Our vision:
For every learner to realise and achieve their potential

INSPIREU

LEARNER HANDBOOK 2025/26

inspireu.org.uk



Get Learning | Get Qualified | Get Inspired

A WARM WELCOME TO INSPIREU FROM THE STAFF TEAM

Welcome to InspireU!

We are thrilled to welcome you to InspireU. As you embark on this educational journey with us, we encourage you to embrace curiosity, seize every opportunity to grow and discover the endless potential within you.

At InspireU, we believe in nurturing not just your academic abilities but also your character, values and aspirations. Our commitment to excellence, respect and integrity forms the foundation upon which we build a community of learners who inspire one another and strive for greatness.

Remember, each day is a chance to learn something new, to overcome challenges and to celebrate your achievements, no matter how small they may seem. Together, let's create a supportive learning environment where kindness, perseverance and courage lead the way.

As you flip through this handbook, know that you are not alone on this journey. Our dedicated staff members are here to guide, support and empower you to reach your full potential. Embrace every lesson, cherish every moment and let your passion for learning illuminate your path to success.

Believe in yourself, stay curious and never underestimate the impact you can make in the world. We are excited to see the amazing things you will accomplish during your time at InspireU.

With warm regards and best wishes for an 'inspiring' learning experience,

The InspireU Staff

Lincolnshire COUNTY COUNCIL Working for a better future

InspireU

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SECTION 1

WELCOME!

WELCOME TO INSPIREU



Welcome to InspireU. We hope that you are looking forward to starting your learning journey with us. We are excited to work with you to **realise and achieve your potential.**

About Us
We are a service, provided by Lincolnshire County Council's Children's Services, who work with young people across all of Lincolnshire by supporting them to achieve their next steps. Whether this be further or higher education, an Apprenticeship, paid or voluntary employment.

We have sites in Boston, Grantham, Lincoln, Louth, Ruskington, Skegness and Spalding, where we deliver 'Study Programmes', and 'Supported Internships' to young people aged 16-24.

InspireU Vision
For every learner to realise and achieve their potential.

InspireU Mission Statement
At InspireU, our mission is to empower and inspire every learner to realise and achieve their full potential. We are committed to providing a nurturing and inclusive learning environment that fosters personal growth, academic excellence and lifelong success. Through innovative teaching approaches, personalised support and a focus on individual strengths, we strive to ignite a passion for learning, instil confidence and equip learners with the skills, knowledge and behaviours they need to thrive in a rapidly evolving world.

Children's Services Vision
Every child in every part of the County should achieve their potential.

Lincolnshire COUNTY COUNCIL Working for a better future

LEARNER CORE VALUES



At InspireU, we have established core learner values to cultivate a culture of respect, integrity and excellence among our learners. These values serve as guiding principles that not only shape character development but also foster a positive learning environment where individuals are empowered to grow, collaborate and succeed. By instilling these core values, we aim to nurture well-rounded individuals who embody empathy, resilience and a commitment to lifelong learning, preparing them to thrive in a diverse and ever-evolving world.

Our learner core values are:

Inclusion

Nurture

Strength

Positive

Innovation

Resilience

Enthusiasm

Unity



SECTION 2

EXPECTATIONS

LEARNER EXPECTATIONS

InspireU
This is how WE do things here....

- We show respect to everyone and consider the feelings and needs of other young people, staff and visitors.
- We avoid swearing and using words that will cause offence.
- We respect each other's personal space.
- We use the computers and IT equipment in line with the IT agreement.
- We smoke and vape only in the designated smoking areas.
- We report any concerns you have for your own or others safety.
- We attend arranged meetings and appointments with, and arranged by, InspireU.
- When we attend work experience, we comply with the Work Placement Agreement.
- We telephone call InspireU if we are unwell or unable to attend and the employer, if on a work placement.
- We work towards the goals and targets agreed in our Individual Learning Plan (ILP), which can be found on the Databridge Learner Portal.
- We complete the work set by InspireU and the employer when on work placement, to the best of our ability.
- We let InspireU know of any changes to our Personal Details (e.g. change of telephone number or address) or personal circumstances.
- We let InspireU know if we no longer wish to continue on the programme.
- We will not attend when under the influence of alcohol, illegal substances or legal highs.
- We will not bring weapons or illegal items on site.
- We will not use our phones during sessions, appointments, work placements, unless we are on an agreed break or have been given permission to do so.
- We will not take photos or record videos of staff or other learners at InspireU.

WHAT YOU CAN EXPECT FROM INSPIREU STAFF

As a learner accessing InspireU you can expect staff to...

- Treat you kindly, fairly and with respect.
- Attend all arranged meetings and appointments.
- Let you know if they are unable to attend any meetings and appointments and re-arrange for a time and date that is suitable for you.
- Support you to set realistic goals for yourself.
- Review your progress and provide you with meaningful feedback.
- Support you to achieve your full potential.
- Keep you updated of any changes within InspireU that may affect you.



ATTENDANCE & PUNCTUALITY



- You are expected to be on time for all sessions, work placements and appointments arranged by InspireU.
- You are expected to attend all elements of your programme and **achieve a minimum of 95% attendance** during your programme.
- If you are going to be late or are unable to attend your session, work placement or appointment you should telephone call InspireU. If on a work placement, you should also contact the employer.
- If possible, you should make medical appointments outside of days we are expecting you. Where this is not possible you must inform us of the appointment a week beforehand using an authorised absence form.
- If you are absent InspireU will try to contact, you and/or your parent/carer/support worker to ensure that you are okay and offer you support to return.
- When you return you will meet with a member of staff who will be able to offer you support if needed and advice on how to catch up on any work missed.
- Medical certificates from a doctor should be provided to cover any periods of absence over a week in length.
- If you are planning to take any holidays during your programme you will need to complete an authorised absence form and return it to your site two weeks before you go. Confirmation from your parents/carers may be sought.
- If you are **absent for more than 4 weeks**, without any contact, you will be **automatically withdrawn** from the programme. If you have an EHCP an emergency review will be called.

