender dynamics, decision-making structures, and mobility restrictions. In some contexts, gaining the trust of male family members may help women stay committed to the programme.

Build on what exists: Use local institutions, women's groups, savings groups, or youth clubs to deliver sessions or support mentorship. Tap into existing community trust.



What are some cultural or logistical realities that may affect participation in your context?

How can you adapt your content and delivery so it resonates better with your mentees and mentors?

Incentives

Incentives are a core pillar of a successful mentorship programme for women in the gig economy. Many women face challenges such as the cost of participation, lack of internet access, or simply not feeling that their time is valued. These barriers can limit their ability to take part in programmes that could otherwise support their growth.

Since gig workers often juggle multiple responsibilities, even small but meaningful incentives can make a big difference. They can encourage women to join, stay engaged, and trust the process. Incentives can also help sustain motivation for participating in peer learning activities—from buddy check-ins to group discussions and collaborative tasks.



One example of impactful incentives is SEWA's Sangini Childcare Cooperative, which provides affordable, community-run childcare to informal women workers in Ahmedabad. Since its launch, 64 per cent of women have reported that access to childcare has allowed them to increase their working days and nearly double their income. This has also deepened women's participation in collective decision-making, as many mothers have become shareholders in the cooperative. This demonstrates that removing one critical barrier can enable women not only to work more, but also to engage in peer networks and leadership roles.

Kriti Agarwal

Coordinator, Skill Development, SEWA Bharat, India



Types of Incentives

Designing the right mix of incentives can significantly improve participation and motivation in your mentorship and peer learning programme. Incentives don't always have to be financial, they can also be social, practical, or emotional. Below are some examples and tips drawn from previous implementations.

Subsidies

Offer small financial support to cover mentees' programme-related costs, especially for women balancing caregiving or other responsibilities. A modest allowance per session can cover travel or refreshments, particularly for in-person peer learning circles or community gatherings.





Data Bundles

Free internet or mobile recharges can help mentees participate in online sessions or engage in online learning groups. For instance, 2 GB per week is often enough for video calls and messaging apps. When piloting the programme in Kenya, we found this to be an effective strategy which improved participation in the 1:1 mentoring sessions.

Certificates

For digital workers, it is important to showcase competence in form of badges and certificates. We found certificates are a powerful way to show recognition and value. You can issue them to participants who complete the programme or to group leaders and active contributors. They're especially meaningful when issued by well-known institutions or available in formats that can be shared digitally, for example on social media.



Recognition

Highlighting someone's contribution, whether during a session, in a newsletter, or on social media, can boost morale and create role models within the group. Recognise mentors, peer leaders, or mentees who step up to guide others or share useful experiences.

Local linkages: Help mentees connect with nearby support systems—such as microfinance groups, community centres, or internet providers. Peer groups can also be linked to local NGOs or women's collectives to organise events, skill shares, or learning exchanges.



Other Incentives

Our partners in South Africa, for example, regularly partner with local businesses to offer social incentives, such as free movie tickets, discounts at mobile shops, or meal coupons. These small gestures can make participants feel valued and strengthen community partnerships.

From our experience, youth and women in Kenya responded best to rewards that are both immediately useful and career-building, such as internet bundles, access to co-working spaces, short-term platform subscriptions, projects that connect them with local SMEs, and equipment support (laptops, headsets).

“

In our skilling and livelihood programmes at SEWA Bharat, even modest forms of support to women, such as providing hyperlocal training spaces, flexible training hours, or access to digital tools, make a substantial difference in the participation rates. When digital and financial literacy were embedded into micro-entrepreneurship training, women who initially struggled to navigate smartphones began using digital tools to run their businesses. Many of these women later became *agewans* (community change leaders), supporting other women within their communities.

Kriti Agarwal

Coordinator, Skill Development, SEWA Bharat, India

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4

Implementation





How do you make sure your mentorship and peer learning programme runs smoothly, supports both mentors and mentees, and creates a longer-term impact beyond the last session?

Mentorship and peer learning have real power when grounded in lived experiences, mutual trust, and collective care. This section helps you bring those elements into the structure of your implementation.

This section will help you answer:



- How can we prepare mentors and mentees to get the most from the programme?
- What kind of support do mentors and mentees need to engage meaningfully?
- How do I ensure both mentors and mentees continue growing even after the programme ends?
- What's the role of peer learning and communities of practice in making the programme sustainable?
- How can we enable long-term impact and ownership among participants?

Preparing Mentors

Mentors are the heart of this programme. All teachers can be good mentors, but not all mentors can be good teachers. A mentor's role is not just to teach, but to listen, guide, connect, and co-learn. A strong start and consistent support can help them flourish in this role.

Here's what you can do to prepare and support mentors.

- **Hold an orientation session.** This should include an overview of the programme's goals, expectations from mentors, examples of how sessions can be conducted, and how mentors can track progress.
- **Introduce mentors to each other.** This creates a peer support group where they can exchange ideas, challenges, and strategies. Institutions can also create mentor-only WhatsApp groups or monthly calls.
- **Share key resources.** These resources are all available in the **Appendices** and are designed for you to download and share with your mentors and/or mentees.
 - The [Guide for Mentors](#) (see Appendix 2) offers actionable insights and role-specific guidance.
 - The [Guide for Mentees](#) (see Appendix 3), a brief introduction to the concept of the programme to ensure all participants enter with the same level of commitment.
 - The [Curriculum](#) (see Appendix 4) provides a set of activities which mentors and mentees can choose from to guide their sessions.
- **Check in regularly.** Weekly or bi-weekly check-ins allow you to respond to mentor needs, flag issues early, and keep momentum going.
- **Recognise their work.** Provide informal and formal recognition—shout-outs, digital certificates, stipends, or public appreciation go a long way in sustaining motivation.
- **Think long-term.** Some mentors may want to continue supporting mentees, become lead mentors, or support future cohorts. Create pathways for them to stay involved.



How are you setting up mentors to succeed?

What support systems are in place for them to share, learn, and grow with each other?

Mentor Orientation

Once you've identified your mentors, the next step is to ensure they feel confident, prepared, and supported to guide mentees effectively. A short but focused orientation programme can help you do just that.

This training doesn't have to be overly technical or time-consuming. Think of it as a hands-on orientation—building confidence, clarifying roles, and giving mentors the space to reflect, ask questions, and connect with each other.

Based on our previous implementation experience, when an orientation programme was offered, mentors felt better supported, more committed to the programme, and more confident in engaging with their mentees. There is no set formula for a mentor orientation, but the following topics have proven useful in the past.

Set Clear Objectives

Help mentors understand:

- The goals of the mentorship and peer learning programme.
- Their role in guiding, listening, and enabling—not fixing or instructing.
- What success looks like for mentees (and how it may vary for each person).

Walk Them Through the Toolkit

- Introduce the Guide for Mentors and highlight key tools, tips, and scenarios.
- Share the Guide for Mentees, especially the curriculum that they'll be using during sessions.

Focus on Skills That Matter

Use short, practical exercises to build mentor confidence in:

- Active listening and asking powerful questions.



- Giving feedback and setting boundaries.
- Facilitating peer learning and encouraging participation.
- Navigating sensitive topics like gender, safety, and confidence-building.

Include Practice and Role-Play

Give mentors the chance to practise mentoring scenarios in pairs or small groups. Use real-world examples from the Toolkit or adapt examples from your context.

Encourage Reflection and Peer Support

Facilitate an open discussion where mentors can:

- Share their concerns or questions.
- Offer suggestions based on their own experience.
- Start building a support group they can lean on during the programme.

Keep It Flexible and Localised

Adapt the training content to your context. You might deliver it as:

- A one-day in-person workshop.
- A two or three-part online series with homework in between.
- A blended approach with local mentor leads facilitating sessions.

Follow Up After the Training

Offer mentors access to a support person or check-in channel. Encourage mentors to reach out with questions or share learnings during the course of the programme.

This kind of short, focused training, when done well, lays the foundation for consistent, confident mentorship and a stronger peer learning environment.



Show mentors the [*Bringing Women into the Gig Economy*](#) video to spark discussion on gender-responsive mentorship and peer learning practices. It reinforces the importance of designing inclusive sessions and supporting women to advocate for themselves as they enter gig work.





What are the core skills your mentors need to feel ready?

How can you create a space that helps them share, grow, and support each other too?

“

Having [an orientation] session with the mentors was key to helping them understand what mentorship is and how to engage with mentees.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana

Make clear what the objectives are from the mentorship, and the responsibilities of mentors, establishing the difference between mentorship, coaching, counselling, etc.

Petronila Ogola

Regional Learning Manager, Digital Opportunity Trust (DOT), Kenya

”



Mentor Stories

“

This mentorship programme has helped my mentees, who are from different backgrounds, gain the confidence, knowledge, and support they need to succeed in the gig economy. Many of them came in unsure of how to start, price their services, or find clients. Through mentorship, they learnt to position themselves, use digital tools, and offer real value in their work. This mentorship also created a safe space for them to ask questions, share experiences, and connect with others like themselves. As a result, they're better equipped to earn a stable income, grow their skills, and create opportunities for themselves—no matter their starting point.

Melanie Dzifa Azamalah

Operations & Systems Manager, Mentorship Programme for Women Gig Workers, Bluephoenix Executive, Ghana

”

“

I foresee a promising future for the mentees post this programme. With the skills, confidence, and exposure they've gained, many are now better positioned to secure freelance gigs, start their digital businesses, or pursue further training in tech. I believe they will become not only contributors to the gig economy but also advocates for other young women in their communities. [...] The foundation has been laid; what comes next is growth, influence, and leadership.

Mercy Afful

Sales and Marketing Rep & Digital Marketing Trainer, Mentorship Programme for Women Gig Workers, Efhe Gh Foundation, Ghana

”

“

I would recommend incorporating more hands-on projects and real-world gig tasks tailored to each mentee's interest. This would help them build confidence and a strong portfolio early on.

Afua (name changed)

Mentor, Mentorship Programme for Women Gig Workers, Soronko Academy, Ghana

”

Preparing Mentees

Women in the gig economy are not a homogenous group. Some are just starting out, others may be returning after a break, and a few may already have some experience. Institutions should create safe, inclusive spaces that respect these differences.

Here's how you can prepare and support your mentees.

Begin with an onboarding session. Set the tone. Explain what mentorship is, how the sessions will run, what is expected from mentees, and how they can make the most of it.

Pair with purpose. Match mentees not just based on location or skill, but communication style, lived experience, or aspirations. See the [Preparation](#) section for more details.

Support early trust-building. Encourage mentors to focus on listening and co-creating goals. Invite mentees to bring their real questions and fears into the space.

Encourage peer learning. Create mentee groups or pods where they can work together on tasks, share experiences, or review learnings together.

Track progress lightly. Avoid overburdening mentees with forms. Use storytelling, check-ins, or simple voice notes as feedback.

Keep communication open. Let mentees know who they can reach out to if they feel disengaged, unsafe, or unclear.

Use the tools. Share the [Guide for Mentees](#) (see Appendix 3), which includes practical activities and worksheets. Mentors will also be using this during sessions.



How do you encourage mentees to take ownership of their learning journey?

What systems do you have in place for their feedback and participation?

