# Guidelines :
# *Trainer Team*

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BILDUNG *IST* ERLEBNIS

# Content

# Introduction

*Welcome to the Guide for the inspire Trainer-App!*

## Goals

- **Independent schedule management:** You can easily organize your appointments without constant email exchanges.
- **Efficient communication:** The app facilitates and optimizes communication between trainers and center management.
- **Always up-to-date:** With current data in our system, we can always provide our corporate clients with accurate information about the course status without having to ask you.

## Expectations

- **Diligence and accuracy:** All entries must be precise and complete, as they are directly entered into our system and are visible to our clients.
- **Timeliness:** Keep the app up-to-date at all times and take care of any necessary organizational tasks on the same day as the lesson.
- **Independent communication:** Report any discrepancies to us immediately; we are always happy to help!
- **Responsibility:** Use the app independently for schedule management and avoid using parallel systems.

## Updates

- **Ped Cards:** Entry and management directly in the app, eliminating the need for handwritten documentation. Therefore, monthly submission of Ped Cards to Accounting is no longer necessary. Please only send your travel expense report to Accounting.
- **To-Do Area:** Keep track of all important tasks and manage them easily.
- **Notifications:** Important information, such as our company holiday, will sent to the app.
- **Calendar Synchronization:** Link your appointments with your personal calendar.

As always, we are happy to assist with any questions!

Your inspire Team

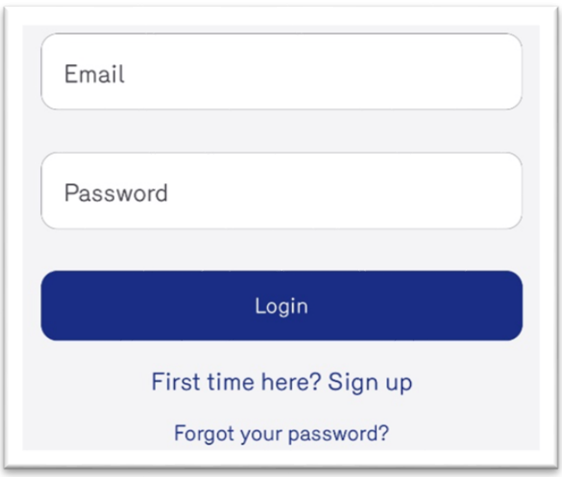
# Registration

*Have you accepted your first course? Here’s how to access the app!*

Please download the **inspire Trainer** app to your smartphone.


Your Manager Training & Development (MTD) will send you an email with your registration code.

Open the app and select **First time here? Sign up**




Enter your email address (the same inspire has on file).

Type in the code you received from your MTD (copy & paste is not possible).

Follow the instructions in the app, and you’re all set!

# Course Overview

*Welcome! Now you will see an overview of your courses.*

The overview is divided into three sections:

- **Active:** At least one future appointment is planned, and lessons are held regularly. Your courses are automatically sorted by upcoming lessons (system updates once per day in the evening) – you will always see the next scheduled course at the top, provided you manage your appointments regularly.
- **On Hold:** These courses have not had appointments scheduled for over two weeks. Please keep these courses in mind and schedule appointments regularly unless the courses have been intentionally paused.
- **Finished:** Here you will see all courses you have completed. If you need to review anything, you will still have access to the date even after the course has ended.

## Key of Course Overview:


1. Course Title
2. Language and Level
3. Course Location
4. Weekly Schedule (if the schedule is flexible this line will remain empty)
5. Total Units of course / Unheld Units (Open)

# Schedule Management

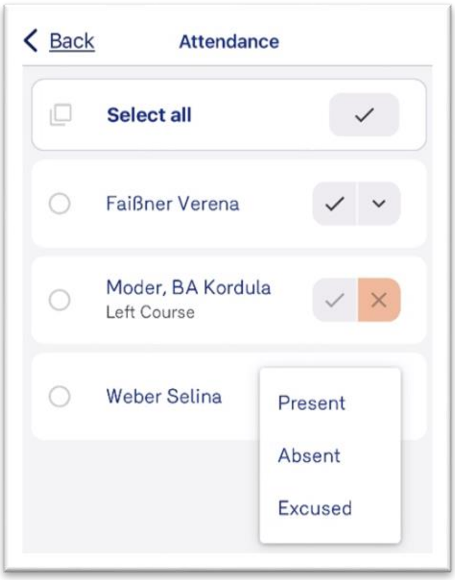
*Scheduling made easy!*

Select the desired course to manage your appointments. All already agreed-upon appointments are already entered into the app. Please manage your appointments independently starting from when you assume responsibility for the course.

