

IAG Mentoring



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At Playback we provide a personalised support and guidance to help individuals navigate their educational and career journeys. Our experienced mentors are here to empower you with the information, advice, and guidance you need to make informed decisions and achieve your goals.

We understand that choosing the right path can be overwhelming. That's why our dedicated mentors are committed to offering one-on-one support tailored to your unique needs and aspirations. Whether you're a student exploring educational opportunities or an individual seeking career progression, our mentors will work closely with you to identify your strengths, interests, and goals.

Our mentoring program goes beyond simply offering advice – we believe in fostering meaningful relationships built on trust, respect, and confidentiality. Our mentors are industry professionals with a wealth of knowledge and experience, ready to share their insights and provide you with a supportive environment to discuss your ambitions, challenges, and concerns.

Our service provides

- Information Advice and Guidance from dedicated experienced professionals: We provides you with access to dedicated and experienced professionals who are well-versed in the field of adult education and training. They are available to offer you valuable information, advice, and guidance regarding your learning journey. Whether you need assistance in selecting the right courses, exploring career options, or identifying learning opportunities, our experts are here to support you every step of the way.
- Ways of overcoming barriers which might prevent you from learning, achieving, and progressing: We understand that various barriers can hinder your learning and progress. These barriers could be personal, financial, or logistical in nature. Our company is committed to helping you overcome these barriers by providing tailored solutions and support. We work with you to identify and address any obstacles that may be impeding your learning journey, ensuring that you have the necessary resources and strategies to overcome them.
- An individual learning plan based on your learning needs: We recognize that each individual has unique learning needs and goals. To ensure that your training experience is personalised and effective, we develop an individualised learning plan specifically designed for you. This plan takes into account your current skills, knowledge, and aspirations, guiding you towards the most appropriate courses and learning opportunities.
- Support with helping you achieve your learning plan goals: Our company is dedicated to supporting you in achieving your learning plan goals. We provide comprehensive support, including access to resources, materials, and tools that align with your learning objectives. Our experienced trainers and mentors are available to assist you throughout your journey, offering guidance, feedback, and motivation to help you stay on track and succeed in your training.
- Meetings that review your progress against your learning goals: Regular progress review meetings are an integral part of our approach. These meetings provide an opportunity to assess your progress against your learning goals and objectives. We evaluate your achievements, address any challenges you may be facing, and make adjustments to your learning plan if necessary. These meetings also

serve as a platform for open communication, allowing you to discuss your experiences, share feedback, and seek further guidance.

- Help to understand the learning opportunities available to you: Our team is dedicated to helping you navigate the vast array of learning opportunities available to you. We provide guidance on different types of courses, training programs, certifications, and educational resources that align with your interests and goals. We help you understand the benefits and requirements of each opportunity, empowering you to make informed decisions about the best learning path for you.
- Trained staff to support you to make informed decisions on what is the best route to take: Our staff members are trained professionals who are knowledgeable about the various educational pathways and options available. They will guide you through the decision-making process, helping you assess your interests, skills, and career aspirations. By providing comprehensive information and insights, our staff ensures that you can make informed decisions regarding the best route to take in your learning journey.
- Relevant labour market information: In today's dynamic job market, it is crucial to have access to up-to-date and relevant labour market information. Playback provides you with valuable insights into industry trends, skill demands, and job opportunities. We equip you with the knowledge and understanding of the current job market, enabling you to align your learning goals with the needs and expectations of employers.

By offering these services and supports, Playback aims to empower you to overcome barriers, achieve your learning goals, and make informed decisions about your educational and career pathways. We are dedicated to providing a comprehensive and personalised learning experience that maximises your potential for success.

