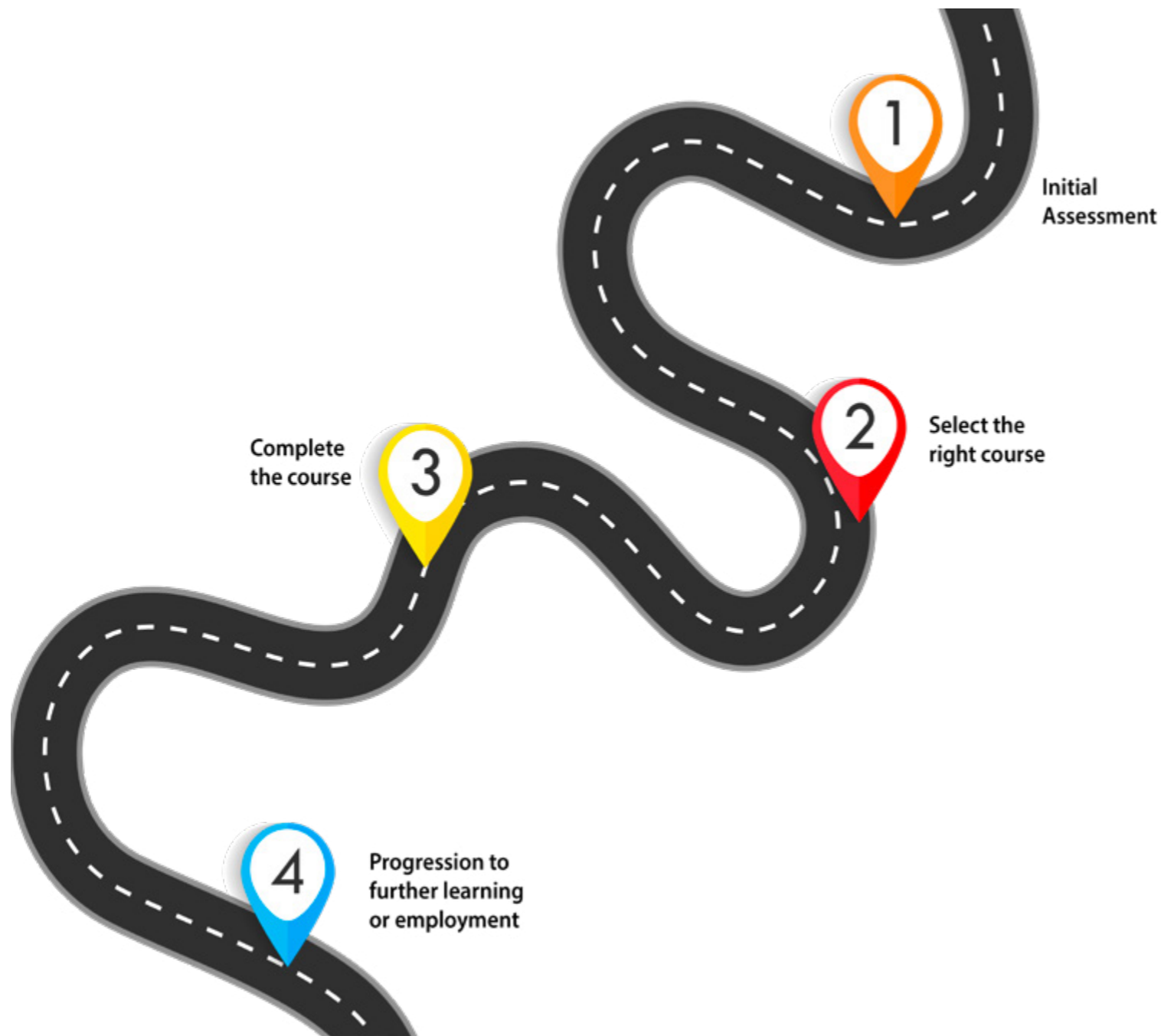


2024 – 2025

Learner Handbook

Be Positive





Welcome Words from the Director

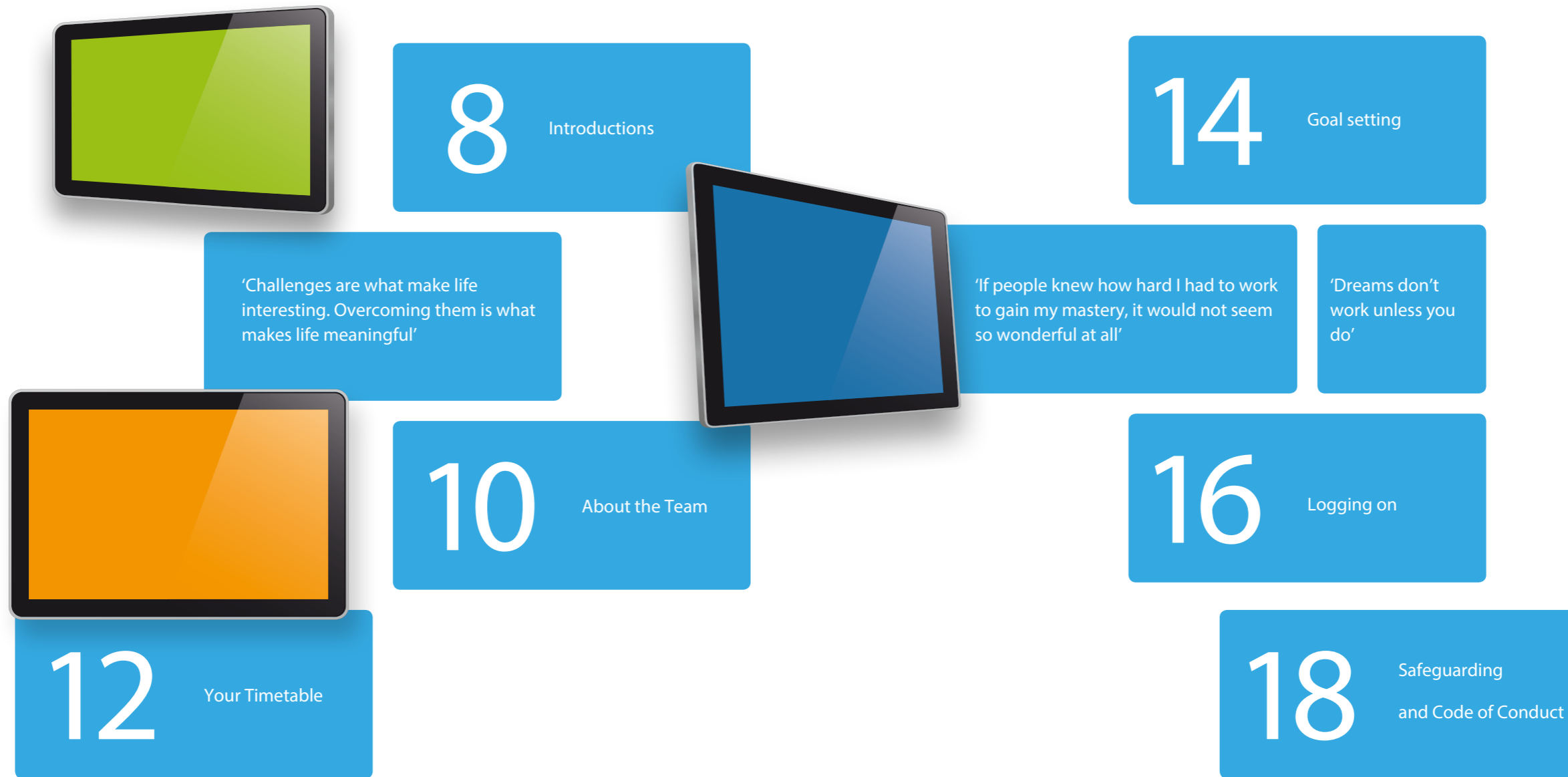
We believe in the incredible potential in every individual. By giving each person the tools they need to lead happier, healthier, more successful lives, we're making a difference every day.

We provide online and face-to-face classroom teaching, coaching and mentoring on a range of topics designed to help you feel good, feel optimistic and find a great future through a career or job. We are committed to providing high-quality services to our Learners and the wider community. We offer a range of courses involving employability, computing, occupational skills and smart devices. Our courses are free and funded by the government.

Director Profile

With over 20 years of experience in teaching and coaching, Angus is a seasoned professional dedicated to fostering growth and development in others. As a qualified positive psychologist, he brings a deep understanding of human behavior, empathy, and well-being into his work, ensuring a supportive and encouraging environment for all. Outside of his professional life, Angus is passionate about writing electronic music and restoring classic cars, hobbies that reflect his creativity and attention to detail. Known for his relaxed demeanor and focus on customer satisfaction, Angus is committed to making a positive impact on everyone he works with.

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'Challenges are what make life interesting. Overcoming them is what makes life meaningful'

'If people knew how hard I had to work to gain my mastery, it would not seem so wonderful at all'

'Dreams don't work unless you do'

Mindset

Many of the important things in the world have been accomplished by people who have kept on trying when there seemed no hope at all.





We provide best learning experience.

If a job is worth doing, it is worth doing well

We want your experience to be perfect so we have carefully planned your learning journey and created some expectations.