LESSON LEARNT



Implementation of the mentorship programme in Kenya and replication of it in Ghana confirmed that an in-person kick-off session was a vital value add for both mentors and mentees alike. It generated a sense of community and belonging from the first day, helped initiate trust and building of relationships, and added a sense of meaning and purpose to the programme.

“

I think knowing what's next for mentees, besides a certificate or perhaps post-programme support, could have motivated more mentees to actively participate in the programme.

Afua (name changed)

Mentor, Mentorship Programme for Women Gig Workers, Soronko Academy, Ghana

”

Mentee Stories

“

This programme helped me [...] improve my negotiation skills and also helped me to show up more confidently in the digital workspace. This programme [felt] like a masterclass, practical and empowering [for] my growth. I really enjoyed the interactive session.

Charlotte Dedaa

Administrative Virtual Assistant, Mentee, Mentorship Programme for Women Gig Workers, Soronko Academy, Ghana

”

“

Before this programme, I used to hold back on pricing. I was constantly devaluing the service I was providing because I felt inexperienced. I would take on demanding tasks and yet charge very little, but this programme has lifted my self-confidence in relation to my work. I know my value proposition, and I price accordingly.

Francisca Frema Owusu

Freelance Writer, Mentee, Mentorship Programme for Women Gig Workers, Penpoint Writing Agency, Ghana

”

“

Contributing financially to my family has been one of the most empowering and meaningful parts of my journey. It's not just about sending money, it's about knowing that my efforts, no matter how small, are creating real impact. Whether I'm helping with school fees, supporting household needs, or just easing some of the pressure, it gives me a deep sense of purpose and pride.

Afi (name changed)

Mentee, Mentorship Programme for Women Gig Workers, Soronko Academy, Ghana

”

Peer Learning and Communities

Mentorship doesn't have to end when the formal sessions do. A strong peer learning ecosystem helps women continue to learn, support one another, and build new opportunities even after the programme wraps up.

Here's how you can nurture peer learning and create lasting communities.

Set up peer learning groups early. Group mentees based on goals or background and create small pods (3–5 members) that meet regularly—online or in person.

Rotate leadership roles. Encourage mentees to take turns facilitating peer learning sessions. This builds ownership and leadership skills.

Create platforms for sharing. A WhatsApp group, bulletin board, or in-person circle where mentees can post wins, ask questions, or give referrals.

Bring mentors into the loop. Invite mentors to join some peer sessions as guides, not teachers—this deepens collective learning.

Celebrate progress together. Whether it's through showcases, reflection circles, or public events, closing the loop as a group can be powerful.



Keep the community going. Support self-led groups to continue meeting beyond the programme. Link them to local networks, co-working spaces, or digital economy initiatives.

Involve families and local leaders. Community buy-in makes it easier for women to stay engaged. Include male allies in conversations where appropriate.



What will help this group stay connected after the formal programme ends?

How can you support ongoing ownership and mutual support among the participants?

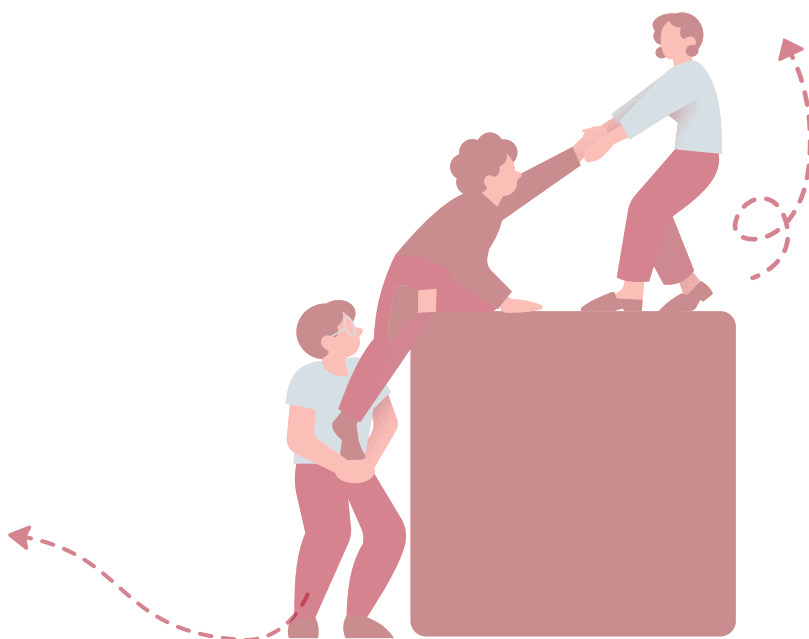
“

Build a common ground where mentees could break the ice, meet each other, and discover commonalities. Use WhatsApp to aid communication and engagement. Design ‘assignments’ that require group work and exchange. Pairing is very essential.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana

”



5

Evaluation and Learning





This section is tailored to help you measure what truly matters—how this mentorship and peer learning programme builds confidence, connects women to earning opportunities, and opens new career paths. It guides you through the project evaluation stages, including monitoring progress, assessing outcomes, and reporting results. Whether you're working with small groups or across multiple centres, it shows you how to gather and analyse the right data, fix challenges early, and tell a clear story of what's working and why.



You'll learn how to turn your mentorship and peer learning goals into measurable outcomes. For example, if your target is to mentor 100 women in three months, your impact might include tangible results, such as 85 per cent completing the programme and 50 per cent finding paid freelance work within a month. This kind of data strengthens your case with leadership, members, sponsors, and the wider community.

Regular tracking also helps you respond in real time. If attendance drops after the first week, the framework helps you pinpoint why and take quick action. Over time, it supports a system that learns and improves, making each round of training smarter, more inclusive, and better aligned with mentees' needs.

You'll also explore ways to track broader changes: how this mentorship and peer learning programme affects a mentee's voice, confidence, position in her household, and ability to participate in decisions. These shifts may be harder to measure, but they're just as important.



This section will help you answer:

- What outcomes and indicators should you track to assess the programme's real-world impact?
- How can you spot challenges early and make improvements during the programme?
- How can you document and share success in a way that strengthens future mentorship and funding?



The figure below shows the key steps your institution should follow to build an effective evaluation framework. This kind of data strengthens your case with leadership, members, sponsors, and the wider community.

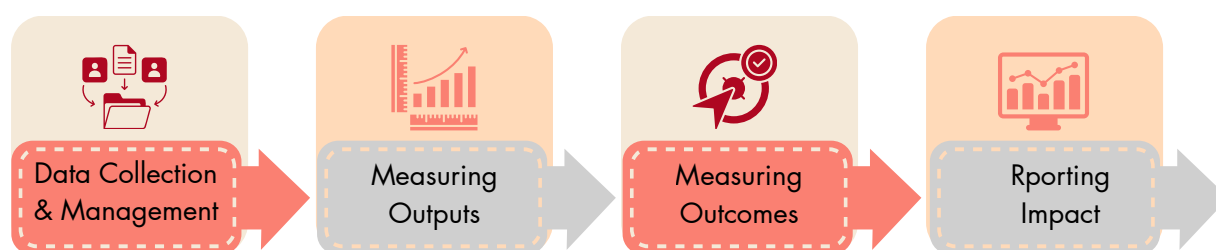


Figure 5.1: Evaluation and Anchoring Framework

Understanding the Data Requirements

The first step in building a strong impact evaluation framework is collecting accurate data. To do this effectively, you'll need to choose the right methods. The figure below highlights a range of data collection tools you can use to gather reliable, useful information.

Data Collection Methods

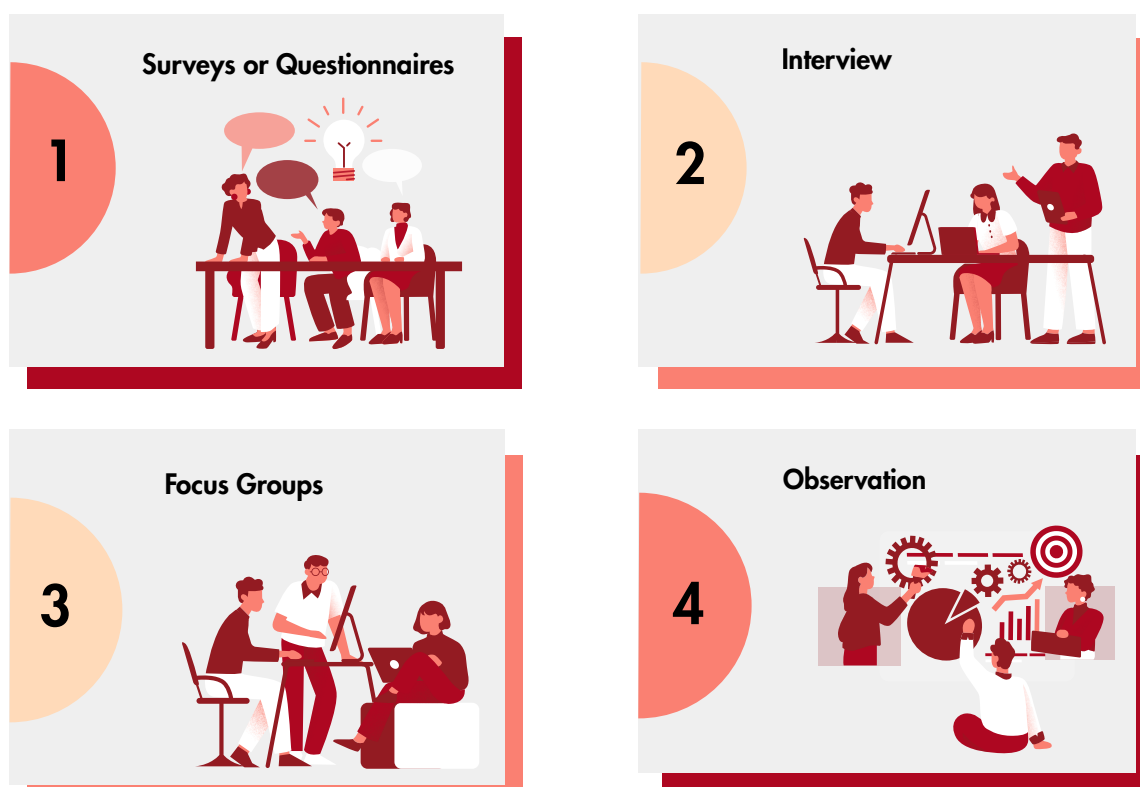


Figure 5.2: Data Collection Methods

These methods must be a mix of quantitative (e.g., conducting surveys to collect disaggregated data) and qualitative methods (e.g., organising focus groups or interviews), so that you can detect both measurable and very subtle impacts on mentee groups.



LESSON LEARNT

Partners in Kenya digitised participant management to reduce the institutional burden, by using LMS or CRM tools to handle applications, track attendance, and store resources.

Data Management and Protection

From the start of the programme to its close, you'll be collecting all kinds of information—names, phone numbers, addresses, and other details from mentees, mentors, and stakeholders. This is sensitive data, and it's your responsibility to handle it with care. Good data management is just as important as data collection, especially when it comes to protecting people's privacy.

To keep this information safe from misuse, theft, or breaches, most countries have clear rules about how personal data should be collected, stored, and used. These regulations vary by location. One widely known example is the General Data Protection Regulation (GDPR), which outlines how to handle the personal data of European Union (EU) citizens responsibly. You can use the GDPR as a helpful reference, but make sure you also understand and follow your own country's data protection laws. Countries like [India](#) and [Kenya](#) have also formulated regulations to protect the digital and personal data of their citizens.

