



# LEARNER HANDBOOK

Welcome To Your Learning Journey

Name

**Be** BOLD.  
RELEVANT.  
RESILIENT.

**INSPIRA**  
*Inspiring you*

# Welcome to Inspira!

As experts in employability, we are dedicated to helping you enhance your skills, secure employment, and discover exciting new opportunities.

This course is designed to equip you with the essential skills and knowledge needed to advance your career. Whether you are just starting out or looking to make a significant change, we are here to support you every step of the way.

Our aim is to empower you to reach your full potential by providing a positive environment that encourages you to Be Bold, Relevant and Resilient.



## Our contact details:

Inspira, Castle View,  
Gillan Way, Penrith 40  
Business Park, Penrith,  
Cumbria CA11 9BP.

**Email:** [info@inspira.org.uk](mailto:info@inspira.org.uk)

**Tel:** 0345 658 864

You can write down  
your tutor's details here:



**Your Inspira adviser is:**

If you have any queries or concerns, please feel free to reach out to your Inspira adviser. In the event you can not attend any course session, it is important that you get in touch with your adviser to let them know. You can contact your adviser via:

**Phone:**

**Email:**



# Learning Environment

We realise that it may have been some time since you were last in a classroom or training environment. Rest assured, your adviser and tutors are dedicated to making your time on this course enjoyable.

**We ask that participants help us create a positive learning environment by:**

- treating everyone with respect.
- listening to their adviser and tutors.
- having a good attitude.
- trying their best.

# Learning Support

We want everyone to have a positive and productive learning experience and we are committed to making sure you are fully supported during your time with us.

We know everyone has different needs and challenges when it comes to learning. There is no need for anyone to struggle! There are many ways in which we can work together to overcome any worries or barriers you may face when it comes to learning.

- Maybe you feel you would benefit from some additional support with reading, writing or maths?
- If English isn't your first language, you may need support to improve your language skills?
- You might be worried about using technology or accessing equipment?
- Access to additional or adapted learning materials or resources might be helpful?
- You may struggle with confidence, anxiety, mental health, being in a group setting, or have caring responsibilities that add extra pressure.

**If you think you have any barriers to learning, and would benefit from additional learning support, please speak to your adviser or tutor so we can help you to make the most of your learning journey.**

# Employer Expectations

When you start a new job, your employer will have certain expectations and requirements, which will help you set the foundations for success.



You should be self-aware and professional in the workplace - respect others, know your boundaries, and ensure banter never crosses the line into bullying or sexual harassment.



**Be dependable**



**Have a  
good work  
ethic**



**Utilise your  
problem  
solving skills**



**Adapt and  
be flexible  
to different  
situations**



**Have a  
willingness to  
learn**



**Practice  
confidentiality**



**Be self-  
motivated**



**Be honest**



**Respect the  
British Values**

# Safeguarding

You have the right to feel safe on your course. If for any reason you have concerns regarding your own safety or that of someone else, please speak to your adviser in the first instance, or contact the Inspira head office on 01931 711300.

We do not tolerate discrimination. This includes discrimination based on race, gender, gender reassignment, sexual orientation, pregnancy and maternity, disability, age, religion, belief, marriage or civil partnership or for any other reason.

## Equality

At Inspira, we believe in fostering a supportive learning environment that welcomes everyone. We have a zero-tolerance policy for bullying, harassment or abuse of any kind. If you ever feel discriminated against during the course, please do not hesitate to reach out to your adviser right away.



# Prevent

Your safety is our priority at Inspira. This includes supporting the national Prevent strategy, which aims to stop people from becoming terrorists or supporting terrorism. If you notice something that worries you, please reach out to your adviser in the first instance. You can find out more about preventing extremism at [www.actearly.uk](http://www.actearly.uk)

# Health and Safety

We take the health and safety of everyone on our courses extremely seriously. We expect everyone to conduct themselves safely and sensibly.

If you have any health and safety concerns, please report them to your course tutor as soon as you can.

# Online Safety

During this course, you may need to access the internet. Whether you're learning, working or using the internet at home, staying safe online is essential.



**Always remember to:**

## **Privacy & Security Settings**

Check your privacy and security settings so you control who can see your information.

## **Protect Personal Information**

Never post personal or sensitive details online - such as your address, phone number, email or workplace information.

## **Be Careful With New Contacts**

Don't befriend or meet people you don't know. If you do arrange to meet, always tell someone where you're going and what you're doing.