You are not alone

We take care to empathise with your situation. Life is hard at times and we all have a lot to balance. We understand this, and will work with you through any circumstances that may interrupt your learning.

Nothing is impossible, the word itself says "I'm possible"

We will adapt to make your learning as easy possible, with learning support for those who need a little extra help.

"Unless commitment is made, there are only promises and hopes; but no plans." "Do the thing and you will be given the power." "Desire" is the key to motivation, but it's determination and commitment to an unrelenting pursuit of your goal—a commitment to excellence—that will enable you to attain the success you seek.

🔗 We need to work together to achieve your goals. When you enrol onto your course you will need to agree to our Learner Commitment.

This focuses on your commitment to do the work needed to be successful on your course. You will need to understand how learning and teaching are structured at Be Positive.

Conditions of Entry

We will give you extensive support to enable you to achieve your daily targets. This support includes, guidance, careers advice, help with job applications, teaching, tutorials and additional learning support.

You must also commit to attending online sessions, we are expected to notify the Job Centre on any non-attendance. Of course, we understand that we all have life events that can overwhelm us and we really hope you attend the majority of sessions.

The Classroom

Whether you are in a real or virtual classroom, we expect the same level of respect for others. We do not tolerate any form of abuse, violence, or offensive behaviour; it will be challenged directly or indirectly. The Tutor will agree working rules with you to ensure everyone is treated fairly. We expect you to keep your camera on when online, and keep chat and messages respectful.

The Online Learning Platform

We have developed a great online tool to support your time with us that you can work through when not in class. You will get a log on and instructions on how to use this when you join. There are videos, stories and activities to keep you engaged that all support the main, taught, part of the course.

The 1:1

You will have 1:1 by phone or face-to-face. This is a time for you to reflect on your learning and discuss any matters you wish in confidence with your tutor. We keep everything you share confidential unless you share something that puts you or others in danger.



Logging on

You will be provided with a personal log on and password. You can change the password when you log on for the first time.

Access for life

You will be able to return to your online learning even when the course has ended.

Our Company

We use a blend of traditional and modern teaching methods, including using technology and innovative peer support. In addition our courses are part online and part face-to-face, with plenty of opportunity to work closely with your Tutor.

When you join us, you will get a log on to our online Learning Platform and Virtual Classroom.

Digital Support	Safe Learning	WI-FI Networks	Laptops
Kitchens/refreshments	Health and Safety	Close to public transport	Accessible

Head Office

Our main office is in Biggleswade
47 High Street, Biggleswade, Bedfordshire, SG18 0JH

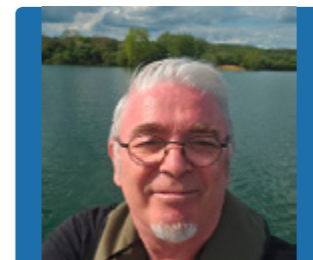
Bedford, Biggleswade, Letchworth

We also have centres in Bedford,shire and Hertfordshire.



Meet the Team

We have all been through it; unemployment, loss of direction, unsure where to turn. However, we did find our calling. All of us are fully qualified teachers with over 40 years experience between us. We are keen to see you succeed and flourish in work and life.

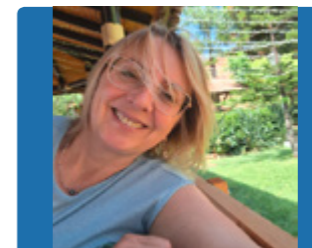


Paul Garvie

Lead Tutor

With over 10 years of teaching experience, Paul is a dedicated educator with a strong background in both teaching and assessment. His pragmatic approach ensures that students receive practical, effective instruction tailored to their individual needs. Known for his commitment to going the extra mile, Paul consistently strives to provide exceptional support and satisfaction to his customers. Outside of the classroom, Paul enjoys the tranquility of fishing and the creativity of playing the guitar, hobbies that reflect his patient and thoughtful nature. Paul is a Safeguarding Officer.

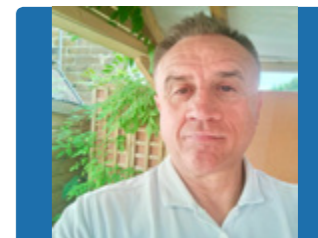
▶ 07711 197887
▶ Paul.garvie@outlook.com



Aga Shoshi

Wellbeing Tutor

With over 20 years of experience in teaching and promoting well-being, Aga is a highly knowledgeable and dynamic educator dedicated to continuous learning. She is passionate about helping learners develop strategies to feel positive about life and confidently challenge their boundaries. Well-read and always expanding her expertise, Aga brings a fresh perspective and innovative methods to her teaching. Her interests in travel and yoga reflect her commitment to personal growth and a balanced lifestyle, which she enthusiastically shares with those she works with.