Once you've set up safe, ethical systems for handling data, you'll be ready to move forward with collection using the methods described earlier.

During this process, keep asking yourself the following benchmark questions:

- How is this data used?
- Is it necessary to collect this data?
- Where and how is this data stored?
- Is the data storage secured and encrypted?
- Who can access this data?
- How is access to this data controlled?
- Is this data up to date?
- Who can edit this data?
- For how long will this data be retained?
- What are the data backup and recovery methods in case of data theft, corruption, and loss?
- Am I following the data protection rules of my area/region/country?

Tracking Outputs

Now that you've learnt about data management, let's see how you can track output. Output is the first level of result you will require to achieve the desired outcome. It is a direct, tangible result of this mentorship programme, which is a numerical count of mentorship and peer learning actions delivered. This includes quantifiable metrics, such as the mentees' enrolment rate, engagement rate, completion rate, peer session count, etc.

Let's look at an example table below that shows how you can effectively track output using a table.

Quantitative Metrics

Goal									
Output	Indicator	Definition (How is it calculated?)	Disaggregated By (Gender/Age/Community)	Baseline Value	Target (What is the target value?)	Actual (What is the actual value?)	Data Source (How will it be measured?)	Frequency (How often will it be?)	Person Responsible (Who will measure it?)
Enrolment	Mentee Enrolment Count	Number of mentees registered for the programme		0	[e.g., 100]	[e.g., 70]	Enrolment record using classroom register, online and offline admission	Start of the programme	[e.g., Mentor]
Engagement	Session Attendance Rate	Average attendance rate across all sessions		0	[e.g., 100]	[e.g., 90]	Classroom register or meeting logs of video conferencing tools	Ongoing/Continuous. For example, after 5 sessions	[e.g., Mentor]
Completion	Programme Completion Rate	% of participants who complete the programme		0	[e.g., 100]	[e.g., 85]	Number of certificates issued (online, offline)	Programme end	[e.g., Mentor]
Peer Learning	Peer Participation Rate	% of mentees participating		0	[e.g., 75%]	[e.g., 60%]	Sign-in forms	Ongoing/Continuous	[e.g., Mentor & Implementing Institution]
	Peer Session Count	Number of peer learning sessions held		0	[e.g., 2/month]	[e.g., 1/month]	Attendance records	Weekly/Monthly	[e.g., Mentor & Implementing Institution]

Table 5.1: Tracking Output Using Key Quantitative Metrics



From the above, you can derive a tangible output. For example, “One hundred mentees enrolled for the Mentorship and Peer Learning programme. Of these, 75 graduated and secured gigs within the first two months after completing the programme, with 55 per cent of the mentees coming from marginalised communities.”

You can add more indicators to make the table more comprehensive. For example:

Output	Online Training	Indicators
Objective Setting	Objective Setting Rate	% of trainees who defined their objectives during the programme.
Objective-Achievement	Objective-Achievement Rate	% of trainees who achieved at least one of their objectives during the programme.
Outreach	Outreach Rate	the number of trainees who contacted the programme.
Pass Rate	Pass Rate	% of trainees passing job skill competency exams on initial attempt after completing the course.
Collaboration Effectiveness	Collaboration Project Count	Number of projects/presentations done in collaboration with peers.

*Table 5.2: Output Indicator Examples

You should know mentees' expertise levels, such as beginner, intermediate, and advanced (see Table 5.3). Based on this, you can segment indicators for better data analysis and visualisation.

Measuring Outcomes

Once you've identified the outputs, you can focus on the outcomes to gauge the programme's effectiveness and impact. These could be short-, medium-, or long-term and can be tracked at primary (direct), secondary (community), and tertiary (wider society) levels, including impacts on gender.

This is achieved through pre- and post-mentorship assessments and surveys. You can use self-assessment (see Table 5.3) at the beginning and end of the programme to compare results. Based on these, you can track mentees' progress in skill levels and identify gaps across different groups, disaggregated by age, community, and more.



Mentee Name:	
Self-Assessment	Rate from 1 to 5 (1 = Not at all, 5 = Extremely well)
How well do you know the types of gig work available?	
How well can you apply for freelance opportunities?	
How confident do you feel while writing a freelance proposal to a client?	
How good are your communication, problem-solving, negotiation, and client-dealing skills?	
How good are your financial skills, such as budgeting, pricing, taxation, and risk management?	
How effectively can you create a competitive profile that attracts customers?	
Expertise Level (To be filled by the mentor)	(Beginner/Intermediate /Advanced)

Table 5.3: Self-Assessment Using Qualitative Metrics

In [Appendix 1](#), you will find a sample survey from a previous implementation, which you can adapt to your needs and add additional questions to.

After this, use qualitative indicators instead of quantitative indicators to quantify the outcome. Here are some indicators for your reference.

Outcome	Indicator	Definition
Support Network	Access to Support Network	Number of mentees connected to support network.
Self-Confidence & Motivation	Increased Self-Confidence	% of mentees who reported increased self-confidence due to the programme.
	Increased Motivation	% of mentees who reported increased self-confidence due to the programme.
Increased Decision-Making & Self-Efficacy	Increased Decision-Making	% of mentees who reported improved clarity on deciding their next steps.
	Increased Self-Efficacy	% of mentees who reported increased belief in completing tasks.

*Table 5.4: Outcome Indicator Examples

Additionally, gauge the post-programme outcomes using specific indicators. For example:

Post-Mentorship & Peer Learning Outcome	Indicators*	Definition
Employment	Increased Employment Options	Number of project interviews per mentee
		Number of projects offered per mentee after [X] months of the mentorship and peer learning programme
		Number of mentees who accepted a freelance project offer
	Increased Job Placement	% of mentees doing [X] type of freelance project
Wages	Increased Wages	% of mentees who reported an increase in their wages
Peer-Mentoring	Sustained Peer-Mentoring Engagement	% of mentees continuing in support/peer groups
Mentee Satisfaction	Mentee Satisfaction Rate	% of mentees who reported being satisfied with the mentorship
		% of mentees who reported being satisfied with the peer collaboration
		% of mentees who credited mentorship and peer learning with helping them find work
Alumni Engagement	Alumni Engagement Rate	% of alumni providing career guidance to mentees
		% of alumni acting as promoters, bringing in new mentees
	Alumni Absorption Rate	% of alumni acting as mentors for the mentorship and peer learning programme
		% of alumni acting as consultants for the mentorship programme

*Table 5.5: Post-Mentorship & Peer Learning Outcome Indicator Examples

Note: The [X]-month timeframe can be 1, 3, 6, or 12 months, depending on the tracking system and sponsor requirements.

*These indicators are suggestions—you may adapt them based on factors such as mentees' needs, mentorship content, delivery mode, and location.

These tables measure outcomes at the individual level. For example, your outcome statement may read: "90 per cent of mentees improved their skill level from beginner to intermediate, along with increased self-confidence and motivation by the time of programme completion. All of them were paired with expert peers for guidance. As a result, 40 per cent got a job within a month of completing the mentorship and peer learning programme, and 10 per cent of the graduates were absorbed into this programme as consultants and mentors."

Community Impact and Equity

Map the outcomes to assess how the mentorship and peer learning programme is making a meaningful difference in the lives of mentees—not only individually, but also within their families and communities (see Table 5.6). Understanding this broader impact is essential for demonstrating the programme's value, guiding improvements, and securing ongoing support.

Household and Community Level Assessment	Rate from 1 to 5 (1 = Strongly disagree, 5 = Strongly agree)
My family has a positive perception of gig work.	
My community has a positive perception of gig work.	
My family has sufficient digital literacy and access to digital devices.	
My mother or sister would be open to pursuing gig work.	
Women in my community are open to exploring gig work.	
My family is aware of gig work as a viable career path.	
My community is aware of gig work as a viable career path.	

Table 5.6: Household and Community Level Assessment Survey

A Mentorship and Peer Learning programme can have unexpected outcomes and ripple effects on mentees' families and communities. It is important to document these results, as they highlight the holistic impact of the programme on the wider community and sponsor organisations.

Gender-Transformative Results

Focus on the gender-transformative results of this programme. The goals of a gender-transformative approach are to empower marginalised groups, eliminate structural barriers like unequal roles and rights, and address the root causes of gender inequality.

Although there are various ways to record these outcomes, recording the *mentees' stories* or *anecdotes of change* is recommended. You can document mentees' personal narratives on the differences and impacts this programme has created for them, their family, and community. You can use the checklist below to weave impactful narratives.



Checklist	Yes/No
Are there any changes that weren't planned initially? If yes, are these changes positive or negative? Note in detail about the changes.	
Is there a shift in the mentees' agency in their houses/families? If yes, are these changes positive or negative? Note in detail about the changes.	
Is there a shift in the mentees' agency in their community? If yes, are these changes positive or negative? Note in detail about the changes.	
Have the decision-making dynamics shifted in their house/family? If yes, is this a positive or negative change? Note in detail about the changes.	
Have the decision-making dynamics shifted in their community? If yes, is this a positive or negative change? Note in detail about the changes.	
Is the current work different from the perceived gendered work of mentees?	
Is the public voice of mentees transformed? If yes, is this change positive or negative? Note in detail about the changes.	

Table 5.7: Checklist and Reflection Guide to Documenting a Story of Change



Gender-specific issues were addressed during the sessions. As a woman entering the gig economy, it was helpful to have open conversations about challenges like balancing work and personal responsibilities, building confidence in male-dominated spaces, and advocating for fair pay. These discussions made the mentorship more relatable and empowering, reminding me that my voice and skills are valuable, and that I'm not alone in navigating these realities.

Elma Ofosu Boateng

Growth Executive, Mentee, Mentorship Programme for Women Gig Workers, Sesi Technologies, Ghana



LESSONS LEARNT

Start and end assessments are critical.

Measure change by conducting assessments at both the start and end of the programme using Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) indicators across individual, family, and community levels.

Establish baselines.

Set clear baseline and target values—ideally agreed upon by stakeholders—to track progress, with attention to gender-specific outcomes.

Periodic monitoring works best.

Regular assessments (e.g., weekly or monthly) help track progress, identify issues early, and improve programme responsiveness.

Plan your analysis early.

Define key questions and what data is needed before implementation to make analysis purposeful and efficient.

Use data triangulation for accuracy.

Combine multiple data sources and methods—both quantitative and qualitative—to ensure reliable, gender-transformative results.

Use simple survey tools.

Mentors can implement assessments using accessible survey tools (see [Data Collection Methods](#) section).

Baseline comparisons reveal impact.

Comparing pre- and post-training data to baseline metrics is a clear way to measure progress and identify areas of improvement.

Visualise and reflect on findings.

Summarise results in tables or charts and include challenges, successes, and key contributing factors to inform future programmes.

Track planned vs. actual outcomes.

Regularly compare what was planned (e.g., enrolment targets) against what was achieved (e.g., completion rates).

Monitor individual progress over time.

Track each mentee's development by comparing their skills and confidence levels before and after the programme (use self-assessment tools).

Spotting Challenges Early and Making Course Corrections

Monitoring your programme in real time helps you catch issues before they grow. Whether it's a drop in attendance, confusion about a module, or access issues for certain groups—spotting these signs early gives you the chance to adjust quickly and keep the mentorship and peer learning effective.