## Confirm appointment

In the **Appointment List**, you will find all scheduled appointments.

This appointment has not yet been confirmed and is therefore marked as **planned.**


Once a lesson has taken place, select the appointment and go to **Attendance** at the bottom right.

Here, you must select **Present**, **Absent**, or **Excused** for each participant. If a participant has permanently left the course, they will automatically appear as **Excused** for every appointment.

To speed up the process, you can use the **Select All** feature to mark all participants simultaneously as **Present**.

If you have any questions, select the blue **envelope icon** at the top right in the **Course Overview** to send an email to your **Center Management**. By sending an email directly through the app, we will always know exactly which course your inquiry concerns.

**Confirm attendance** with this symbol and set the appointment status to **took place**. Once you mark the appointment as took place, both we and our clients will see that the lesson has taken place.

## Cancel Appointment

If a scheduled appointment will not take place, please select one of the following options:

- **Regular Cancellation:** The appointment was cancelled by the participants on time (by 12pm the day before)
- **Late Cancellation:** The appointment was cancelled by the participants too late (after 12pm the day before). In this case, the lesson will still be charged, and you will be paid for all scheduled units. Be cautious with late cancellations, as you may also call in sick at short notice from time to time.
- **Trainer Cancellation:** The appointment was cancelled by you. Please inform the participants directly about your cancellation. If you do not have their contact details, contact your Center Management by phone.

**Attention!**

Every scheduled appointment in the app must be edited.
**No appointment should remain with the status planned!**

There are courses where scheduled appointments cannot be rescheduled.
You can find this information in the course's starter package at any time.

## Change Appointment

To change a scheduled appointment, select it and click on the pencil icon at the top right.

The scheduling window will open, allowing you to adjust the date and time as needed. Enter how many **units** are planned, and the end time of the lesson will be calculated automatically.
In the **Information** field, you can add notes visible to your **Center Management**.

**Attention!**

Your Center Management will not receive a notification when you add notes.
We will only see the information if we open the course in our system.

**For important matters, please send us a message through the app or call us!**

## Schedule Appointment

To create a new appointment, select the correct course and click on the pencil icon with the plus symbol:

This will bring you back to the scheduling window, where you can enter the details. Use the **Add Appointment** button to create additional appointments.

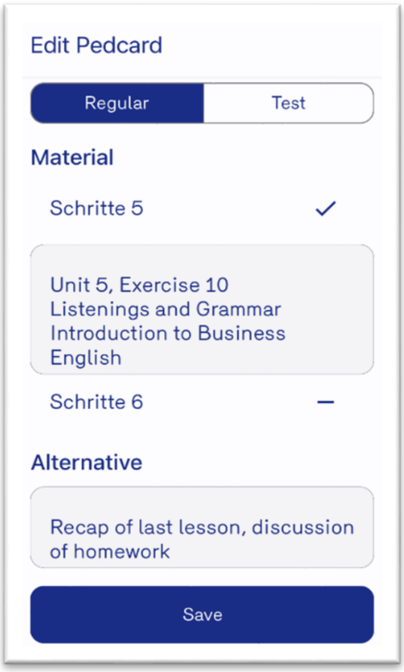
Select **Create Series?** to set up a recurring appointment series. This will repeat the created appointment weekly until all units have been used.

# Ped Card

*Ped Card entries are managed directly in the app!*

Once an appointment has been marked as **took place**, you can fill out the Ped Card.
To do so, click on the **blue pencil icon** in the Ped Card field.

## Fill Ped Card

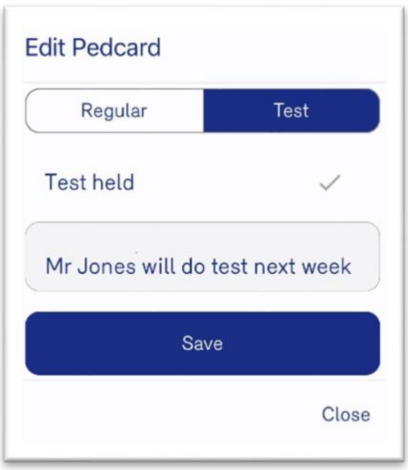



### Regular:

Select this option if you used the coursebook or other **materials** during the lesson.

