

# INSPIRE LEARNING WELCOME TO YOUR COURSE

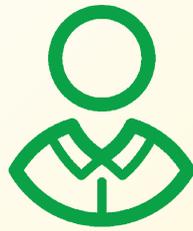
## Welcome to your course

Inspire Learning aims to provide our learners with outstanding learning experience that enables them to make positive changes to their lives.

Your course is funded by the Education and Skills Funding Agency and is delivered through a partnership between Nottinghamshire County Council, Inspire and other learning providers. We sincerely hope you have an enjoyable and rewarding time on your course.

## What you can expect from us

- Clear information about your course to help you to decide if it's right for you.
- High quality teaching delivered by well qualified and experienced tutors.
- A safe, accessible and friendly learning environment.
- Help with any English, Maths or other learning needs you may have.
- Access to high quality materials and resources.
- To be treated with respect, dignity and equity by staff and fellow learners.
- To have the opportunity to tell us your views.
- Information, advice and guidance about other learning or training opportunities you may wish to progress on to.



## What we would like from our learners

- Punctual and regular attendance
- Let the tutor know if you will be absent for any reason or thinking of leaving the course
- Let the tutor know if you have a disability, learning difficulty or health problem that may affect your participation on your course, so that we can provide you with the support you need
- Keep the tutor informed of any changes to any personal circumstances that you provided on your Enrolment Form
- Treat all fellow learners and staff with respect, dignity and fairly
- Help to provide a safe and secure learning environment for yourself, fellow learners and staff by following health and safety procedures and instructions
- Report any accidents, incidents or concerns to your tutor
- Stick to any ground rules agreed by the group
- Enjoy making the most of your learning



## Induction

During your induction, you will receive information about the following:

- Practical information such as class times, breaks, toilet facilities, car parking, refreshments, what to do if you are going to be absent or late
- Your learning and how your progress will be monitored and recorded
- Health and safety procedures including fire and emergency evacuation and first aid
- Group ground rules
- Equality, diversity and inclusion
- Information, advice and guidance

If you have any queries at any point please speak to your tutor.

## Fees

- All courses are subsidised by the Education and Skills Funding Agency
- Fees are charged for courses apart from Family Learning courses, courses specifically for learners with learning difficulties and disabilities and courses for volunteers
- Learners in receipt of certain benefits may be entitled to fee remission as long as proof is provided
- If a course has an examination or accreditation fee, learners who are exempt from paying course fees will also be exempt from examination fees
- If a course is cancelled or closed, learners will be refunded for any cancelled sessions
- Learners who leave a course early will not be eligible for a refund

## Paperwork

Inspire Learning ask learners to complete just 3 forms during their courses.

### Enrolment Form

- Provides us with information about learners who are attending our courses
- Details used to make sure we are attracting learners from our target communities
- Enables us to claim funding from the Education and Skills Funding Agency
- Learners who refuse to complete an Enrolment Form may be asked to pay additional course fees
- All personal information is stored securely

### Individual Learning Plans

- Enables you and your tutor to monitor your progress and achievement throughout your course

### Learner Evaluation Form

- Completed at the end of your course
- Your opportunity to provide us with feedback about your course, helping us to make improvements where necessary





Inspire is an innovative cultural organisation launched by Nottinghamshire County Council. We are a Community Benefit Society that is dedicated to inspiring people to grow, learn and achieve with the help of our services. Our services include: Public Libraries, Archives, Arts, Instrumental Music Teaching in Schools, Learning (Community and Family Learning, Study Programmes, Traineeships, Apprenticeships), Nottinghamshire Music Hub, Education Library Service.

Our mission is to inspire people to read, learn and enjoy culture.

## Our values

Our cultural values and ethics are incredibly important to us. Our staff believe in integrity, social responsibility, equality, diversity and inclusion for all.

Our reputation is really important to us at Inspire, as well as Nottinghamshire County Council and our funders. We will build on the excellent reputation our services have to position Inspire as the flagship cultural and learning organisation for Nottinghamshire.

For more information about Inspire and 'What's on' visit [inspireculture.org.uk](http://inspireculture.org.uk)

## Additional support

We are committed to making all our learning opportunities inclusive, offering all learners on a course the opportunity to take part, contribute and succeed.

We encourage learners to discuss any specific support needs with your tutor, especially if there are ways in which we could make your learning more accessible.



## Next Step

Whilst on your course you will receive information about future courses and opportunities provided by either Inspire Learning or other providers.

### National Careers Service

Provides information and advice on careers, skills and training. Helps you to develop your Curriculum Vitae (CV), interview and presentation skills.

- [www.nationalcareers.service.direct.gov.uk](http://www.nationalcareers.service.direct.gov.uk)
- Telephone: 0800 100 900

### Futures

- Provide careers advice, employment training and apprenticeships.
- Help people who are facing redundancy, returning to work after a long time out or hoping to change career
- [www.futuresadvice.co.uk](http://www.futuresadvice.co.uk)
- Telephone: 0800 100 900

## Your views/ complaints and compliments

We like to hear what we are getting right and what we could do better. We hope that you will have no reason to complain about your learning experience. However, compliments and complaints provide an opportunity to improve our services. Any concerns you have about your course should, in the first instance, be raised with your tutor or course provider.

Alternatively you can contact Inspire Learning direct by emailing or telephone 0115 804 4363.

Once we have your comment or complaint, we will acknowledge receipt within 5 working days.



## Health and Safety

All learners should have a healthy, safe and supportive learning environment. To help us to achieve this aim:

- All venues are checked for their suitability
- All tutors assess the risk of activities learners will be undertaking during the course
- Your tutor will inform you about fire and emergency procedures
- All learners who will be undertaking physical activity as part of their course will be asked to complete a health check questionnaire
- We ask that learners report any concerns they have to their tutor immediately



## Equality and Diversity

Inspire Learning welcomes all learners.

We aim to celebrate the diversity amongst our learners and ensure no one is discriminated against because of their age, sex, disability, race, religion or belief, sexual orientation, gender re-assignment, marriage/civil partnership or pregnancy/maternity.

We are committed to providing a learning environment where everyone has an equal opportunity to participate and develop to their full potential. We expect everyone, including tutors, learners and other staff to avoid behaviour which could make another person or group of people feel vulnerable, uncomfortable or unaccepted.

# LEARNER GUIDE



Nottinghamshire  
County Council

delivered by



**Inspire**  
Culture | Learning | Libraries

**WELCOME TO  
YOUR COURSE**

**INSPIRE LEARNING**

**learning@inspireculture.org.uk**

**0115 804 4363**

**[inspireculture.org.uk/learning](https://www.inspireculture.org.uk/learning)**