Here are a few ways to build this into your process:

- **Track participation and engagement regularly:** Use attendance sheets, short weekly check-ins, or quick polls after sessions to see how mentees are responding.
- **Ask for feedback early and often:** Don't wait until the end. Use simple tools like anonymous messaging tools, online forms, or live discussions to understand what's working and what's not.
- **Involve mentors in reflection:** Encourage mentors to note what parts of the lesson plan worked well or fell flat and why. These small insights can lead to useful improvements in delivery.
- **Monitor different groups closely:** Keep an eye on the experience of first-time freelancers and mentees with low digital confidence. Are they participating equally? If not, adjust your support.
- **Make changes visible and shared:** Let mentees know that their feedback led to a change. It builds trust and increases their willingness to share openly.

This kind of responsive monitoring helps ensure that your programme stays relevant, inclusive, and engaging throughout.

Sponsor Management

Generating funding support is a long-term engagement which relies on establishing strong sponsor relationships based on a common mission. This metric should be tested on four pillars: sponsor *acknowledgement, stewardship, recognition, and engagement*.

Key Stakeholder Engagement

Here are the best practices you can follow to engage with your sponsors and maintain a healthy relationship with them.

Know and Engage Your Project Sponsors: Getting to know your sponsors is crucial for effective communication. Ask yourself: *What is important to our sponsors? What is the relationship between our sponsors and us? How do they want to be engaged with our programme? What do they expect? Are we providing them with opportunities to make them a part of the cause?* Request them to attend the kick-off or graduation of the mentorship to contribute to the sense of occasion and give them an opportunity to take part.

Determine the Narrative: Tie the programme to a potential funding avenue dependent on the current funding climate. Mentorship is a powerful tool and can be harnessed to promote several agendas, such as digital skills, women entrepreneurs, and gender responsiveness. Ask yourself: *What are the priorities of the local/state/national governments? What projects are currently desired and/or missing in the area? What is of international interest?*

Communicate Clearly & Transparently:

Communication is the key. Ask yourself: *What is our goal for each communication piece? How often do our sponsors want us to communicate (quantitative data, impact, etc.)? What are the best communication channels for current and future funding opportunities?*

Show the Impact: Sponsors appreciate hearing how their contributions have helped people on the ground and how the programme has contributed to achieving sustainable economic development. So, creating an impact report is an excellent method to illustrate this. Refer to the section [Reporting and Communicating Impact](#) to learn more about this.



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A sponsor expressed concerns about the inclusion of Digital and Financial Literacy (DFL) training for women micro-entrepreneurs in rural areas. To address this, we walked them through the training curriculum and demonstrated how DFL was designed to complement women’s existing livelihoods. We also arranged field visits, allowing them to interact directly with the beneficiaries. The women shared how DFL skills, such as using digital payments, had made their businesses more efficient. Post-visit, the sponsor not only appreciated the process, but also aligned with the programme’s approach. This experience strengthened our partnership and highlighted the importance of transparent communication and immersive engagement in building sponsor confidence.

Kriti Agarwal

Coordinator, Skill Development, SEWA Bharat, India

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Reporting and Communicating Impact



Communicating the impact is an important final step in closing a project, as it can determine the continuation of the programme. Once you have tracked the outputs and outcomes, prepare reports to communicate the impact to all the stakeholders involved. This increases the programme’s visibility and promotes accountability and transparency. Reporting is essential, especially if the training is sponsored, and is a valuable way to generate interest in sustaining the programme.

To communicate impact effectively, **synthesise** evidence of change. **Analyse** both the individual and systemic-level impacts to provide a thorough picture of the mentorship and peer learning. **Combine qualitative and quantitative** findings to provide a holistic view of the programme’s impact. **Identify** key pathways through which change occurs, highlighting both desired and unexpected outcomes. **Anchor your report in long-term goals**, such as gender transformation or sustainable economic development.

While there's no strict template, here's a simple one you can follow while making a report to communicate the impact of your mentorship and peer learning programme.

Overall Performance	<i>Provide a narrative summary of the overall performance and key achievements of the project.</i>
Measuring Results	<i>Describe the outputs and outcomes (use Table 5.1) and results achieved, assessing progress against the targets identified for each indicator in the programme.</i>
Visuals	<i>Use a range of images, such as pie charts and graphs, to break up lengthy passages of text and keep your readers interested. These are excellent methods for presenting facts in an engaging and understandable manner.</i>
Affected Mentees	<i>Provide the number of mentees enrolled in the project, disaggregated by gender, age, and other guidance. The best practice standard is to present this data quantitatively as a table.</i>
Lessons Learnt	<i>Describe which aspects were the strongest or weakest or what elements or strategies most contributed to the success or failure of the programme and explain how these have contributed to the development of programme learning.</i>
Cost Effectiveness	<i>Give an overall assessment of whether the programme is good value for money.</i>
Story	<i>Include success stories, anecdotes, and testimonials from mentees, their families, and the community.</i>
Visibility	<i>Describe how the support for this project was made public. Refer to the Outreach and Promotion section of the Toolkit.</i>
Exit Strategy and Sustainability	<i>Provide a brief description of the project's exit strategy and closure stages, along with proposed next steps and an assessment of the sustainability of the results.</i>
Closing	<i>Close the report by thanking the stakeholders for their support. End the report by mentioning your name and contact details.</i>

Table 5.8: Programme Impact Reporting Template

Post-Programme Support

Post-programme support for mentees is crucial to ensure long-term success for everyone involved. This support system can include post-mentorship check-ins with guidance on establishing graduate networks, mentorship cycles, and ongoing access to support services.

Post-Mentorship Check-Ins

Post-mentorship check-ins are important to assess the impact of the programme on mentees. This facilitates a smooth transition to the next stage of mentees' careers and allows for identifying areas that need improvement. Both institutions and mentors play a crucial role in this system. Here are some tips you can follow to create a robust post-programme support system.

	Post-Mentorship Check-Ins	Establishing Graduate Networks	Ongoing Access to Support Services
Purpose	Important to assess the impact of the mentorship on mentees. Provides an opportunity to fill the gaps of the mentorship programme.	Build an alumni community of former mentees that can support each other with their learning and experiences.	Create a system in which graduates have access to the resources they need to advance their professional careers.
Frequency	Weekly, monthly, or quarterly, with a higher frequency at the start of the post-programme and gradually decreasing as the mentees build confidence.	Ongoing after the programme ends.	Ongoing after the programme ends.
Method	Discuss new opportunities and assess the challenges of the mentees. Provide feedback to mentees on their performance and development. Offer them guidance on the next steps, upskilling courses, and career opportunities. Use Google Forms, in-person meetings, phone calls, and video conferencing, depending on their needs and preferences. Re-use a survey used during the programme to compare growth over time.	Establish dedicated networking channels, such as online chat groups forums and groups, for graduates to share resources and opportunities. Organise networking events to encourage mentees to mingle with alumni. Encourage those working in the industry to mentor the mentees or help them secure jobs through referral.	Provide career counselling to guide mentees in their job search, career change, and advancement. Provide them with mentorship and refresher opportunities, such as webinars and workshops. Provide them with evergreen learning materials, such as PDFs, videos, and so on.

Table 5.9: Tips to Create Post-Programme Support System

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Anchoring the training programme in local innovation hubs was important, as the hubs have a motivation to keep the communities established alive beyond just the programme implementation. The communication channels (e.g., social media chats, and pages) created continued to be filled with incoming cohorts of other trainings, ensuring a new flow of participants, which increased the size and knowledge of the existing group.

Niall Ardill

Advisor, Five One Labs, Female Founders Fellowship, GIZ Digital Transformation Centre, Iraq

”



6

Anchoring Impact





This Toolkit brings together the core building blocks of designing and implementing mentorship and peer learning programmes from previous implementations, exchanges, and workshops with practitioners, mentors, and mentees.

Here's what we have learnt:

- Success cannot be measured solely by income, but also by agency, confidence, and the ability to make informed choices.
- Successful programmes are built using existing resources. Partnering with existing women's groups, entrepreneurship hubs, digital skilling initiatives, or alumni networks helps share invaluable knowledge and experience.
- The involvement of men in the lives of mentees—such as fathers, brothers, or partners—can enhance support, especially when they are invited to observe sessions or attend community showcases.
- Peer learning strengthens the community and enables the programme to scale impact, even with limited resources.
- Leadership grows through layered participation, rather than through linear hierarchies.
- Incentives can encourage greater participation.
- An understanding of fair work and digital rights is essential. Including modules on freelancing ethics, contract negotiation, pricing, living tariffs, and social protections ensures that mentees and mentors are aware of the precarious nature of platform work and are equipped to navigate it safely.

This Toolkit is meant to be adapted. Take what fits, change what doesn't, and add your own voice. Use the stories and templates inside as starting points, not rules. The more local and contextual your mentorship and peer learning programme becomes, the more powerful its impact will be.



The next step is yours. Will you build a circle of mentors and mentees? Will you create a learning community that thrives beyond this programme? Will your institution commit to making mentorship a lasting part of your support for women in the digital economy?

At the heart of this approach is the recognition that mentorship is not about one person having all the answers. It's about co-creating solutions, nurturing trust, and building a community of care. Peer learning complements this by anchoring the programme in the power of shared experience. Women are more likely to stay involved, seek support, and envision a greater range of opportunities for themselves when they observe one another succeed, ask questions, or facilitate sessions. These experiences promote a sense of belonging, community, and longevity. Because mentorship does more than just build skills. It builds solidarity, and when that solidarity is sustained, opportunity is transformed into lasting change.

Appendices



Appendix 1: Impact Evaluation Survey

Here is a survey from a pilot implementation that you can adapt to your needs to create an accurate and robust impact evaluation framework.

Theme	Pre-Survey (Rate from 1 to 5)	Mid-Survey (Rate from 1 to 5)	Post-Survey (Rate from 1 to 5)
5 = Excellent, 1 = Poor			
Understanding of gig economy	How would you rate your understanding of the gig economy?	How would you rate your understanding of the gig economy?	How would you rate your understanding of the gig economy?
Confidence in programme impact	How confident are you that this programme will help you find or increase gig work opportunities?	How confident are you that this programme will help you find or increase gig work opportunities?	How confident are you that this programme will help you find or increase gig work opportunities?
Overall experience	—	What has been your overall experience in the mentorship programme so far?	How would you rate your overall experience with the mentorship programme?
Challenges	What challenges do you think might affect your participation?	What challenges have you faced during the programme?	Did you face any challenges during the mentorship programme?
Mentor relationship	—	How would you describe the progress of your sessions with your mentor?	Rate your progress with your assigned mentor.
Peer learning	—	Have you actively participated in peer-mentoring sessions or activities? / How helpful was it?	Rate your experience with peer mentoring sessions.
Modules / Content	What areas are you most interested in learning about?	Which module or topic have you found most useful so far?	Do you feel you had a clear understanding of the modules taught during the programme?
Gender-specific issues	—	—	Did your mentor or mentee address gender-specific issues in your sessions?
Outcome tracking	Have you ever earned money through a digital gig platform?	—	Did you join any new digital gig work platforms during or after the programme? / If yes, list them.
Impact on earnings	—	—	If this programme has impacted your earnings, how has it impacted your earnings?
Networking confidence	—	—	How has this mentorship programme helped you in gaining confidence to network with people?
Mindset shift	—	—	Describe a key mindset shift you've experienced during the course of this mentorship programme.
Favourite part / suggestions	What are your expectations for this programme?	Any suggestions to improve the second half of the programme?	What was your favourite part of the programme? / What area(s) could we improve? / Other feedback

Table A.1: Impact Evaluation Survey Questions Suggestions

Appendix 2: Guide for Mentors



Introduction to Mentorship

As a mentor in this programme, you are more than just a guide—you are a listener, a supporter, and sometimes, the first person to say: “I believe in you”. Many women entering the gig economy face uncertainty, isolation, and limited support. Your role is to walk alongside them as they navigate new work environments, grow their confidence, and define success on their own terms.