You will see the books assigned to you and the participants for this course. Select the correct book(s) and enter the exercise you worked on the **content** field.

The **alternative** field can be filled out additionally or on its own – for example, if you used your own materials or conducted oral exercises.




### Test:

In most cases, the test takes place during the second-to-last lesson of the course. For this appointment, choose the option **test**.

Use the **comment** field to share additional information with Center Management.

**Please email the results to Center Management as soon as you have graded the tests!**

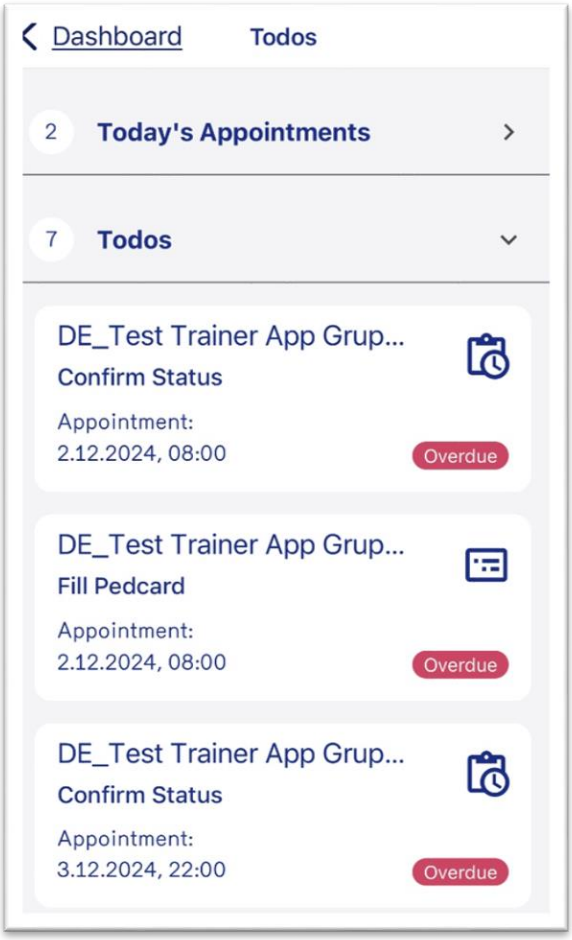
To view all Ped Card entries for the course, navigate to the course's **appointment list** and select **Ped Card** at the bottom right.

# To-Do's

*All tasks at hand!*

In the course overview, you will find the **To-Do's** button. Here, you can manage all pending tasks and complete them daily.


In the **To-Do** section, you will not only see your appointments for the day but also any tasks that still need to be completed. There are **two types of To-Do's**:




### Confirm Status:

This To-Do indicated that a scheduled appointment has not yet been confirmed. Select the To-Do to set the requested appointment to **took place** if the lesson took place or **regular cancellation** if it did not.

**This To-Do is overdue after 1 day!**

### Fill Ped Card:

This To-Do indicated that no Ped Card has been filled out for a confirmed appointment. Select the To-Do to go directly to the Ped Card in question.

**This To-Do is overdue after 3 days!**

# Notifications

*Important Information in the app instead of email!*

You can also find a **notification** area in the course overview. Click on the **bell icon** to read important messages from Center Management. These messages are sent to all trainers at once.


Here, you will find up to **20 messages** from Center Management. This is a quick way for us to share specific information with you. Use the **eye icon** in the top right corner to mark all messages as read.


**Please note:**

Only up to 20 messages can be saved. Older messages are automatically deleted.
If you still need the information, please make a note of it in a place of your choice.

# Calendar Synchronization

*One calendar for everything!*

Select the **gear icon** in the top right corner of the course overview, then click **add calendar**.

Use **Other / Copy URL** to copy the calendar link to your clipboard.

## Apple Calendar:

Go to Settings > Apps > Calendar > Calendar Accounts > Add Account > Other > Add Subscribed Calendar

Paste the link and click Next > Save.

Your scheduled courses will now appear in the Apple Calendar.