### **Think Before You Share**

Be cautious when posting photos or videos. Once they're online, others can see, save or share them without your control.

### **Keep Passwords Safe**

Never give out your passwords. Use strong, unique ones with a mix of letters, symbols and numbers, and don't reuse them across multiple accounts.

### **Use Approved Systems**

For work or training, only use platforms and devices that have been approved by your training provider / employer.

### **Beware of Scams & Phishing**

Avoid clicking unfamiliar links or opening unexpected attachments. Check senders carefully and report anything that looks suspicious.

### **Stay Respectful Online**

Respect other people's views. Even if you disagree, stay polite and avoid arguments in online chats, forums or group sessions.

# British Values

At Inspira, we are committed to promoting equality and the British values of **democracy, rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs** to all our learners as part of their learning experience.

We encourage a respectful learning environment where everyone's voice is valued. Tutors encourage open discussion and debate, providing opportunities to explore rights and responsibilities. This creates a safe space for learners to engage with diverse viewpoints while upholding British values. Tutors are actively supported in promoting these values throughout their teaching.



## Our commitment to British values ensures:

- **Your safety:** All staff and volunteers undergo Safeguarding training, including recognising signs of radicalisation.
- **A respectful and inclusive environment:** We value and respect everyone, regardless of background.
- **A celebration of diversity:** We embrace differences and promote a welcoming atmosphere.
- **Global understanding:** By learning about the challenges faced where these values are absent, we foster empathy and build a better world.

## We show our commitment to the British values by:

- Providing staff development and training;
- Ensuring learners have a voice that is listened to and valued;
- Encouraging learners to become responsible learners, critical thinkers and to actively participate in their own learning and development;
- Promoting British values in everything we do.

# Mental Health

Taking care of your mental well-being is key to getting the most out of your course. Feeling good and focused allows you to actively participate and learn effectively. If you're facing any mental health challenges, your adviser is here to support you. They can connect you with resources and help you develop strategies to manage them.

If you don't feel comfortable speaking to a member of the team, there is other help out there.

Whatever you're going through, there are always people you can talk to at any time. If you're struggling, you can:

**Call Samaritans on 116 123 (UK wide)**

or

**Text 'SHOUT' to 85258 (UK wide)**

These services are for anyone who needs them. They won't judge you, they're free, they're anonymous and they're always available.

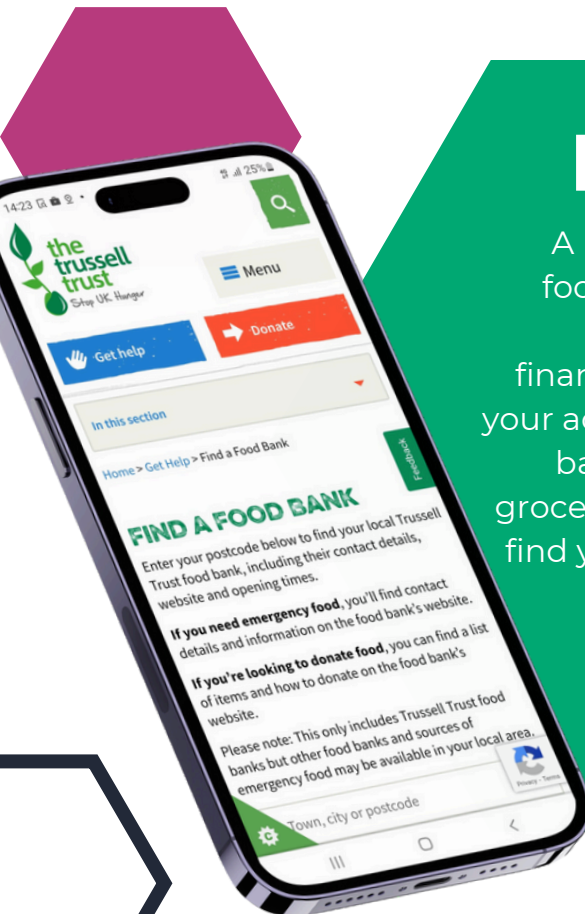


You can access more information and advice around mental health at **[www.mind.org.uk](http://www.mind.org.uk)**.

# Physical Health

Taking care of your physical health is crucial for a happy and fulfilling life. It boosts your energy levels, and improves your mood so you can show up to your course feeling good.

If you're looking to get started with a fitness routine, **[www.findgyms.co.uk](http://www.findgyms.co.uk)** can help you find a gym, leisure centre or health club in your area that suits your needs and interests.