In the gig economy, whether it’s online freelancing or location-based work, mentorship can be a game-changer. Women often lack access to networks, clear guidance, or even encouragement. This is where you come in: not to have all the answers, but to create a space for questions, reflection, and shared learning.

But mentorship isn’t just one-on-one. This programme also centres on peer learning as a powerful tool. We’ve seen time and again that when women come together to share stories, exchange strategies, and cheer each other on, something shifts. You can help spark those connections by introducing your mentees to one another, encouraging small learning circles, and modelling a spirit of openness and collaboration.

Remember that you’re not only shaping individual journeys—you’re helping build a stronger, more supportive gig work community.

Benefits of Mentorship

Mentorship offers both immediate as well as long-term benefits for mentees. Here are some of the benefits:

Immediate Benefits	Long-term Benefits
• Mentorship can help mentees improve how they deliver services, set fair prices, and negotiate better pay. • Mentors can introduce mentees to new clients and work opportunities. • Mentees can learn useful skills like digital marketing, money management, and business planning. • With support, mentees can feel more confident when talking to clients or taking on new projects. • Mentorship can help mentees spot new gigs, manage clients well, and grow their work.	• Mentorship can guide mentees toward financial independence and stability. • Mentees can move to better-paying work and find new opportunities for their skills. • Mentors can support mentees in setting boundaries and balancing work with personal life. • Mentees can grow into future mentors and support others in their community. • Mentees can learn how to handle changes in the market, tough clients, and industry shifts.

Table A.2: Benefits of Mentorship

Practice

This section focuses on putting mentorship into practice. It offers practical tools, approaches, and guidance to help you support your mentees more effectively. You'll also find a structured curriculum with activities in the [Guide for Mentees](#), which you can draw on during your sessions. These tools are designed to be flexible, so you can adapt them to your mentees' needs, learning style, and local context.

Building Trust, Communication, and Engagement

Establishing trust and regular engagement is essential to strengthen your relationship with your mentees. You can support your mentees by:

Developing a strong rapport

- Begin with a discovery conversation: goals, motivations, and challenges.
- Share personal stories of failure and resilience to create trust.
- Respect your mentee's communication preferences, including cultural or generational differences.

Using active listening

- Listen deeply—many challenges like burnout or self-doubt are often unspoken.
- Ask open-ended questions like "What does success look like for you?"
- Validate experiences by saying, for example, "Many freelancers go through this too."

Checking in frequently

- Start with weekly sessions initially, then move to bi-weekly.
- Use 15-minute check-ins during busy periods.
- Set protocols for urgent support (e.g., SMS, email timeframe).

Creating safe and responsive engagement

- Start every session by revisiting notes.
- Confirm confidentiality and how information is used.
- Ask about stress, burnout, or challenges.
- Celebrate milestones, no matter how small.

“

In real-life implementation, the mentor used the guide as a foundational resource, but not always in a rigid, step-by-step manner [...] The guide was used as a flexible framework [...] Content was adapted for relevance [...] Interactive activities were prioritised [...] Feedback loops informed real-time adjustments [...] Digital delivery was customised.

Regina Honu

Chief Executive Officer, Mentorship Programme for Women Gig Workers,
Soronko Academy, Ghana

”

Supporting Learning and Networks

As a mentor guiding women through the world of gig work—whether online or in-person—you play a key role in helping them grow their confidence, build connections, and stay consistent. Many mentees come from contexts where women face restrictions on time, mobility, or decision-making. These challenges can affect not only their access to work but also their ability to learn, take risks, and network.

Peer learning and community support are powerful ways to overcome these challenges. When mentees see others like them navigating similar paths, they gain strength. Your role is to encourage that connection.

Here are some simple ways in which you can support your mentees:

- Encourage mentees to set small, achievable goals when attending events or meeting new people, such as connecting with two potential clients or finding one person to exchange skills with.
- Introduce your mentees to each other. Help them form learning circles where they can check in regularly, exchange tips, and offer emotional support.
- Build confidence by helping mentees rehearse elevator pitches, share their stories, or role-play client conversations.
- Where safe and appropriate, involve male family members by hosting community conversations, inviting them to observe sessions, or sharing stories of successful women from similar backgrounds. This helps create allies and reduce resistance.
- Show mentees how to track contacts and feedback in simple ways, using notebooks or phone notes, to build their own client network.

“

In Kenya, [one] of the things that [has] been really challenging [for] women [is...] not having the right tools [...] For those who have tools, they have a challenge in skills [...] A woman would come to you and ask you, 'When do I begin?' [In such cases], mentorship and coaching become very important.

Petronila Ogola

Regional Learning Manager, Digital Opportunity Trust (DOT), Kenya

”

Let's take a look at a real-world example.

Asha, a 26-year-old from Kisumu, Kenya, is a talented seamstress. She joined a gig platform to offer home-based tailoring services but felt overwhelmed trying to market herself, handle clients, and manage unpredictable orders. Her father and brother questioned her work's legitimacy, suggesting she should find a steady job in a local tailoring shop instead.

Asha's mentor took note of her situation and followed these steps:

- First, he introduced Asha to two other mentees—Rehema, who did online design work, and Linda, a home-based baker. The three created a peer learning WhatsApp group to share weekly updates, challenges, and referrals.
- He helped Asha script short responses to explain her work to clients and family members. This included how she accepts orders, delivers work, and gets paid.
- He suggested she host a small sewing demo for neighbourhood women and invited her brother to attend. Seeing her lead the demo session gave him a new perspective on Asha's professionalism.

Through peer support and visible progress, Asha's family grew more accepting. She was also invited to present at a local community centre event organised by another mentor.

Within a few months, Asha was referring work to Linda and Rehema and receiving referrals in return. Their learning circle now includes four more women, and they meet every week to share skills, pitch ideas, or even work on small collaborative projects.

This kind of network-building, with your support, turns mentorship into a longer-term, peer-driven journey.



Impressions from Implementation of the Programme in Ghana



For participants, the change has been about building real connections and discovering opportunities through each other. For me, it has been an affirmation of how much value lies in creating the conditions for peer-led growth and then stepping back so the community can take ownership. What started as individual journeys has transformed into a global network of women who empower each other, proof that the most lasting impact comes when peers lift one another up.

Puja Raghavan

Junior Advisor, GovStack GIZ, Global



Best Practices

Here are some practical tips to help you be a supportive and effective mentor, whether you're working with one mentee or facilitating peer learning across a small group.

1. Start with a shared understanding

- Co-create clear goals with your mentees early in the journey.
- Make space to revisit and adapt these goals based on evolving needs.
- Establish mutual confidentiality to build trust.

2. Understand the context of women in gig work

- Learn about the gender barriers your mentees might face, such as limited access to devices, time constraints, lack of family support, or online harassment.
- If you're a male mentor, be mindful of power dynamics. Take time to listen first, ask open-ended questions, and avoid offering prescriptive solutions.
- Support mentees in involving supportive male family members, where appropriate, to ease resistance and create understanding at home.

3. Build connections and encourage peer learning

- Introduce your mentees to one another to create learning circles—small groups that meet regularly to share tips, challenges, and encouragement.
- Promote peer learning by encouraging mentees to share their own expertise with each other, take turns leading discussions, or collaborate on small tasks.
- Guide your mentees in networking; help them practise pitches, build online profiles, or prepare for local events.

4. Focus on skill growth

- Help mentees identify and work on specific skills they need, such as digital tools, negotiation, time management, or communication.
- Share real-world examples and role-play client interactions together.
- Give regular, constructive feedback in a way that builds confidence.

5. Prioritise wellbeing

- Check in on how your mentees are doing beyond work. Gig work can be isolating, so listen with care.
- Encourage a healthy pace of work. Remind mentees that rest is part of sustainable growth.
- Share strategies for managing stress and balancing responsibilities.

6. Keep learning too

- Ask for feedback on your mentorship style and be open to adjusting.
- Stay updated on trends and new platforms in the gig economy.
- Share your own learnings with other mentors. Peer support isn't just for mentees; you can benefit from it too.



What do you hope your mentees will take away from your sessions?

How are you encouraging them to support each other, even after the programme ends?



Guiding Questions

This part of the Toolkit offers thoughtful questions you can use to better understand your mentees—their goals, learning styles, strengths, areas for growth, and the unique challenges they may face in gig work.

Category	Long-term Benefits
Getting to know your mentees	• What inspired you to get into gig work before you got started? • Can you walk me through your professional journey? • What does a typical week look like for you as a gig worker? • What is your definition of success in your present line of work? • What aspects of gig work do you find most challenging? • How do you balance your various roles and responsibilities outside of work?
Learning mentee motivations	• What impact do you want to make through your gig work? • Do you value financial stability or flexibility with your career decisions? • What encourages you to keep working during difficult times in your gig work?
Understanding mentee goals	• What outcomes are you hoping to achieve through this mentorship and peer learning programme? • What skills are you most excited to develop during this programme? • How do you think your gig work will evolve in the next 6 months? • What will you change in your working style to gain more confidence with your gig work?
Career planning	• If money were not your primary motivator, what work would you be doing? • How would you describe your ideal client? • Are there any industries or domains you'd like to explore? • How will your gig work align with your broad life goals? • What opportunities are you most afraid to pursue, and why?
Defining mentee learning styles	• What type of learning do you prefer? (reading, hands-on, discussions) • Which learning approach suits you the best? (structured paths or more flexible approaches) • How do you process feedback received from your peers/clients? • Do you prefer learning in a group or privately?
Information gathering	• When presented with a new challenge, do you prefer to dive straight in and learn as you go, or do you prefer to extensively research the topic? • What are your preferences for receiving new information? (example-based or step-by-step approach)
Identifying mentee strengths	• What do your clients or colleagues consistently praise you for? • What unique perspective or experience do you bring to your field? • In what situations do others turn to you for help? • Who in your life provides the most support for your professional goals? • How do you celebrate your wins and acknowledge your progress?
Gauging challenges and growth	• What do you find most stressful about gig work? • Any knowledge gaps you believe are currently holding you back? • What is your response to setbacks and failures? • What aspect of gig work do you find most difficult? (marketing, networking, pricing, time management)
Working with structural changes	• Have you experienced any gender-related barriers in your professional work? • What challenges do you face as a woman in your field? • What support systems do you believe are missing in your gig work? • What type of support do you need to achieve your goals?

Table A.3: Guiding Questions for Mentees

Next Steps

When the programme nears completion, close the loop by celebrating growth and setting up mentees for the next steps.