## Google Calendar:

Open your standard browser (Chrome, Firefox, etc..) and visit: calendar.google.com

- Switch to Desktop View
- Click the + sign next to Other Calendars > From URL
- Paste the calendar URL and click Add Calendar
- Open the Google Calendar app on your smartphone
- Tap the three horizontal lines in the top left corner to open the menu
- Check the box next to the new calendar

Your scheduled courses will now appear in your Google Calendar.

If you use a different calendar, let us know and we'll walk you through it.

We are happy to assist you!

# First Day

## Professionalism

- Punctuality is highly important! Please try to be there 30 minutes before the course starts on the first day (face-to-face courses). This will give you enough time to find the right address, handle any paperwork, etc.
- Try to be in the classroom or onsite 10 minutes before class begins (face-to-face and online). This gives you enough time to organize the documents, check the lesson plan, get something to drink, etc.
- Breaks do NOT count as class time. If short breaks are necessary, the class duration will be extended accordingly. Please discuss this with the participants.
- Dress in business attire (smart casual). Never be dressed less formally than the participants.
- Please dismiss the class on time.

## First Day Procedure

- Introduce yourself – where you are from, educational background, teaching experience, etc.
- Introduce inspire – growing private company, active throughout Austria, B2B
- Address the most important course organization points – course duration, course times, cancellations, etc.
- Explain attendance rules
- Nominate a group coordinator who will be responsible for the organization within the group and contacting inspire Center Management when necessary
- Look at the inspire teaching material together (table of contents, chapter structure, applicable topics), grammar book, additional material on a website or app.
- Feedback: The participants will automatically receive a link via email after the 3rd lesson and at the end of the course for an online survey. Please explain the importance of feedback – for inspire, for the quality of the course and for you as a trainer.
- Discuss everything important about the final test (if planned): see page 9.
- Prepare an icebreaker and get-to-know-you exercises: ask participants to introduce themselves – job, department, main tasks, special language requirements (topics, situations, skills)
- Test the homogeneity of the group’s language level
- Discuss the expectations, the course objectives, and goals with the participants
- If you have any problems, please contact your Manager Training and Development (MTD) or your Center Manager

# The inspire Training Method

Explore – Develop – Apply: EDA provides a framework for planning and structuring communicative, interactive, motivating and learner-centered lessons. EDA is applicable to all lessons – whether the focus is on vocabulary, grammar, or general language skills.

Language learning is a skill, much like learning a new sport. What are the similarities?

- One does not attend lectures
- One does not fill in worksheets
- One goes on the court or field and practices!

The field is the inspire course room! Throw the ball to your participants!

Whether you want to catch the ball or talk about the past tense, you need an interactive, motivating approach that puts learners at the center of the lesson!

The focus of inspire courses is the learners:

- What language skills do they already possess?
- What background experience do they bring with them?

The goal of our classes is not to analyze the language and break it down into it components; the participants should us the language themselves from the very first moment. In the training, their communicative skills are continuously developed and transferred to relevant situations.

The learning goals can be achieved in 3 steps:

1. Explore! – Determining what prior knowledge the participants have on the lesson topic. A trainer must think “What questions can I ask to find out what previous knowledge they have in relation to the learning objective?”
2. Develop! – Train and develop the language skills. Ask yourself “What exercises and activities can be used to achieve the learning goal?”
3. Apply! – Apply the learning objectives above to situations relevant to the participants job/lives. Ask yourself “In which situations of everyday [professional] life do the participants have to use the language skill?”

For example: Buidling new vocabulary

- Topic: Office Material (A2)
- Explore: What items are sitting on your desk?
- Develop: Taboo game – describing and guessing 3 office material objects
- Apply: Role play – asking for items on a colleague’s desk
- Homework: Pick out at least 2 more terms that match the topic

# Final Test

### *General Test Information*

- The final test is the official inspire test. The result is written on the certificate that the participants receive after successful completion of the course.
- Not every course ends with a test. Often the participants can decide for themselves whether they want to take a test at the end of the course. In the briefing you receive from your MTD, you will be notified about the testing situation for your course.
- If the course has the option of taking a test, please discuss with your group after the first half of the course. If they decide they would like to conclude with a test please inform your MTD about this and they will send you the testing materials.
- If a course chooses not to do a final test, they will receive a certification of participation.
- Inspire provides written final tests based on the textbooks used at all levels. Contact your MTD if you need course materials or have questions.
- The final test should take place in the **second to last lesson**!
- Send the test results (in percentage) to Center Management as soon as possible when the course ends.