## Food Banks

A balanced diet with a variety of foods is vital for good health and weight management. Facing financial difficulties shouldn't limit your access to healthy options. Food banks offer free, non-perishable groceries to those in need. You can find your local foodbank by visiting **[www.trusselltrust.org/get-help/find-a-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank)**.



# Financial Advice

Money management is a crucial aspect of life that often goes overlooked, yet it plays a vital role in achieving financial stability and security.

Knowing how to budget, spend and save can help you to reach your financial goals, get out of debt, and build up your savings.

You can access free financial advice and support through **Citizens Advice**. Citizens Advice is an independent organisation that provides confidential information and advice to help people with legal, debt, consumer, housing and other problems in the UK.

You can find out more about Citizens Advice through their website **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** or you can get in touch with them by calling **0800 144 8848**.

Money Helper also offer free and impartial help with money and pensions. You can find out more by visiting: **[Moneyhelper.org.uk](http://Moneyhelper.org.uk)**



Scan the QR code to find your local Citizens Advice service.





# Our Inspiring Careers Platform

Inspiring Careers is our bespoke digital careers platform, empowering users with the confidence and skills they need to progress in their careers.

## Key Features:

- **CV 360** – Upload your CV and receive instant feedback with tailored tips to improve your score
- **AI-Powered Interview Practice** – Get realistic video interview feedback to refine your responses.
- **E-Learning Courses** – Learn new skills or brush up on existing ones with free online training.
- **Career Assessments** – Identify your motivations, preferences, and strengths to guide your career choices.
- **Job Search Engine** – Find roles that match your skills and aspirations.

**To find out more or to access your own FREE log in, please speak to your Inspira Adviser.**



# Upon Course Completion



After finishing your course with us, you will acquire new qualifications, skills, and experience. Wondering what comes next? We offer **FREE** appointments with our skilled Career Advisers, who can assist you in determining your next steps. Whether you're exploring career options, seeking employment, looking for further training, or in need of some general career advice, we're here to help.

You can book your **FREE** appointment with us by calling: **0345 658 8647**

**Or**

You can fill our **'Get in touch'** the form on our website, by scanning the QR code or visiting the link below:

**[www.inspira.org.uk/get-in-touch](http://www.inspira.org.uk/get-in-touch)**

Find out more about how we can help you by exploring our website:  
**[www.inspira.org.uk](http://www.inspira.org.uk)**



# Feedback



To help us continuously improve our services, we'd love to hear your honest feedback at the end of the course.

Please scan the QR code below to fill in our feedback form:



*Your  
feedback  
matters!*

## Complaints

We accept that sometimes mistakes are made.

If you have a complaint in the first instance raise it with your course tutor, if the complaint concerns your course tutor, please contact your Inspira adviser.

If the matter is not resolved or if for any reason you are not satisfied with how your complaint has been handled, you can complain in writing, by email, by telephone or by completing our on-line '**Get in touch**' form (see link on previous page).

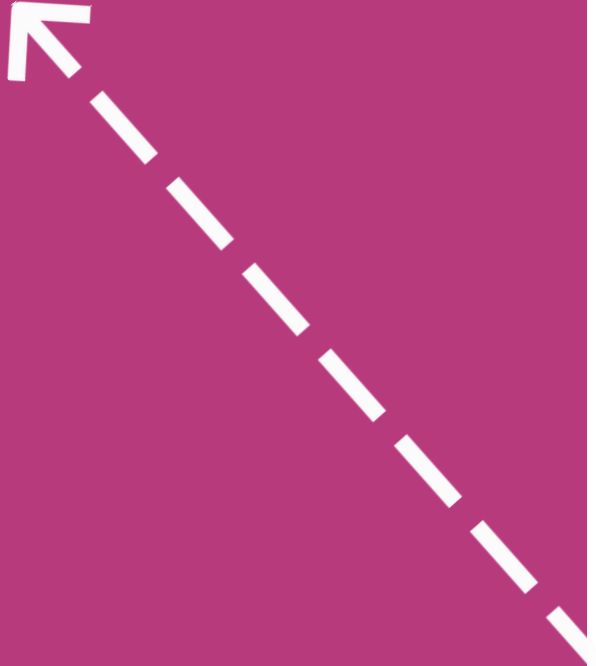
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[www.inspira.org.uk](http://www.inspira.org.uk)  
[@inspiraforlife](https://www.instagram.com/inspiraforlife)



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