Hold a dedicated closure session.	☐
Reflect on original goals—what changed? What’s next?	☐
Offer feedback and highlight progress.	☐
Identify short-term goals for the next 3 to 4 months.	☐
Flag any likely roadblocks and suggest how to navigate them.	☐
Share names of peer groups, collaborators, or mentors for future support.	☐
 Recommend local or digital communities for ongoing learning.	☐
Encourage mentees to become mentors or peer supporters in future rounds	☐
Reflect on your own learning—what will you do differently next time?	☐
Create materials explaining gig work benefits for household economic security.	☐

Table A.4: End-of-Mentorship Checklist



Appendix 3: Guide for Mentees



This mentorship programme is designed to support your growth as a gig worker and online freelancer. It focuses not only on developing skills and confidence, but also on helping you connect with others who are on a similar path. You'll explore the realities of working in the platform economy, reflect on your goals, and build a relationship with your mentor that supports you over time. Whether you're just starting out or restarting your journey, this programme is a space to learn, grow, and form community with others like you.

You'll also have the opportunity to engage in peer learning—sharing ideas, struggles, and strategies with fellow mentees. Learning together helps you build solidarity and confidence in your journey.

Expected Commitment

Joining a mentorship programme is a big step. You've taken the first one by signing up—well done! This journey is about you: your goals, your growth, and your confidence in the world of gig work. But like any meaningful relationship, mentorship works best when both people show up and stay committed.

Your mentor is here to support you, not tell you what to do. They'll guide you, share tools, and help you reflect. But the progress will come from your own time, energy, and openness to learn.

What Can You Expect?

- One session per week or every two weeks, for around 6–8 sessions total.
- Each session may last 45–60 minutes.
- Your mentor may give you small activities to do between sessions (reflection, practice, or goal tracking).
- You may have a small group of fellow mentees to learn with, exchange tips, or check in on your progress. This peer group can be a valuable support system.
- Some sessions may be in-person, on a call, or online—depending on what works for you both.

It's okay to miss a session once in a while, as long as just communicate clearly. This programme is designed to be flexible and supportive, not rigid.

Most importantly, be honest about your time, your hopes, and your challenges. The more your mentor knows, the more they can support you in ways that work.

Checklist: Are You Ready to Start?

I can commit at least 1 hour a week for sessions and self-work.	☐
I will inform my mentor if I need to miss or reschedule.	☐
I will try to complete reflection or tasks given between sessions.	☐
I will be honest about what I know and don't know.	☐
I understand that mentorship is a shared journey, not a quick fix.	☐

Table A.5: Checklist for Knowing Mentee Readiness

Engagement Best Practices

You'll get more out of mentorship if you're an active participant. That doesn't mean you have to speak perfectly or know all the answers. It means showing up with curiosity, asking questions, and using the space to reflect on what matters to you.

Here are some tips to help you make the most of your mentorship experience:

Set a clear goal. Your mentor will help you refine it, but think about what you want: Is it learning a new platform? Finding your first job? Earning regularly?

Speak up. If something isn't working, say so. If a session feels too fast or confusing, ask your mentor to slow down. This is your space.

Be open to feedback. Your mentor might challenge you or offer suggestions. Don't take it personally —it's a sign they're invested in your growth.

Take notes. Keep a small notebook or digital document where you write down key learnings, tips, or reflections. These will help you track your journey.

Build the relationship. Mentorship isn't just about work. Get to know your mentor as a person. Share your stories. Ask about theirs.

Stay consistent. Even when you're tired or busy, try to keep the rhythm of sessions. Progress builds over time.

Help others. If you're in a group, support your peers. Sometimes, helping someone else understand something will deepen your own learning.

Checklist: Are You Engaged in Your Mentorship?

I have written down one goal I want to achieve through this programme.	☐
I ask questions when something is unclear.	☐
I listen to feedback and reflect on it.	☐
I take notes during or after sessions.	☐
I try to maintain regular contact with my mentor.	☐
I share what I'm learning with others when possible.	☐

Table A.6: Checklist for Mentee Engagement



Appendix 4: Curriculum



Introduction to Mentorship

Mentorship is a relationship built on trust, learning, and support. It's a chance to grow your skills, confidence, and mindset, and your mentor is here to walk with you. They're not perfect, and they're not here to judge. They've walked part of the path you're on, and they want to share what they've learned.

“

Joining a programme that specifically targeted women inspired me in my career and also encouraged me to never give up on what I want. Sometimes I thought that when I get married, I won't get enough time for coding, but by joining this Bootcamp, I met young mothers who decided to break this bias. They were good in tech and also good mothers back in their families. I found this more inspiring.

Liliane,
Mentee, AI and Data Science Bootcamp for Women and Minoritised Groups,
Huza Labs, Rwanda

”

Mentorship can help you:

- Build self-confidence and direction.
- Learn how to find and apply for gigs.
- Get better at managing time, money, and clients.
- Feel less alone by connecting with someone who understands.

But mentorship only works if you're willing to put in the effort. That means being open, honest, and curious. It's okay to be unsure. It's okay to make mistakes. What matters is showing up.

Activity: My Mentorship Expectations

Use these activities to reflect on what you want out of the mentorship programme.

Activity 1: Complete the sentences below.

1. I signed up for this mentorship programme because...
2. At the end of this programme, I hope I will...
3. I would feel supported if my mentor...
4. I might find it hard to...

Activity 2: Think about your role.

1. What can you bring to this experience? (e.g. energy, honesty, questions)
2. What support might you need to participate fully? (e.g. reminders, data, time)

In your first session, share what you've written with your mentors. It will help you both get to know each other and set the tone for how you want to work together.

This is your journey. Your mentor is here to support you, but you are the one driving. Let's get started.

Setting Goals

Before you start your sessions, it helps to know where you want to go. Goal setting is like drawing a map: you may take turns or stops along the way, but at least you know the direction you're heading. A good goal gives your mentorship focus and makes your progress easier to track.

Your mentor will help you shape your goal using the SMART method. That means your goal should be:

- **Specific:** Clear and well-defined.
- **Measurable:** You can track progress.
- **Achievable:** Realistic for your time and resources.
- **Relevant:** Connected to your work or growth.
- **Time-bound:** You have a deadline to aim for.

You can use the activity below in your first or second session.

Mentorship Goal Sheet: Guided Activity

Step 1: What do you want to achieve?

Write one sentence describing something you want to achieve in this mentorship programme. For example:

"I want to learn how to find and apply for jobs on gig platforms."

"I want to increase my earnings through better time management."

"I want to understand how to stay safe while doing location-based deliveries."

Step 2: Make it SMART

Use the table below with your mentor to shape it.

SMART	My Goal Details
Specific	What exactly do I want to achieve?
Measurable	How will I know I've made progress?
Achievable	Do I have the time or resources?
Relevant	How does this help my journey in the gig economy?
Time-bound	By when do I want to achieve this?

Table A.7: SMART Goals

Step 3: Revisit your goal

After 2–3 sessions, check in with your mentor to reflect: Is this still the right goal? Do you want to adjust or go deeper?

This activity is just the start. Your goals may change as you grow, and that's part of the journey.

Mapping Your Assets

As a gig worker, you bring a unique mix of skills, connections, knowledge, and experiences. You might not think of these as assets, but they are. In this activity, you'll work with your mentor to map out what you already have, what you enjoy doing, and what you want to build on. This process can help you make clearer choices about the kind of work you want to do, and how to stand out.

What is an asset?

An asset is anything that has value to you. It could be a skill, a contact, a place, a personal trait, or a cultural strength. Everyone's asset map looks different, and that's the beauty of it.

This worksheet draws on the Fairwork approach, built on the five principles of fair pay, fair conditions, fair contracts, fair management and fair representation, which aims to improve standards for platform workers around the world. In this activity, you'll identify personal assets across eight categories, focusing on what you already have. This helps you build your path in gig work from a place of strength.

Activity: My Personal Asset Map

Work through this with your mentor. Add your own examples in each category.

Category	Examples	My Assets
Network	Family, friends, WhatsApp groups, community links	
Expertise	Skills, experience, things you're good at or passionate about	
Commitments	Roles and responsibilities (e.g. parent, caregiver, leader)	
Cultural	Languages, art, traditions, local knowledge	
Services	Things you can do for others (e.g. cooking, fixing, guiding)	
Businesses	Side hustles, family shops, informal income activities	
Financial	Savings, loans, grants, mobile money access	
Physical	Tools, space, transport, devices	

Table A.8: Mentee Personal Assets Mapping Activity



Which of these assets are you already using in your gig work?

Which one could you use more of or build on?

Which strengths surprised you?

Your mentor can help you connect the dots between your assets and your future goals. You don't have to start from scratch—you already have more than you think.

Navigating Gendered Barriers

As a woman working in the gig economy, whether online or location-based, you may face challenges that others do not. These challenges can show up at home, in your community, or even in how platforms operate. This mentorship programme is designed to help you name these challenges, talk about them, and find ways to navigate them with your mentor's support.

Many women face resistance from family members when they try to take up gig work. Some may be expected to prioritise unpaid care work over paid work. Others might worry about safety, cultural approval, or what neighbours will say. And often, women don't have access to the same legal knowledge or support systems to assert their rights as workers.

In this programme, you'll have a chance to:

- Discuss barriers without judgement.
- Connect with peers who face similar challenges and share what's worked.
- Think about your own comfort level, boundaries, and strengths.
- Explore community engagement approaches in your own language and setting.

Activity: Guided Discussion on Gendered Challenges

Mentors and mentees can use the prompts below to start an open, honest conversation.

Step 1: Watch the video on common challenges

Talk about which parts felt familiar, surprising, or upsetting.

Step 2: Choose 2–3 prompts to discuss

1. What are some things women in your community are expected to do before they are allowed to work?
2. Has anyone ever questioned your decision to take on paid work? How did you respond?
3. What support do you wish you had from family or friends?
4. What are your biggest safety or trust concerns when working in your area or online?
5. Are there phrases or examples you can use to explain gig work to someone who doesn't understand it?

Step 3: Reflect and share

1. What's one thing you want to say to other women who are just starting out in gig work?
2. What's one small change you can try to make in your home or community?

To make progress, start by naming your concerns and sharing them with your mentor. Then work together on small steps, like how to talk to your family about your work, or how to explain what you do to your community. You don't need to convince everyone, but you can build understanding over time.

Strategies to Respond to Family or Community Resistance

Here are a few practical ways women have responded to concerns from family or neighbours:

1. Use relatable language

- “I do short-term jobs through my phone that help me earn.”
- “This is like doing jobs from home that pay per task.”

2. Highlight the benefit

- “This helps us cover school fees or household bills.”
- “It means I can work and still be home to take care of things.”
- “This is flexible work that helps me earn daily and still manage home responsibilities.”
- “I choose where and when to work; it’s not like a fixed shift.”

3. Offer assurance

- “I have control over which jobs I accept.”
- “The app shows who the client is, and I can cancel anytime.”
- “I share my location with someone I trust when I go out.”

4. Involve them where possible

- Show a parent or spouse how the platform works.
- Let a sibling or friend help with uploading a profile or practising a call.

5. Lean on peer support

- “Other women in my group are also doing this; it’s not just me.”
- “Many women in our area are doing this. It’s similar to house visits for tuition or tailoring.”
- Share a short video or invite them to a community meet-up.

Discuss these approaches with your mentor or peer group and adapt what feels right for you.