Learner Holidays

At InspireU learners are expected to book holidays the same way you would when you start to go to work. We have **3 designated breaks;** 3 weeks in the summer; 1 week over Easter and 1 week over Christmas. We also break for bank holidays. **Learners receive 5 days agreed leave** which they should **book 2 weeks in advance** and with agreement of the Provision Manager.

INSPIREU LEARNER BEHAVIOUR POLICY



InspireU is an inclusive environment and is supportive by making reasonable adjustments for those with additional needs. InspireU strives to help learners to develop their self-esteem and confidence and realise they are a valued member of our community. Exemplary behaviour is at the heart of productive learning and everyone is expected to maintain a high standard of personal conduct. Our behaviour policy guides staff to teach self-discipline and to develop learners who are respectful and have the skills and abilities to make a positive move into the next stage of their lives. It echoes our core values with a heavy emphasis on being **Ready, Respectful and Safe.**

Aims and objectives of the InspireU behaviour policy

- To create a culture of exceptionally good behaviour: for learning, for community and for life.
- To ensure that everyone is treated fairly, shown respect and to promote good relationships.
- Supporting positive conduct whilst challenging poor behaviour.
- To help learners self-regulate and be responsible for their own behaviour.
- To build a community which values kindness, care, good humour, good temper, discipline and empathy for others.
- To ensure that excellent behaviour is celebrated and normalised.
- To reduce exclusion and increase inclusion.

READY RESPECTFUL SAFE

READY, RESPECTFUL AND SAFE ARE THE THREE RULES WHICH UNDERPIN OUR BEHAVIOUR POLICY

READY RESPECTFUL SAFE

Ready, Respectful and Safe are the three rules which underpin our behaviour policy.

· **'Ready'** – Ready to learn, ready to listen, ready to participate.

· **'Respectful'** – Respect for themselves. Showing respect to their peers, to adults, to our environment.

· **'Safe'** – Safe in your learning environment, safe with the people around you and safe in the activities in which you are taking part.

• Ready	• Respectful	• Safe
• Coats off. • Full equipment. • Listening. • Mobile phones away. • Be on time.	• Listen to others and expect to be listened to. • Appropriate language and tone – no swearing. • Look after the building, displays and equipment. • Joining in class discussions and activities.	• Be in the right place at the right time. • No physical contact. • No throwing of items. • Stay safe online both in and out of school. • Let someone know where you are going. • Report any problems to a member of staff.

NOT YET MEETING EXPECTATIONS

InspireU's Learner Behaviour Policy outlines the expectations for behaviour. Learners who, despite being coached and supported to follow the behaviour policy are not able to do so, will be subject to the Learner Conduct Procedure.

INSPIREU LEARNER CONDUCT POLICY AND PROCEDURE

PURPOSE

The purpose of this policy is to ensure the safety of learners and staff and to provide guidance on the immediate actions to take following certain incidents involving learners. The policy is based on the principle of 'acceptable behaviour', with rules to ensure safety and a spirit of co-operation within InspireU. The Learner Behaviour Policy outlines the expectations for behaviour and should be read in conjunction with this policy.

Policy

It is important for individuals to be able to learn, to be able to teach, support learners and be part of the InspireU community without fear of:

- Disruption of, and interference with, learning.
- Actual or threatened violence from others.
- Bullying.
- Harassment, including sexual or racial harassment, or harassment on the grounds of religion, belief or disability.
- Illegal substances or alcohol being made available.
- Criminal behaviour (e.g. theft and the carrying of offensive weapons).
- Deliberate damage to property.
- Learners are expected to observe all rules and regulations of InspireU and to accept that InspireU will follow conduct procedures if they are in breach of any rules and/or regulations. The rules apply whether a learner is using InspireU premises, is representing InspireU or using external facilities on work experience as part of their programme.
- Learners will be made aware of this policy, the Service Expectations, the Learner Behaviour Policy and the InspireU Bullying & Harassment Policy through induction. Learners will be asked to sign a 'Learner agreement/enrolment form' at the beginning of their programme, which will commit them to abide by these expectations and policies throughout their time at InspireU.
- Classroom rules are displayed in all teaching spaces.
- Unacceptable behaviour can be divided into the following categories:

Types of Misconduct

3.1 Minor misconduct

This includes for example:

- Repeated unexcused lateness.
- Repeated noisy behaviour.
- Repeated inappropriate use of 'mobile phones'.
- Repeated failure to observe instructions by staff.
- Repeated swearing.
- Repeated low level disruptive behaviour.

3.2 Repeated misconduct

This includes for example:

- All examples of minor misconduct, where a student has not responded appropriately, after earlier requests to do so.
- Regular absence without notification.

3.3 Serious or persistent misconduct

This includes for example:

- Failure to observe health and safety regulations.
- Damage to InspireU property.
- Excessive physical contact with another learner (this may be of a sexual or abusive nature).
- Failure to respond to oral warnings given for earlier misconduct.