### *Test Preparation*

- The inspire final tests are standardized and based on the corresponding CEF level.
- It is important that participants complete the entire test in order to receive a valid certificate. In exceptional cases, you have the possibility to cancel individual tasks for everyone.
- Not every single page or exercise in the course book needs to be covered in class. But the majority of the main topics must be taught.
- Please inform the participants that there are some questions on the test for which they are not explicitly prepared for. The test also aims to activate the background knowledge and find new solutions based on what they have learned.

## *Written Section*

- Complete the printed tests on the **second to last course date** or make the test available online (by email or over the online platform's chat function)
- Go through all the tasks with the participants. Make sure they understand what needs to done in each task.
- Remind the participants the test is not a group activity
- Listening exercise(s): play the audio file for everyone together (several times)

## *Oral Section*

- For levels B1.1 and higher, please decide on and set the prompt for the oral section. The topic should be given out the week before the test to allow the participants time to prepare.
- The oral exam should be as relevant as possible to the company and industry of the course. Ideally, a reference is made to the last course book topic covered (e.g. report on the company history or describe a graphic).
- As the trainer, you are responsible for selecting the prompt for the oral section. Since you know which topics were best covered during the course, you are in the best position to assess participants effectively.
    - If you need any assistance in planning the oral section, please reach out to your MTD.

## *Assessment / Grading*

- For the written part you will receive the corresponding answer sheet
- For the oral part, please use the appropriate rubric included in the test. Please note that a score 5/5 in each individual category represents "clearly exceeds expectations" and should be given sparingly.
- Please correct all tests and evaluate them in percentage
- Give the tests back to the participants in the next (= last) lesson and discuss the correct answers together. **Please be prepared to explain why each answer is correct.**
- Collect the tests afterwards and send them to inspire. The participants are not allowed to keep their test or a copy of it.

| | |
|---|---|
| 50% - 61% | ''sufficient" (i.e. passed) |
| 62% - 74% | ''satisfactory" |
| 75% - 87% | ''good" |
| 88% - 100% | "very good" |

- CM will send the certificate directly to the participants

# Online Feedback

We have an electronic online feedback, this applies to ALL CLASSES for which you are not provided with paper feedbacks.

Every student receives an automatic email from us after the 3rd lesson and at the end of the course. This email contains instructions on how to do the feedback.

Your job is simply to INSTRUCT YOUR STUDENTS to refer to this email and follow the instructions when you're at the point in your course, generally after the third lesson and at the last lesson.

At the beginning of the next lesson, please check with the students to see if they did in fact submit feedback and if not; kindly remind them to do so before next week.

Please be sure to urge your students that FEEDBACK IS IMPORTANT for course quality and for your own career development as a trainer.

In case of any exceptions your MTD will tell you during the course briefing (e.g. if company wants paper feedback, then you still receive paper forms)

Here are the statements that are on the feedback form:

- My trainer is well-structured and works in a motivating manner.
- My trainer is professional and well-prepared.
- My trainer conveys knowledge and skills according to my expectations.
- I am able to practice my speaking skills during the lesson.
- The course material met my expectations.
- I am able to apply what I have learnt in my workplace.
- I achieved my personal learning goals.
- The level of the groups is appropriate.
- The organization of the course was timely and professional.
- The training facilities, catering and service met my expectations.
- Overall, the training was for me.

If you have any question regarding the online feedback system, please check with your local MTD.

# Legalities

A special focus in all course materials is compliance with data protection, the duty of confidentiality and the competition clause. As a trainer, you have committed yourself to this in the signed freelance contract.

## *Confidentiality*

- You must never disclose to unauthorized persons in the company or to persons who do not belong to the company any information that you obtain during your work: information about the organization of the company, work processes or internal procedures; about clients, employees and other contractual partners; about economic, technical, operational, fiscal and personal circumstances; about internal matters of any kind.
- This legal obligation to maintain confidentiality extends indefinitely beyond the end of the contractual relationship.
- You are liable to prosecution if you breach this obligation.