What you can expect from Playback

- Expertise and Knowledge: Our trainers, tutors and mentors are highly skilled professionals with extensive experience in their respective fields. They possess deep knowledge and expertise, ensuring that you receive the highest quality training and guidance.
- Customised Programs: We understand that every individual has unique requirements and learning styles. That's why we offer customised programs that are designed to address your specific needs and objectives. Whether you are seeking professional development, skills enhancement, or career advancement, our programs will be tailored to suit you.
- Practical and Applicable Skills: Our training programs are focused on delivering practical skills that you can apply immediately in your personal and professional life. We emphasise hands-on learning, case studies, real-world scenarios, and interactive exercises to ensure that you gain practical knowledge and develop relevant skills.
- Cutting-Edge Content: Our training materials and curriculum are regularly updated to reflect the latest industry trends, best practices, and emerging technologies. We strive to provide you with up-to-date

and relevant content that equips you with the knowledge and skills needed to thrive in today's fast-paced and dynamic world.

- **Flexible Learning Options:** We understand that you may have commitments and constraints that make it challenging to attend traditional in-person training sessions. Therefore, we offer flexible learning options such as online courses, blended learning, and self-paced modules. This allows you to learn at your own pace and convenience, without compromising on the quality of the training.
- **Ongoing Support:** Our commitment to your learning doesn't end with the completion of a program. We provide ongoing support, resources, and networking opportunities to ensure that you continue to grow and apply your newly acquired skills even after the training is over. Our aim is to foster a long-term partnership with you on your learning journey.
- **Positive and Engaging Environment:** We believe that a positive and engaging learning environment is essential for effective learning. Our training sessions are conducted in a supportive and inclusive atmosphere that encourages active participation, collaboration, and open dialogue. We value your input and strive to create an environment where you feel comfortable to ask questions, share ideas, and interact with fellow participants.
- **Measurable Results:** We are committed to delivering tangible and measurable results. Throughout the training process, we assess your progress, provide feedback, and evaluate the effectiveness of the training. Our focus is on ensuring that you achieve your desired learning outcomes and experience noticeable growth and improvement.

By choosing Playback, you can trust that you will receive a high-quality learning experience that empowers you to reach your full potential and achieve your personal and professional goals. We are dedicated to your success and are excited to embark on this transformative learning journey with you.

In return we expect students and young people to

In return for our IAG Mentoring services, we have certain expectations from the learners participating in our classes. We believe that a collaborative and proactive approach is essential for maximizing the benefits of the mentoring relationship. Here's what we expect:

- Attend appointments on time
- Provide us with relevant information
- Treat staff with respect and politeness
- Be patient with requests for information
- Let us know if appointments need to be cancelled/re-scheduled.



Equality, Diversity, and Inclusion

At Playback, we are committed to promoting and championing equality, diversity, and inclusion in all aspects of our work. We firmly believe that every individual deserves to be treated with dignity and respect, regardless of their race, ethnicity, gender, sexual orientation, age, disability, or any other characteristic.

Our goal is to create an inclusive environment where everyone feels valued, heard, and empowered to contribute their unique perspectives and talents. We strive to eliminate discrimination, prejudice, and bias in order to foster a culture of fairness and equal opportunities.

Through our programs, initiatives, and policies, we actively promote equality, diversity, and inclusion. We work towards building diverse teams, providing training and education on unconscious bias and inclusive practices, and creating a safe and inclusive space for open dialogue and collaboration.

We are dedicated to ensuring equal access to opportunities, fair treatment, and the recognition of individual strengths and talents. By embracing diversity and fostering an inclusive culture, we believe that we can drive innovation, creativity, and success for our organisation and the communities we serve.

Join us in our commitment to equality, diversity, and inclusion as we work together to create a more inclusive and equitable society.

Help us improve our services

At Playback, we are committed to continuous improvement and providing the best possible services to our clients. We value feedback from our participants and stakeholders as it helps us understand their needs and make necessary adjustments.

By completing satisfaction questionnaires, you can help us understand both our strengths and areas where we can improve. Your input is valuable to us in shaping our services to better meet your needs.



PLAYBACK

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