3.4 Gross misconduct

This includes for example:

- Assault on, or abuse towards, learners or staff (includes sexual, racial or verbal abuse).
- Bullying, harassment or the making of threats against staff or learners.
- Theft or fraud.
- Committing any criminal offence whilst involved in an InspireU activity.
- Serious damage or misuse of InspireU property.
- Dangerous behaviour, including the possession of offensive weapons.
- Accessing or making available to others pornographic or other offensive material.
- Bringing others on to the InspireU site or compromising InspireU security in anyway.
- Possessing, or being under the influence of drugs or alcohol.
- Serious misuse of, or interference with, electronic systems or data.

Note:

The categorisations above are intended to be illustrative and are designed to set a framework within which staff can make a judgement as to the severity of a disciplinary issue. It should be acknowledged that all situations are unique and that a range of circumstances should be taken into consideration before making a final judgement.

4 Official sanctions

Every effort will be made by staff, to follow the steps leading to triage in order to avoid formal sanctions being made. If however, in spite of these steps being followed, learners repeatedly continue to not follow the rules or exhibit serious or gross misconduct, then the following sanctions will be employed:

4.1 Verbal Warnings

Verbal warnings will be given if learner conduct is not in line with this policy. The warning will be recorded on the learner's personal file and support plan. If learners receive 2 or more verbal warnings for similar incidents, the warning will then be escalated to a written warning.

4.2 Written Warning

If learner conduct does not improve after 2 verbal warnings have been issued, learners will then be issued with a written warning in person (if possible) and then it will be followed by a copy being sent to the home address. If there is still no improvement in conduct, a final warning will be issued.

4.3 Final Warning

A final warning will be issued in person (if possible) and will be confirmed in writing to the home address. If there is any conduct from learners that is not in line with this policy, then learners will be withdrawn from their programme immediately.

4.4 Exclusions

If learners have been involved in something that we feel makes it unsafe for them or others, a suspension may be deemed appropriate from the programme for a fixed period of time. We will arrange a time and appropriate location to meet to discuss the situation.

4.5 Immediate Service Withdrawal

Certain behaviour from learners will cause them to be removed from the programme with immediate effect. This includes:

- Threatening behaviour towards staff, employers, colleagues and other service users.
- Physical abuse towards staff, employers, colleagues and other service users.
- Carrying any form of weapon when accessing the service or when on work experience placement.
- Attending appointments with, or arranged by, InspireU and work placements whilst under the influence of substances, such as alcohol, drugs or legal highs.

Any sanction that is issued to a learner will be recorded on their record for a period of 12 months.

5 Procedure

All InspireU staff will follow the Learner Behaviour Policy in the first instance to avoid formal sanctions being implemented. Each locality area shares this agreed approach to managing low level behaviour that is agreed by the whole staff team and is shared with learners to ensure that a fair and consistent approach is taken. All minor misconduct issues will be dealt with locally following the Learner Behaviour Policy.

The Therapeutic Crisis Intervention (TCI) system for preventing and managing challenging behaviour has been adopted by InspireU as its main crisis prevention and behaviour management system and expects that all its staff will fully embrace its spirit and values and implement its full range of specific skills, techniques, strategies and procedures in a consistent and caring manner. TCI's focus as a system is on prevention, de-escalation, management and resolution of crisis.

5.1 Suspension

Where appropriate, a member of the Leadership or Senior Leadership Team may send learners home for a 'cooling down' period following an incident where they are suspected to be involved. This will usually only be for the rest of that day and is not considered a formal sanction, such as suspension.

Following an incident of either serious or gross misconduct, it may be necessary to fully investigate the matter and invoke a suspension, this will be made clear in a meeting (which could be in person or remote) where the learner will be issued with a suspension letter with a copy being sent to parent, carers or key worker. A member of staff will be appointed as the key investigator to gather the facts and then will present these to the Senior Leadership Team.

During the period of suspension, every effort will be made to maintain contact with the learner, to send work home where possible and keep them updated (at least once a week) on the progress of the investigation.

The outcome of the investigation will be delivered via a learner conduct meeting.

5.2 Learner Conduct Meetings

Official sanctions can only be issued during a learner conduct meeting. A learner conduct meeting will consider issues of professional conduct, which may include the standard of learner's work and their progress, personal behaviour and attendance. The learner will usually be given 3 working day's notice of a learner conduct meeting, unless a mutually acceptable time is agreed by the learner and relevant staff. Parents, carers and any other key worker professionals will be informed of the scheduled meeting and are welcome to attend to support their young person. Any member of the Leadership Team can chair the conduct meeting and issue a sanction, however, only a member of the Senior Leadership Team can issue a permanent exclusion.

6 Appeals

If a learner wishes to appeal the sanction that they have received following a learner conduct meeting, they should do so in the first instance by writing or emailing the InspireU Principal, Charlotte McHugh charlotte.mchugh@lincolnshire.gov.uk within 15 days of the outcome.

If you think InspireU have not met the Service Expectations or you are still unhappy with the way you have been treated, please use the Complaints Procedure. Details can be found at https://www.lincolnshire.gov.uk/comments-feedback/make-complaint/3

DRESS CODE & LANYARDS

READY RESPECTFUL SAFE

InspireU is keen to ensure learners feel able to dress in how they feel comfortable but would like to ensure the dress is appropriate for the activities you will undertake at InspireU.

Clothing must be suitable for educational activities, work experience, and community visits. Clothing featuring offensive language or imagery, as well as nightwear or beachwear, is not considered appropriate. Should any clothing be deemed unsuitable, the matter will be addressed in consultation with the pastoral team or management.