## *Competition Clause*

As a freelancer you are contractually obliged:

- Not to accept any offers from customers of inspire for your own account during the duration of the current contractual relationship and for a period of one year after termination of the contractual relationship
- To provide other services to inspire customers
- To not pass on inspire customers to third parties

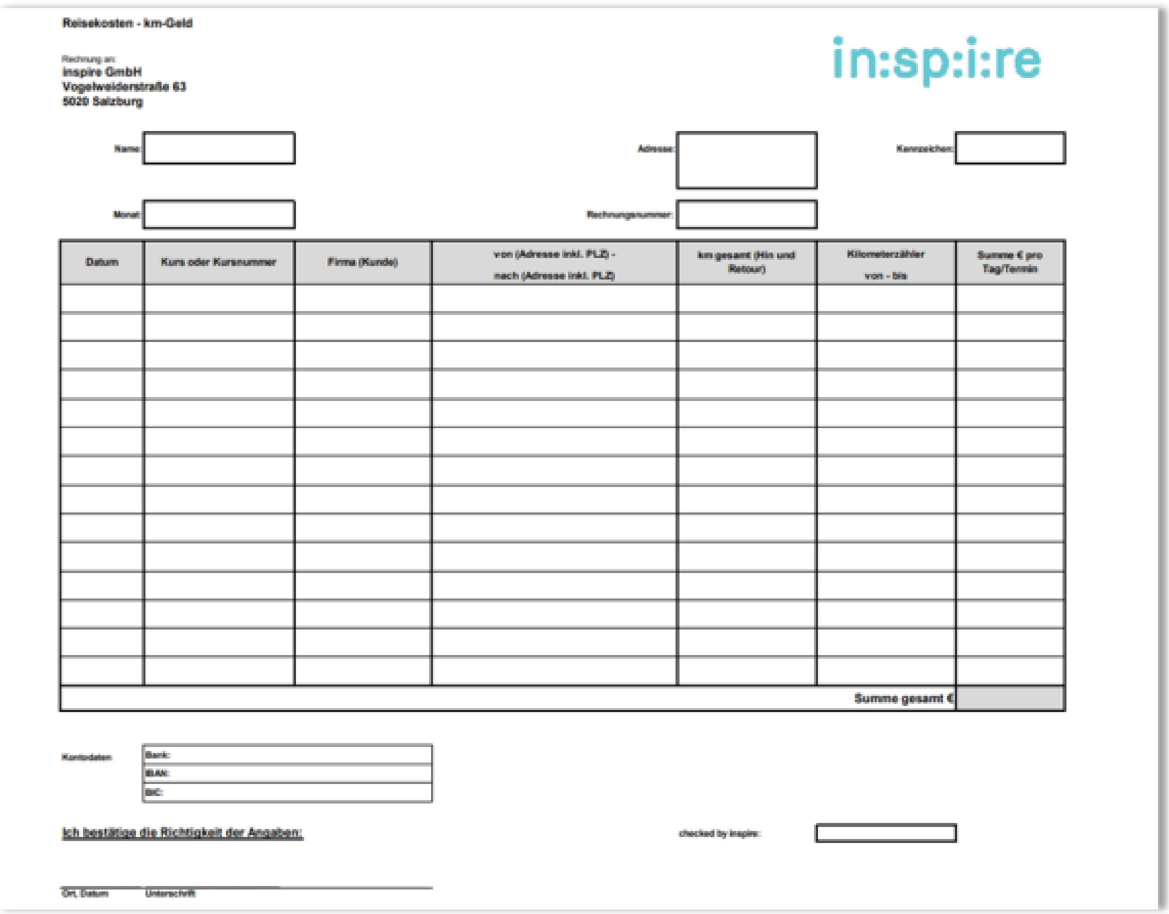
Failure to comply with this provision will subject you to a penalty

## *Data Protection*

Information that you receive from your participants is particularly sensitive. This includes all information that allows identification of a data subject: Name, (email) address, date of birth, bank details, etc. but also medical history, ethnic origin, sexual orientation, etc. ("sensitive data"). Inspire assures its customers that this data will be handled in accordance with the DSGVO. For you as a trainer, this means that you will not collect, process, or pass on this information to third parties in any form.