Finding Your Next Job

Whether you’re doing delivery, caregiving, online freelancing, or domestic work, every gig journey starts with knowing where to look. There are many platforms out there, each with their own rules, types of work, and expectations. This sub-section gives you an overview of the different models of gig platforms, what they offer, and how to begin your job search with purpose.

Within the digital labour economy, most platforms fall into two broad categories: **location-based platforms** and **cloud-based platforms**. These can be further grouped based on how they match workers with clients and how work is performed.

Some platforms are designed to be more formal and structured, requiring verification, clear onboarding, and adherence to strict guidelines. Others operate more informally, letting workers and clients interact with fewer checks or systems. Some are open to anyone, while others are more exclusive or require prior experience or certifications.

Here is a broad categorisation of digital labour platforms:

Web-Based Freelancing Platforms – You perform skilled tasks online (writing, design, data analysis). Often task-based and remote.

Microtask Platforms – You do simple, repetitive digital tasks like labelling images or transcribing audio. These are often short and low paid but useful for beginners.

Crowdsourcing Platforms – Large numbers of people work on fragmented tasks, such as content moderation or app testing.

Online Contest Platforms – Platforms where clients post contests (e.g. logo design) and only winning submissions are paid.

On-Demand Work Platforms (location-based) – Gig work that requires you to be physically present, such as delivery or cleaning. Examples include transport, beauty services, and repair jobs.

Marketplace Platforms for Services – You list your skills and availability, and clients book you (e.g. tutoring, caregiving, tailoring).

These distinctions matter because each type of platform has its own pros and cons. Microtask platforms may be easier to join but offer less income. Service marketplaces may allow more independence but require you to build trust with clients directly.



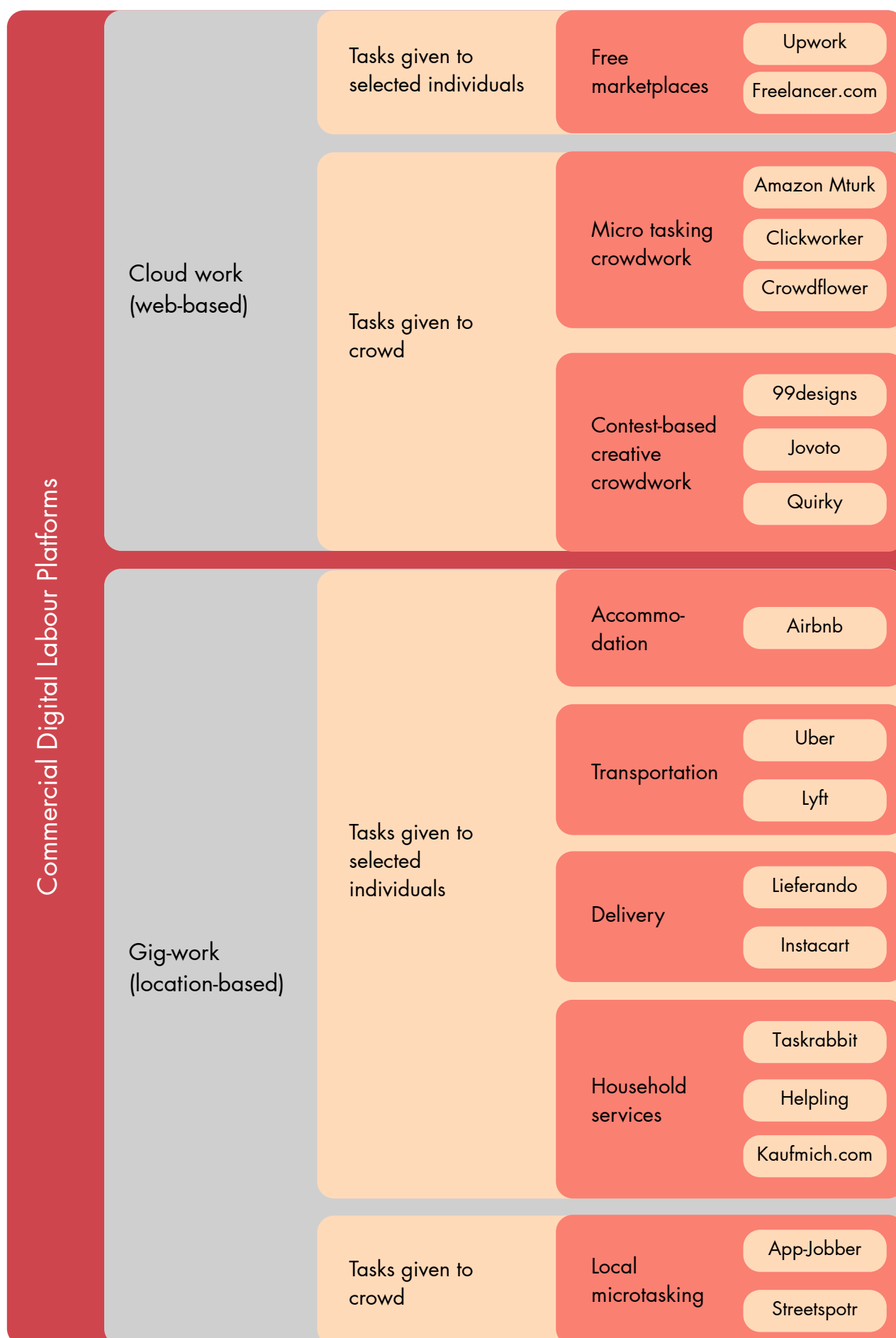


Figure A.1: Types of Commercial Digital Labour Platform

How to Choose the Right Platform

In order to choose the right platform, ask yourself:

- Do I want to work online or in person?
- What tools or skills do I already have?
- What do I enjoy doing or want to learn?
- How much time can I give per week?



Talk with your mentor about which options match your profile and comfort zone. Your mentor may also have experience on some platforms and can guide you on setup or red flags.



Tip: Don't try all platforms at once. Ask your mentor or institution to share examples of relevant apps used locally. Localised examples will help you better relate to and navigate the platforms.

Start with one or two. Build a strong profile and get a few jobs under your belt. Then decide whether to expand or shift.

Getting Ready: Key Steps

Based on the step-by-step resources from the gig economy course, here's what you usually need to start.

Digital setup

- Email address.
- Smartphone or laptop.
- Internet or data bundles.

Finance setup

- Bank account or digital wallet (PayPal, Wise).
- Tax ID (if applicable in your region).
- Simple invoicing tools (Canva, Google Docs, or WalletAI).

Profile building

- Clear photo (preferably with a plain background).
- Short bio or intro that says what you do.
- ID or certificates (for verification or skill proof).

Boost your visibility

- Use apps like Canva to make your profile image look professional.
- Ask for testimonials if you've done past work (even informally).

See the table below for examples, work types, and access requirements for each category of digital labour platforms.

Platform Type	Examples	Type of Work	Access Requirements
Transport & Delivery	Uber, Bolt, Swiggy (India), Zomato, Glovo, Wasili	Bike/scooter/car delivery, ride-hailing	Smartphone, driver's licence, transport access
Home & Personal Services	Urban Company, SweepSouth, HouseJoy	Cleaning, cooking, beauty services, repairs	Smartphone, basic tools, in-person verification
Caregiving & Domestic Help	Local informal networks, Eken	Childcare, eldercare, housekeepings, repairs	Word-of-mouth trust, referrals, mobile phone access
Artisan & Skilled Trades	Sulekha, HouseJoy, job boards	Plumbing, electrical, tailoring, carpentry	Skill proof or certification, tools, mobile profile
Marketplace for Services	Facebook Marketplace, OLX, Justdial	Any gig-based service offered directly to clients	Listing profile, customer reviews, smartphone access
Microtask Platforms	Clickworker, Remotasks, Appen	Data tagging, audio transcription, survey input	Smartphone or laptop, basic literacy, short registration
Web-Based Freelancing Platforms	Upwork, Fiverr, Freelancer.com	Graphic design, writing, coding, digital marketing	Laptop/smartphone, internet, skill portfolio
Crowdsourcing Platforms	Amazon MTurk, Toloka, Microworkers	Testing, simple tagging, content reviews	Email account, registration form, task accuracy
Online Contest Platforms	99Designs, Freelancer (contests)	Creative submissions for competitions	Creative portfolio, comfort with uncertain payment outcomes
Tutoring & Coaching Platforms	Chegg, Preply, TeachMeNow	Online teaching, subject coaching, language learning	Subject knowledge, online teaching tools, payment method

Table A.9: Summary of Gig Work Platform, Types of Work, and Requirements

Time Management

Managing your time as a gig worker can be tricky. You might have different jobs on different days, or even within the same day. Add to that your responsibilities at home, and it can feel like there's never enough time.

But time management doesn't mean squeezing everything in. It means making thoughtful choices about how you spend your time so that you feel in control.

A good balance between gig work and personal life helps you avoid burnout, stay motivated, and enjoy both your earnings and your free time. It also helps you plan better and deliver high-quality work consistently, which can lead to better client ratings and more opportunities.

Here are some practical ways to manage your time:

- Start each day by listing your responsibilities, both personal and work-related.
- Use a notebook or your phone to block time for key tasks (e.g. 10–11 am: delivery jobs, 12–1 pm: lunch and rest, 2–4 pm: data entry task).
- Leave some buffer time in case tasks take longer than expected.
- If you're working from home, set small boundaries (e.g. a quiet corner, fixed start/end time).
- Prioritise high-earning or urgent tasks early in the day.
- Don't forget to schedule breaks or personal time.

Activity: My Weekly Time Map

Use this exercise with your mentor to see how you currently spend your time.

- Draw a table for 7 days of the week.
- Break each day into 3 parts: Morning / Afternoon / Evening.
- Fill in what you usually do in each slot.
- Now use a different colour to mark where you can:
 - Add a gig task
 - Take rest
 - Spend time with family or on a personal goal
- Discuss your weekly time map with your mentor:
 - Are you overcommitted on some days?
 - Can you adjust something to make space for learning or earning?
 - Are you getting enough rest?

Small shifts can make a big difference.

Work-Life Balance

One of the biggest advantages of gig work is flexibility. But flexibility doesn't always mean balance. When your work hours are not fixed, it can be tempting to take on too much, or to feel like you're never truly "off the clock". That's why finding a rhythm that works for both your livelihood and your life is essential.

Work-life balance is about making space for your different roles: as a worker, caregiver, learner, and individual. Some days you may do more paid work. Other days, family or personal needs may take priority. The aim is to stay aware and intentional.

Gig workers often don't have fixed shifts or predictable weekends, so it helps to create your own routines. Try starting and ending your work at the same time each day or block one day a week for rest or reflection. You'll soon notice that a little structure gives you more freedom.



Discussion Guide: How Balanced Is Your Week?

Talk about this with your mentor:

1. What does a balanced week look like for you?
2. Do you often feel guilty taking breaks or saying no to a gig?
3. Is there a time of day or week when you feel most overwhelmed?
4. What's one small habit you can build to protect your personal time?

A few small boundaries can help you work better and live better.

Wellbeing

Gig work can bring independence, but it can also be unpredictable. That unpredictability can lead to stress, especially when jobs are irregular or when balancing work with other responsibilities. Over time, this can affect your mental health and lead to burnout.

Taking care of your wellbeing starts with noticing how you feel: tired, overwhelmed, motivated, energised. Having a routine, taking short breaks, eating on time, and staying connected with someone you trust (like your mentor) can go a long way.