LANYARDS WITH PHOTO ID



Importance of Wearing Lanyards with Photo ID

At InspireU, wearing lanyards with your photo ID is **not just a requirement** but a crucial aspect of **maintaining a safe and secure** learning environment. Your photo ID serves as a **visual representation of your identity**, ensuring that only authorised individuals are present on campus. By wearing your lanyard with pride, you contribute to the overall safety, security and sense of community within your educational setting. Let's work together to uphold these standards and prioritise the well-being of everyone at InspireU.

SECTION 3

LEARNING PATHWAYS

LEARNING PATHWAYS



Your learning pathway will be individualised to meet your needs and to support you to achieve your long-term goals. It will, as a minimum, give you the opportunity to:

- Achieve qualifications.
- Learn employability skills.
- Gain some work experience.
- Volunteer opportunities.
- Improve your personal and social skills.
- Increase your confidence.
- Improve your English and maths skills.
- Access any additional learning support you need.

Timetable
Your timetable will be given to you on induction, and you will be able to see how the different parts of your programme fit together. Any changes made to your timetable will be agreed with you beforehand.

English and Maths
If you have previously achieved a Grade 3 or below in GCSEs, or below a Level 2 Functional Skill in English and maths, then you are required to continue developing your skills in this area and work towards an appropriate qualification.

Work Experience
The amount and type of work experience you will do will be dependent on your programme and needs. We will work with you to improve your 'work experience readiness' and support you to find a placement that you are interested in. Work experience is an essential part of all our programmes.

Careers Events
During your time at InspireU you will have the opportunity to visit 4 careers events, where you can meet other providers and employers to explore future options and next steps.

INSPIREU LEARNING PATHWAYS

At InspireU, our curriculum intent is to empower learners to realise their full potential through personalised, holistic and future-focused education. We cultivate high expectations, foster collaboration and engage learners in meaningful learning experiences that develop essential skills and prepare them for success in the next steps in life.

STEP PATHWAY



The Step pathway aims to provide a strong foundation for learners, focusing on building essential academic and life skills. Learners will develop English, maths, communication, preparing for adulthood and problem-solving skills necessary for personal growth and future success.

STRIDE PATHWAY



The Stride pathway aims to challenge and inspire learners academically. We provide a curriculum that encourages curiosity, critical thinking, collaboration, creativity and a thirst for knowledge to prepare you for employment. Learners will explore diverse subjects, discover their passions and achieve academic excellence.

SPRINT PATHWAY (SUPPORTED INTERNSHIP)



The Sprint pathway aims to empower and prepare individuals with diverse abilities for meaningful paid employment. We strive to foster their personal and professional development by providing a curriculum that focuses on acquiring essential workplace skills, building independence and nurturing self-confidence. Through tailored learning experiences and vocational training, our intent is to equip Sprint interns with the tools and knowledge needed to thrive in the workplace and lead fulfilling lives.

ENRICHMENT ACTIVITIES



InspireU will organise a variety of activities throughout your programme which will give you the opportunity to try different things, have fun, get active, support the local community and boost your CV.

There will be a selection of additional activity days across the different InspireU sites with an expectation you will attend. The days will help you develop your enterprise, customer service, employability and some independent skills, and will also be enriching and enjoyable to be a part of. This will also give you the opportunity to meet and sometimes compete with the wider InspireU community. These days may include football matches, fayres and fundraising occasions.

IInspireU maintains a football team that participates in the Association of Colleges East Midlands League and Cup. Matches are scheduled monthly, complemented by regular training sessions held at our Skegness site.

Below are examples of some of the amazing enrichment activities from last year!

INSPIREU FOOTBALL TEAM



INSPIREU PROM



COMMUNITY PROJECTS



INFLATABLE FUN DAY



ART EXHIBITION



ROUNDERS TOURNAMENT



TRACKING PROGRESS

Tracking progress is essential for identifying strengths and areas for improvement, enabling targeted support and fostering continuous growth in learning.

LEARNING JOURNEY



Your learning journey will be recorded through your Individual Learning Plan (ILP) on Databridge. You and your tutors will record your starting points in each area of your programme, and together you will set targets for you to work towards. These will be reviewed and new targets will be set throughout your programme.

ASSESSMENT



Throughout your learning journey your progress will be assessed both formally and informally, through observation, reviews, discussions, examinations, coursework etc. Approximately every 12 weeks you will complete a progress review with a tutor, who will support you to reflect on the progress you have made and be able to offer you information, advice and guidance to support you to progress further.

REWARD & RECOGNITION



Learners can be nominated by staff each quarter for their efforts in selected categories.
At the end of the year, we also have a learner award ceremony to show everyone what you have achieved. There are awards to recognise a learner's contribution to InspireU and success that has been made.
Staff will offer feedback throughout a learner's programme and notice positive contributions they have made; these will also be shared with families and carers.

SECTION 4

SUPPORTING YOU

SUPPORTING YOU



INFORMATION ADVICE AND GUIDANCE

Careers Information, Advice and Guidance (CIAG) is an important part of your programme and will support you to:

- Understand yourself, your interests, likes and dislikes, what you are good at and how this affects the choices you have.
- Understand the different routes for young people including training, further and higher education, apprenticeships and employment.
- Gain experience of different employers through visits, taster days and work experience.
- Make realistic, but ambitious, choices about your next steps.
- Develop the skills you may need for working life and independence.
- Develop a plan of action for the future.