# Travel Costs

- The travel costs are negotiated exclusively by the MTDs and trainers
- For travel within the inspire cities of Salzburg, Vienna, and Innsbruck, no travel expenses will be reimbursed
- Travel costs for trips by private care or public transportation outside inspire cities are handled per course
- When using the inspire cars:
  - Please inform CM so they can reserve a car for you
  - We will reimburse any fuel bills
  - The mileage must be entered in the logbook (in the car)
- Travel expenses for trips with private car include: travel time, fuel, taxes, insurance, maintenance, tolls, parking and wear & tear
- Please negotiate the flat rate directly with your MTD only per course
- Travel costs are per trip to the client (not per course on the same day)
- To receive your travel costs, the travel costs document must be completed (per appointment) and sent to accounting@inspire-learning.com at the end of the month - together with attendance lists & ped cards
- You will receive the appropriate travel expense form from your MTD via email



**Reisekosten - km-Geld**

Rechnung an:
inspire GmbH
Vogelweiderstraße 63
5020 Salzburg

Name:

Adresse:

Kennzeichen:

Monat:

Rechnungsnummer:

| Datum | Kurs oder Kursnummer | Firma (Kunde) | von (Adresse inkl. PLZ) - nach (Adresse inkl. PLZ) | km gesamt (Hin und Retour) | Kilometerzähler von - bis | Summe € pro Tag/Termin |
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Kontodaten
Bank:
IBAN:
BIC:

<u>Ich bestätige die Richtigkeit der Angaben:</u>

checked by inspire:

Ort, Datum Unterschrift

# Invoicing Procedure

As a freelancer, your fee is calculated monthly on the basis of the number of teaching units you have completed. This means:

- You have to ensure your inspire Trainer App is up to date
- Submit you travel cost documents (if necessary)
- Your monthly income will vary based on units taught

The invoicing procedure is carried out in these steps:

- Up date your Trainer App and submit you travel cost documents (if necessary)
    - At the end of every month
    - to accounting@inspire-learning.com AND Cc paige.hill@inspire-learning.com
    - OR bring the documents into the office
- We will check your documentation
- We will create an invoice for you for the previous month
    - Please check the invoice for completeness and accuracy
    - Confirm accuracy via email
    - Or inform us immediately about any necessary corrections
    - You can also send a self-made invoice (together with the aforementioned lists)
- The payment transfer is made on the 15th of the following month

If we do not receive information necessary for billing, or do not receive it on time, the bill cannot be paid until the next payment period.

- As a freelancer, you are obliged to declare your income to the relevant tax office. For this purpose, you may have to apply for a tax number.
- If you have any questions regarding sales tax, please contact your local tax office or your tax advisor. Please note that sales tax will only be shown on your invoice if you explicitly request it
- Your correct bank details are important! In case of incorrect information, all payments made by inspire GmbH to this account will have the effect of discharging the debt.

# Course Checklist

| To Do | Info | Completed |
|---|---|---|
| BEFORE THE COURSE | | ✓ |
| Ped card and attendance list are ready to be filled in | inspire Trainer App | ☐ |
| Have clarity about the course location and time | In the Starter Package from CM & in the App | ☐ |
| Have the correct text book or course materials ready | In briefing from MTD | ☐ |
| Understand info about course focus and final test | In briefing from MTD | ☐ |
| DURING THE COURSE | | ✓ |
| Orientation (introduction, organization, lists, attendance, cancellation, group organizer) | See First Day in the Guidelines | ☐ |
| Double check the language level: if there are any problems, please notify your MTD | paige.hill@inspire-learning.com | ☐ |
| Please update any changes in dates or times via the app. | inspire Trainer App | ☐ |
| Participant missing more than 2 times in a row? Report to CM. | central@inspire-learning.com | ☐ |
| If the final test is optional – Does your group want to complete a test? | Contact your MTD if they choose to take the test | ☐ |
| Is a test required for your group? | In briefing from MTD | ☐ |
| Remind the participants about feedback | See Online Feedback in the Guidelines | ☐ |
| END OF THE MONTH / END OF COURSE | | ✓ |
| End of the month: Submit travel cost document if necessary<br><br>End of the course: Ensure all information in the inspire Trainer App is correct & turn in hard copies of test including results in percentage | accounting@inspire-learning.com<br><br>central@inspire-learning.com | ☐ |