Resilience is your ability to bounce back when things don't go as planned. The more you practise simple wellbeing habits, the easier it becomes to deal with tough days.

Checklist: Are You Taking Care of Yourself?

I take at least one short break every working day	☐
I have someone I can talk to when I feel stressed	☐
I have 1–2 small things I do regularly that make me feel good (music, walks, prayer, etc.)	☐
I stop checking work messages or platforms during rest hours	☐

Table A.10: Checklist for Mentee Wellbeing

Exercise: My Feel-Good List

Make a short list of three things that help you feel calm or happy. Share it with your mentor. Next time you feel low, pick one and try it. Small habits help build strength over time.

Safety

Whether you're doing tasks outside your home or from your home, safety is a crucial aspect to keep in mind. As a woman in the gig economy, it's important to understand how to stay safe in both the physical world and the digital one.

Physical Safety (for location-based work)

If your gig work involves visiting clients' homes, travelling alone, or working late hours, plan ahead.

- Share your location with someone you trust.
- Keep emergency numbers saved and accessible.
- Avoid accepting jobs in unfamiliar or unsafe areas.
- Trust your instincts. If something feels wrong, cancel or leave.
- Carry essentials like a charged phone, ID, and transport fare.

Digital Safety (for cloud-based work)

Online gigs come with their own risks. Follow these simple rules to keep yourself safe.

- Never share personal documents or account details with strangers.
- Use strong passwords and avoid clicking on suspicious links.
- Communicate only through the platform, especially until trust is built.
- Be alert to scams: real clients don't ask for money to give you work.

Reporting and Response: What to Expect from Platforms

- Clear reporting channels like hotlines, email, or in-app forms.
- Quick investigations of complaints or incidents.
- Transparent updates on how your complaint is being handled.
- Access to emotional or legal support if needed.
- Platform policies that evolve and improve based on gig worker feedback.

Steps You Can Take

- Learn the platform's reporting procedures before you accept work.
- Use GPS tracking and communicate through the app.
- Tell someone where you're going and when you'll return.
- Join gig worker groups to share safety tips and updates.

As a woman in the gig economy, it's important to understand how to stay safe in both the physical world and the digital one.

I share my work details with someone I trust	☐
I use privacy settings on my devices and platforms	☐
I avoid suspicious job offers or clients	☐
I know how to report issues to the platform	☐
I feel comfortable saying no or leaving a situation	☐

Table A.11: Checklist for Mentee Privacy and Protection

Activity: Role-Play – What Would You Do?

With your mentor, choose one or more of the real-life scenarios below to role-play. Discuss what steps you would take to protect yourself and how you would report the issue if needed.

1. After finishing a cleaning job, Aisha is accused of theft. How should she respond? What documentation or communication would help? What should she do if the client refuses to listen?
2. Thandi gives her number for payment and receives continuous inappropriate messages. What steps can she take to block the number, report the client, and stay safer in future interactions?
3. Siti works from 8 am to midnight every day as a taxi driver. What signs of burnout should she watch for? How can she restructure her schedule to protect her physical and mental health?
4. Nneka takes on 16-hour data entry shifts to meet strict deadlines. What could she do to manage time and reduce stress? Should she discuss limits with clients?
5. Chameli is asked to clean a rodent-infested warehouse without safety gear. How could she assess the risk beforehand and negotiate her needs with the client?
6. Zawadi shares a password with a client who later hacks her account. How should she handle this breach? What can she do to secure her data going forward?

Discuss what steps you would take. Practise saying “no”, reporting the issue, or exiting the situation safely. Learning to protect yourself is a key skill.

Finding Your Voice

Confidence grows with action. Every step you take, whether it's speaking up, setting boundaries, or applying for a job, is a sign of your personal power. This sub-section helps you reflect on your strengths, name your choices, and build awareness of your own agency in gig work and beyond.

Activity: Story and Reflection – Who Makes the Choices?

Rina is a 27-year-old mother of one who lives in a small town with her husband and in-laws. She had completed school and trained in tailoring years ago, but after marriage, her focus shifted to caring for her children and home. Whenever she brought up the idea of working, her family would dismiss it, saying, “We’re managing fine. Your work is here.”

One day, a neighbour mentioned she was earning a bit of money through online data entry jobs. Curious, Rina asked to learn more. The neighbour showed her how to create an account on a platform and gave her tips on getting started. At first, Rina helped her neighbour with simple tasks to understand how it worked. Within a few weeks, she set up her own account.

Her first job was small, transcribing a 10-minute audio clip. But when she saw the payment come through, she felt a rush of pride. She continued working in the evenings after finishing household work. Eventually, she saved enough to buy a school bag and shoes for her daughter without asking anyone.

When her husband noticed, he was surprised. Rina explained what she was doing and how it helped the family. Though hesitant at first, he agreed that her earnings would help with the household expenses. Her confidence grew. She even joined a group of local women who were doing similar work and began guiding others.

Rina now balances her home duties and paid work. She says, "It's not just about money. It's the first time I feel like I'm making my own decisions."



When did you last make a decision that felt truly yours?

What are 2–3 things you've done that made you proud, even if they felt small?

What would confidence look like for you in work, at home, or in your community?

Quick Practice: Empowerment Affirmation

Write and say out loud: "I am capable. I have choices. I am allowed to try."

Understanding Your Rights

Everyone deserves to be treated fairly at work, whether you're freelancing from home, making deliveries, or cleaning someone's house. But for many gig workers, fairness isn't guaranteed. Hours may be long. Pay may be low or unpredictable. And there may be no one to call when things go wrong.

This is why fair work matters. It means being paid properly, feeling safe on the job, and having someone to speak to when something isn't right.

Fair work is about dignity, safety, and justice. It applies to all workers, even if you're not a formal employee. Knowing your rights is the first step in standing up for yourself and others.

As a gig worker, you deserve work that is safe, fair, and dignified. The Fairwork project has outlined five core principles that define fair work across platforms and informal jobs. These are

rights you can use to understand your working conditions, ask questions, and make better decisions.

The Five Fairwork Principles

Fair Pay – You should earn at least the minimum wage in your country after costs like transport or internet are deducted. Pay should be timely and transparent.

Fair Conditions – You have a right to work safely. This includes protection from physical harm, unsafe workspaces, and psychological stress. You should be given the right tools or information to manage risks.

Fair Contracts – Any contract or platform terms should be clear and accessible. You should understand your responsibilities, how payment works, and when work can be terminated.

Fair Management – You have the right to be treated with respect. There should be clear ways to raise complaints, resolve disputes, and avoid unfair treatment or discrimination.

Fair Representation – You have a right to join or form groups or unions to advocate for better working conditions. Platforms should not penalise you for doing so.

These principles apply whether you are delivering food, doing online tasks, or working in someone's home. Even if you're not a formal employee, these rights matter.

Know Your Legal Rights

In most countries in Africa and South-East Asia, gig workers are not yet fully protected under labour law, but that is changing. Some platforms are required to contribute to social security or insurance. Others are being challenged for unfair treatment. You should:

- Keep screenshots and records of jobs and payments.
- Ask to see terms and conditions before starting a job.
- Report any platform behaviour that seems unfair or exploitative.
- Seek local legal advice if you've been mistreated.

Trade Unions and Workers' Associations

You can also join a trade union or workers' group for support. Here are some groups you can look up or join for guidance and support:

International

International Trade Union Confederation (ITUC)
International Transport Workers' Federation (ITF)
International Domestic Worker Federation (IDWF)

Nigeria

- National Union of Professional App-Based Transport Workers (NUPABW)
- Amalgamated Union of App-Based Transport Workers

Kenya

- Central Organisation of Trade Unions (COTU-K)
- Organisation of Online Drivers Association (OODA)

Ghana

- Trades Union Congress of Ghana

India

- All India Gig Workers Union (AIGWU)
- Indian Federation of App-Based Transport Workers (IFAT)
- Self-Employed Women's Association (SEWA)

These groups can help you understand your rights, resolve disputes, connect with other workers, and push for change. They may offer training, legal advice, or negotiation support.

Fair work is your right. Talk with your mentor about which principles apply most to your situation. Choose one to focus on and make a plan to strengthen it in your own working life.

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ACKNOWLEDGEMENTS

This Toolkit was co-authored by Miriam Oliver, GIZ Gig Economy Initiative, and Kriti Talwar, 21CC Education, under the technical guidance of Pooja Gianchandani, Skills and Gender Specialist at GIZ Gig Economy Initiative.

The development of replication toolkits was an intense and co-creative effort. We would like to thank the colleagues at 21CC Education, in particular Salim Ahmed, Nikhil Karkal, Komal Karne, and Varun Verma working under the guidance of Sanjay Tiwari, Project Lead at 21CC. Consolidating lessons learnt over two years into easy, digestible and bite-sized information was challenging and the team demonstrated sincerity and commitment at every step. The content team used AI tools to enhance the content and design.

Thank you María Paula Piñeros from GIZ Gig Economy Initiative for the silent but important work in ensuring the project team was effectively backstopped throughout the development process.

We would also like to acknowledge and thank colleagues at Global Programme Digitalisation for their unwavering support. Special thanks to Maren Bernloehr, Project Lead, for her overall guidance and support in bringing this Toolkit to life. We benefitted from the advice and support of our colleagues at DigiComms – Milena Kaplan and Johanna Goldau – who went out of their way to help design the information webpage of both replication toolkits.

The Toolkit benefitted immensely from the experiences of implementing the capacity measures for workers and allies in more than 10 countries. We started mentorship and peer learning as a pilot in Kenya with the goal of reaching 150 women workers. With the implementing partner Digital Opportunity Trust (DOT), we eventually reached over 1000 women workers around the world. We thank DOT-Kenya and its incredible team for their unparalleled support in launching this programme. The programme was then replicated in Ghana in partnership with Soronko Academy reaching more than 100 workers.

We learnt immensely on the way and, encouraged by the response, we have consolidated the lessons into these Replication Toolkits. We wish to make available practical knowledge and tools for internal and external implementation agencies interested in mentorship and peer-learning as a tool.

In the spirit of *'Knowledge multiplies when shared'*, so many experts from around the world provided us with their experiences, advice and counsel. We thank you all for your shared commitment to empowering women workers.

Ama Frimpomaa Boateng, University of Ghana,
School of Public Health, Ghana

Mercy Afful, Efhe Gh Foundation, Ghana

Afua (name changed), Soronko Academy, Ghana

Michelle Hassan, BFA Global, Kenya

Deepak Kumar, Gram Vaani, India

Niall Ardill, GIZ Digital Transformation Centre, Iraq

Faiz Muhammad, Blue Sapphire Hub, Nigeria

Oluwaseyi Kehinde-Peters, Pawen, Nigeria

Irenosen Addeh, Pawen, Nigeria

Petronila Ogola, DOT, Kenya

Janet Wandia, Mercy Corps, Kenya

Puja Raghavan, GovStack GIZ, Germany

Joy Akintunde, Pawen, Nigeria

Regina Honu, Soronko Academy, Ghana

Kriti Agarwal, SEWA Bharat, India

Rosina Naab, GIZ Digital Transformation Centre, Ghana

Maryam Lawan, Blue Sapphire Hub, Nigeria

Vijay Sai Pratap, Gram Vaani, India

Melanie Dzifa Azamalah, Bluephoenix Executive,
Ghana

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