We will do this through CIAG sessions, including this information in other taught sessions, 1:1s and by giving you access to other resources, such as, attending a number of careers events throughout the year, online careers advice and guest speakers.

Staff will also be able to give you information, advice and guidance in all areas, such as, support with housing, benefits and support agencies. If they do not know the answer to your query, they will be able to signpost you to other staff members or external agencies, who will be able to support you.

ADDITIONAL LEARNING SUPPORT

We support all of our learners by providing a range of support to ensure all their individual needs are met. We are committed to removing barriers to learning so all of our young people reach their full potential.

If you feel you need some additional support, please let a member of staff know and we will develop a learner led plan of support for you.

SUPPORTING YOU



PASTORAL SUPPORT

Pastoral Support is a service that gives help and support to learners as well as providing information, advice and guidance. Staff work with colleagues, parents/carers and other specialist agencies to offer support and remove any barriers to learning as quickly as possible. It includes for example, behaviour, emotional, and academic support (including intervention work, specialised timetables), restorative approaches, peer mediation and links to specialist external agencies when needed.

VULNERABLE LEARNER BURSARY

You may be entitled to a Vulnerable Learner Bursary if you are under 19 on 31st Aug 2024 and are:

- Living in care, a recent care leaver or
- Receiving Income Support or Universal Credit because you are financially supporting yourself and anyone who is dependent on you and living with you, such as child or partner.
- Receiving Disability Living Allowance (DLA) or Personal Independence Payment (PIP) in your own right as well as Employment Support Allowance (ESA) or Universal Credit in yourown right.

Please be aware that although you may be eligible, it is up to InspireU to determine whether your financial needs are already being met through other income streams.

DISCRETIONARY BURSARY

You may be entitled to a Discretionary Bursary. If you are aged 16-19 on 31st August 2024 or (up to 24 if you have an Education Health and Care Plan) and your total household income is below £44,140 you may be able to get support with:

- Transport costs if you live more than 3 miles walking distance from InspireU up to a maximum of £1,250 per academic year.
- Resources e.g. books, equipment and clothing where it is a requirement of the programme.

Please speak to a member of staff if you think you are entitled.

SUPPORTING YOU



FURTHER EDUCATION FREE MEALS (FEFM)

Eligible learners will be provided with a meal, or a voucher, or in exceptional circumstances, cash to be able to purchase a meal for the days they attend their programme for 5 hours or more. To be eligible you must be aged between 16 -18 on 31 August 2023 or aged between 19 - 25 and have an Education Health and Care Plan (EHCP). You or your family must also be receiving one of the qualifying benefits listed below:

- Income Support, or Universal Credit.
- Income-based Jobseekers Allowance (JSA).
- Income-related Employment and Support Allowance (ESA).
- Support under part VI of the Immigration and Asylum Act 1999.
- The guaranteed element of State Pension Credit.
- Child Tax Credit (provided you are not entitled to Working Tax Credit) and have an annual gross income of no more than £16,190, as assessed by HMRC.
- Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit.
- Universal Credit (UC) with net earnings not exceeding the equivalent of £7,400 for each year (after tax and not including any benefits they get).

ACCESS TO WORK

Access to Work is a grant from the Department for Work and Pensions (DWP), which supports disabled people to do their jobs by funding practical support. If you are on a Supported Internship or a Traineeship you may be able to receive funding for travel to work placements and the costs of support workers, including job coaches, or specialist equipment, for days that you are at the employer's premises. This support may also continue when you begin paid employment.

LEARNER VOICE



Learner Voice
Throughout your programme you will be given the opportunity to feedback on what you like or dislike about the programme and give suggestions on what you would like to see improved or included. You will be able to do this through learner evaluations, questionnaires and forums. The feedback from all young people will be shared anonymously and you will be able to see what actions have been taken from the feedback that has been given.

Learner Association
Each site has a representative that meets either in person or virtually every other month with representatives from other InspireU sites to discuss ideas and concerns from their individual sites to make improvements to the provision.

Compliments, Complaints and Comments
If you have any compliments and/or comments you would like to make about your programme, please talk to your Provision Manager or contact InspireU by email: inspireu@lincolnshire.gov.uk.

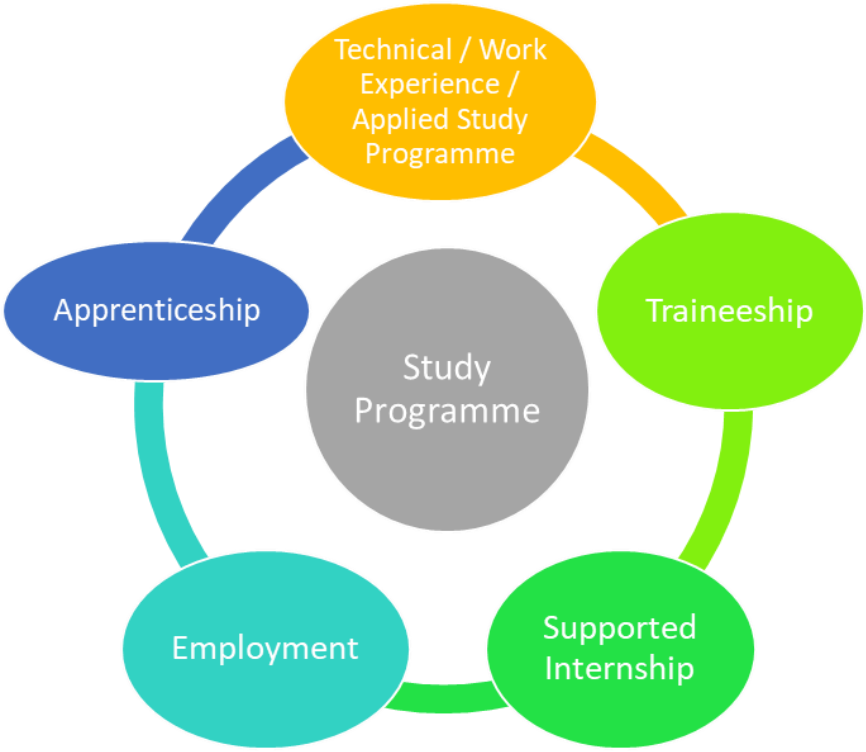
We sincerely hope that you will not have reason to make a formal complaint. However, in order to make a complaint, please first speak to your Provision Manager or Senior Lead that oversees your site. If you are still unhappy please contact Lincolnshire County Council's Customer Service Centre on 01522 782011, email feedbacks@lincolnshire.gov.uk or log your complaint electronically on our website www.lincolnshire.gov.uk.

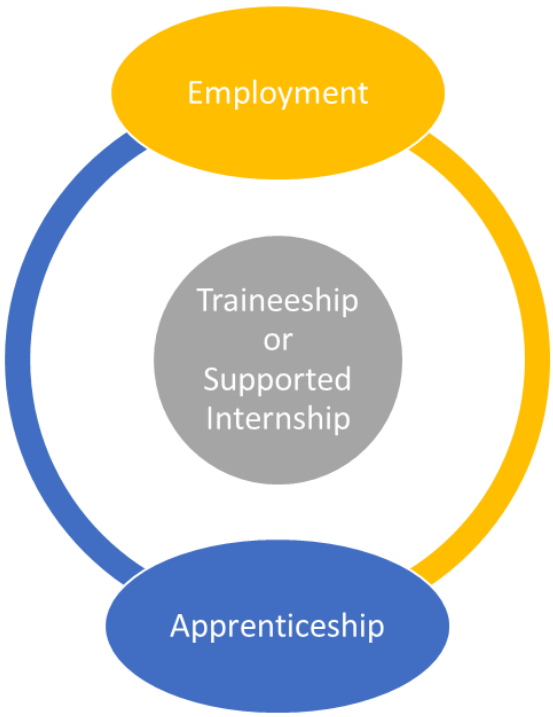
Confidentiality and General Data Protection Regulation (GDPR)
All InspireU staff are expected to work under the requirements of the GDPR 2018, which sets rules for the processing and storing of all personal information. Any information that is shared by InspireU is in accordance with this Act. Your information will be shared with the 'Education Skills Funding Agency' and the 'Department of Education' in order to meet the funding requirements of the programme and the legal responsibilities of the Apprenticeships, Skills, Children and Learning Act 2009 and for the Agency's Learning Service Records Service (LRS) to create and maintain a Unique Learner Number (ULN).

InspireU are required to share information with the appropriate authority if there are Child Protection concerns or if potential harm to a vulnerable adult is suspected or reported. If this involves you, we will ensure that you are fully informed about how and why your information is being shared.

NEXT STEPS

As you come to the end of your programme with InspireU you will need to begin thinking about what you are going to do next. InspireU staff will be on hand to advise and support you through the process.





FREDDIE - OUR THERAPY DOG



Freddie is our fully-fledged therapy dog! Freddie visits as many of the sites as possible and can be booked in for requested visits. Freddie helps learners with their studies and takes an active part in classes with learners and their learning. Freddie offers emotional support, comfort, and a calming presence to learners, staff, and visitors. Freddie can help reduce stress, anxiety, and create a positive and welcoming environment that promotes well-being and enhances the overall learning experience.

You can follow Freddie on Instagram! freddiethedog_inspireu

At InspireU, we pride ourselves on providing exceptional support to every learner. Our dedicated team includes Learning Support Assistants, Wellbeing Coaches, Pastoral Leads, Job Coaches, and Safeguarding Leads, all committed to fostering a positive and inclusive learning environment. With personalised guidance and a holistic approach, we ensure that each learner receives the resources they need to thrive academically and personally. Our supportive network empowers learners to overcome challenges, achieve their goals, and build a brighter future.
At InspireU, you're never alone on your journey!

SECTION 5

KEEPING YOU SAFE

SAFEGUARDING



Safeguarding
We will provide a safe environment for you to learn in by ensuring that:

- All learners are respected, and their contributions are valued.
- Staff and volunteers are recruited safely.
- Information about concerns is shared appropriately with the relevant agencies.
- The Keeping Children Safe in Education 2023 and LCC Children's Services Safeguarding Policy and Procedures are adhered to at all times.

If you think you have or are suffering from any form of physical, emotional or sexual abuse, such as neglect, bullying or stealing - please speak to a member of staff at your main centre who will ensure you receive the correct support, or contact the **Customer Service Safeguarding Vulnerable Groups on 01522 782155**. If you require support **out of working hours** you can **contact the team on: 01522 782333.**

The **safeguarding contact numbers for InspireU are: 07825450362 or 07747847265, which will be available between the hours of 8:30am and 4:30pm – after this time** you can **contact the Customer Services** Safeguarding Team on: **01522 782333.**

These numbers can also be located on posters on all sites and on the back of your badge. It is important that **all learners wear their InspireU lanyards** at all times to ensure the safety of all on site and unfamiliar staff and learners can easily and quickly identify that you are a InspireU learner.

Prevent
Prevent is part of the Government's counter-terrorism strategy to combat radicalisation and to prevent people becoming terrorists or supporting terrorism. The Prevent strategy supports people who are believed to be susceptible to radicalisation and/or extremism by giving them appropriate advice and support to re-direct them.

If you have any **concerns about anyone you know please contact the InspireU Safeguarding Team on 07825450362 or 07747847265,** or the Customer Service Centre on 01522 782011 who will be able to tell you who to contact. You may also contact the police to discuss your concerns by **emailing** **prevent@lincs.pnn.police.uk** or calling 101 and asking to speak to the Prevent Team.

EQUALITY & DIVERSITY



We are committed to providing you with the best possible opportunities to learn and progress.

In order to do this we will:

- Celebrate diversity and promote inclusion.
- Ensure staff and other learners avoid acting with bias, prejudice, abuse or offence.
- Not tolerate bullying and harassment in any form.
- Ensure that teaching materials and resources reflect the diversity of society.
- Ensure opportunities exist for all learners to develop their skills and talents.
- Support learners to remove any barriers to learning.
- Make sure the learning environments used are accessible, safe and fit for purpose.
- Recognise that learners have different ways of learning and different support needs.
- Challenge inappropriate behaviour.
- Ensure our staff are well trained, suitably qualified and appropriately vetted.
- Provide information in different formats as required.

If you experience or witness any form of discriminatory behaviour, towards you or others, please report this as soon as possible to a member of staff at your main centre. The matter will be taken seriously and investigated thoroughly.

KEEPING SAFE ONLINE



You need to ensure you keep yourself safe on the internet as well as in the physical world. Throughout your programme staff will advise and support you with how to do this. To help keep yourself safe you should:

- Ensure your profile is set to private.
- Only post photos, videos and comments you would be happy to show anyone, including future employers.
- Do not post your personal information where it can be seen.
- Do not respond to or confront an online bully.
- Inform an adult if you are contacted by someone you do not know, someone who is being unkind towards you or makes you feel uncomfortable.

Health and Safety

All learners should have a healthy, safe and supportive environment in which to learn. Health and Safety is the responsibility of everyone and so we should:

- Be mindful of health and safety and look out for and report any potential hazards.
- Behave in a safe and responsible manner.
- Follow staff instructions.
- Only smoke or vape in designated areas.

Feeling Ill/First Aid

If you feel unwell or have an accident, please inform a member of staff straight away who will contact the designated first aider and or an ambulance.

Fire Alarms

During your induction the staff will tell you about the Fire Procedure for your place of study. Please make sure you make staff aware if you will need any help getting out of the building so that a Personal Emergency Evacuation Plan (PEEP) can be put in place for you. If you see a fire, report it to the first member of staff you see and sound the alarm.

In the event of a fire alarm please ensure you:

· Leave the building immediately by the nearest safe exit.
· Do not stop to collect any belongings.
· Report to the Fire Assembly Point.
· Do not re-enter the building.



SECTION 6

USEFUL CONTACTS

USEFUL CONTACTS



InspireU Offices
InspireU Grantham - 01476 592169
InspireU Lincoln - 01522 527928

InspireU Safeguarding Team
07766776196
07887821225

Safeguarding Contacts
Lincolnshire Safeguarding Children Board - 01522 7821111 (non-emergency)
Lincolnshire Safeguarding Adults Board – 01522 782155
Or 01522 782333 (outside office hours)

Apprenticeships – to find out about Apprenticeships and vacancies visit:
www.gov.uk/apply-apprenticeship

Lincolnshire Family Services Directory - an online guide to services and information about local organisations and Lincolnshire's Local Offer www.fsd.lincolnshire.gov.uk
0800 195 1635

MIND – offer advice and support to anyone experiencing mental health problems.
www.mind.org.uk
0300 1233393

Lincolnshire Partnership NHS Foundation Trust – provides specialist health services.
www.lpft.nhs.uk
01529 222200

We are With You – work with people who need support with mental health, drugs and alcohol.
www.wearewithyou.org.uk
08003047021

USEFUL CONTACTS



Rethink Lincolnshire Carer Support – works to support people with mental health problems and their families and friends.
www.rethink.org.uk
01522 536029

Samaritans – provide confidential emotional support 24 hours a day for people.
www.samaritans.org
08457 909090

Relate – offers advice and relationship counselling and support.
www.relate.org.uk
0300 1001234

Citizens Advice Bureau – free, independent, confidential and impartial advice to everyone on their rights and responsibilities.
www.citizensadvice.org.uk

Money Advice Service - free, clear, unbiased service to help you manage your money.
www.moneyadviceservice.org.uk
0300 5005000

Lincolnshire Credit Union – a place to save and borrow money from.
www.lincscreditunion.org.uk

National Careers Service – gives high quality careers information advice and guidance.
www.nationalcareersservice.direct.gov.uk
0800 100900

Job Centre Plus – provides information and services, such as, benefits, loans, grants and help with finding a job.
www.gov.uk

Access to Work – can provide grants to pay for practical support if you have a disability, health or mental health condition to help you start work, stay in work or move into self-employment/start a business.
www.gov.uk/access-to-work

USEFUL CONTACTS



Being Dyslexic – a website for anyone with dyslexia.
www.beingdyslexic.co.uk
01823 352749

Lincolnshire Autistic Society – A website with useful links to support learners and parents / carers.
Support for parents and carers – Lincolnshire Autistic Society

MenCap – A website with useful links to support learners and parents / carers.
What is Autism and Asperger's Syndrome? | Mencap

ADHD Lincs – A Facebook page linking services / activities / meetings with learners, parents and carers.

BBC Skillswise – the BBC's adult English and maths website to support learners improve their skills.
www.bbc.co.uk/skillswise

Victim Support – gives free and confidential support to victims of crime, witnesses, their families, friends and anyone else affected.
www.victimsupport.org
0845 3030900

Edan Lincs – Domestic Abuse support for all ages.
Home - EDAN Lincs Domestic Abuse Service
01522 510041, option 2
Info@ldass.org.uk

The Library Service – provides a range of services including allowing you to borrow books and DVDs, use computers and a photocopier etc.
www.lincolnshire.gov.uk/libraries

USEFUL CONTACTS



Steps2Change - The service helps people who are experiencing common mental health problems such as anxiety, depression and stress. The service also offers support with issues such as bereavement or the impact of a traumatic event.
https://www.lincolnshiretalkingtherapies.nhs.uk/accessing-our-services/self-referral

Shout - Shout is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.
https://giveusashout.org/

Kooth – Your online mental wellbeing community.
https://www.kooth.com/

Healthy Minds - Healthy Minds Lincolnshire provide emotional wellbeing support for children and young people up to 19 years old.
https://www.lpft.nhs.uk/young-people/lincolnshire/young-people/i-need-more-help/healthy-minds-lincolnshire

CAMHS - support young people aged 0 to 18 years who are experiencing mental health difficulties and are finding it hard to cope with everyday life.
https://www.lpft.nhs.uk/young-people/lincolnshire/young-people/i-need-more-help/child-and-adolescent-mental-health-services-cahms

Mental Health Support Teams - An expanding service designed to help meet the mental health needs of children and young people in selected education settings i.e. Schools and Colleges.
https://www.lpft.nhs.uk/young-people/lincolnshire/young-people/i-need-more-help/mental-health-support-teams-mhst

ACT – Prevent radicalisation and extremism.
https://actearly.uk/

SECTION 7

INSPIREU CALENDAR

ACADEMIC YEAR 25/26



Academic Year Start Dates and End Dates

w/c 18th August 2025
InspireU Welcome

w/c 1st September 2025
Academic year begins!

19th December 2025
Last day at InspireU for Christmas break

w/c 5th January 2026
Return to InspireU after Christmas break

10th April 2026
Last day at InspireU for April Break

21st April 2026
Return to InspireU following April Break

w/c 27th July 2026
End of year celebrations and trips

INSPIREU EVENTS



MONDAY 29TH SEPTEMBER 2025
FUN DAY – LOCAL SITES – GETTING TO KNOW YOU
W/C 6TH OCTOBER 2025
PARENTS/CARERS WELCOME AFTERNOON
TUESDAY 28TH OCTOBER 2025
CAREERS DAY – LINCOLN
MONDAY 3RD NOVEMBER 2025
LINCOLN CELEBRATION EVENT
MONDAY 10TH NOVEMBER 2025
SKEGNESS AND LOUTH CELEBRATION EVENT
MONDAY 17TH NOVEMBER 2025
GRANTHAM AND RUSKINGTON CELEBRATION EVENT
MONDAY 24TH NOVEMBER 2025
BOSTON AND SPALDING CELEBRATION EVENT
W/C 1ST DECEMBER 2025
PROGRESS WEEK 1 – CHECK POINT
MONDAY 15TH DECEMBER 2025
CHRISTMAS PARTY/DINNER – OWN LOCAL SITES
WEDNESDAY 25TH FEBRUARY 2026
CAREERS DAY – SKEGNESS / LOUTH
W/C 2ND MARCH 2026
PROGRESS WEEK 2 – CHECK POINT
MONDAY 23RD MARCH 2026
ROUNDERS - SKEGNESS
WEDNESDAY 22ND APRIL 2026
CAREERS DAY – GRANTHAM
MONDAY MAY DATE TBC 2026
FOOTBALL – LINCOLN CITY FOOTBALL GROUND
W/C 18TH MAY 2026
PROGRESS WEEK 3 – CHECK POINT
THURSDAY 18TH JUNE 2026
CAREER DAY – BOSTON / SPALDING
W/C 22RD JUNE 2026
PARENTS/CARERS WELCOME AFTERNOON
FRIDAY 26TH JUNE 2026
LEARNERS' PROM
W/C 20TH JULY 2026
PROGRESS WEEK 4 – CHECK POINT

EXAM DATES 2025/26



InspireU Exam Windows – all sites
w/c 13th October 2025
w/c 24th November 2025
w/c 12th January 2026
w/c 16th February 2026
w/c 23th March 2026
w/c 11th May 2026
From 1st June 2026 - open exam window

GCSE Mock Exams
w/c 8th December 2025
w/c 9th February 2026
w/c 31st March 2026

GCSE Maths Exams
14th May 2026
3rd June 2026
10th June 2026

GCSE English Exams
21st May 2026
5th June 2026

Wishing all InspireU learners a year filled with growth, discovery and success. Embrace every opportunity, overcome challenges with resilience and let your curiosity lead you to new horizons.

Here's to a year of learning, achievement and endless possibilities.

All the best!

CONTACT US

InspireU Offices
InspireU Grantham - 01476 592169
InspireU Lincoln - 01522 527928
inspireu@lincolnshire.gov.uk
visit our website: inspireu.org.uk