Richard Compton

Wellbeing and Marketing

With over 20 years of experience in teaching, coaching, and assessing well-being and employability, Richard is a dynamic professional who is passionate about helping others reach their full potential. He brings tremendous energy to his work, encouraging customers to push their personal boundaries and achieve their goals. Richard's interests are as diverse as his expertise, including DJing, jazz, travel, and history, all of which contribute to his broad perspective and creative approach. His dedication to customer growth and satisfaction makes him a highly sought after tutor.

Typical Timetable for Online Job Club

	Monday	Tuesday	Wednesday	Thursday	Friday
WEEK ONE ASSESSMENT WEEK	Self-study and one to ones. WELLBEING	Self-study and one to ones. WELLBEING	10.30 to 12.30 log on, introductions and icebreakers. Aims of course. 13.00 to 14.30 Skills Assessment explanation and demonstration. 14.30 to 15.00 Student Skills Assessment	10.30 to 12.30 log on, aims of the day, introduction, and feedback session on the Skills assessment. 13.00 to 14.30 What are transferrable skills? 14.30 to 15.00 Workbook session	10.30 to 12.30 log on, aims of the day, introduction, and The STAR technique, how to use it. 13.00 to 14.30 Efficient job searching and covering letters 14.30 to 15.00 Workbook session
WEEK TWO CV WEEK	Self-study and one to ones. WELLBEING	Self-study and one to ones. WELLBEING	10.30 to 12.30 log on, aims of the day, CV presentation. 13.00 to 14.30 CV key words and JOBSKAN presentation. 14.30 to 15.00 Workbook session.	10.30 to 14.30 log on, aims of the day. Work with learners on their CV. Individual slots to be issued where needed. 14.30 to 15.00 Workbook session.	10.30 to 12.30 log on, aims of the day, using social media to job search presentation. 13.00 to 14.30 Setting up a twitter account, example. 14.30 to 15.00 Workbook session.
WEEK THREE INTERVIEW WEEK	Self-study and one to ones. WELLBEING	Self-study and one to ones.	10.30 to 12.30 log on, aims of the day, presentation on effective prep for interviews. National Careers Service signposting presentation. 13.00 to 14.30 How to company research. 14.30 to 15.00 Workbook session.	10.30 to 12.30 log on, aims of the day. Popular interview questions and answers. 13.00 to 14.30 Practice interviews and feedback. 14.30 to 15.00 Workbook session.	10.30 to 12.30 log on, aims of the day, complete admin, and paperwork. 13.00 to 14.30 Satisfaction surveys, signposting and goodbyes.

Tracking your Journey and Setting your Goals



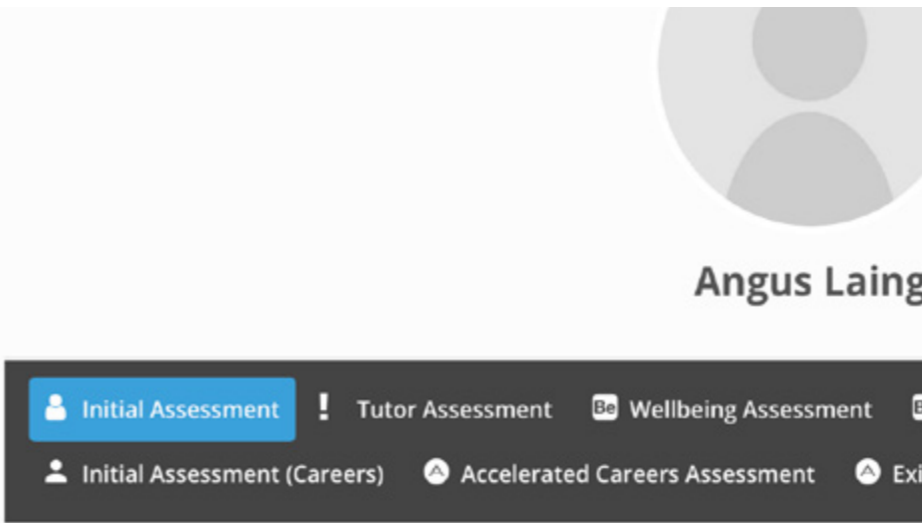
You set your own goals, we help you achieve them

Progress is impossible without change, and those who cannot change their minds cannot change anything

When you start your course, you will have had an initial assessment. This is designed so you can see distance travelled in terms of wellbeing and in terms of reaching your goals. At the end of each session you will have the opportunity to reflect on what you have thought about, and to keep a record. This is called an Individual Learning Plan or ILP for short.

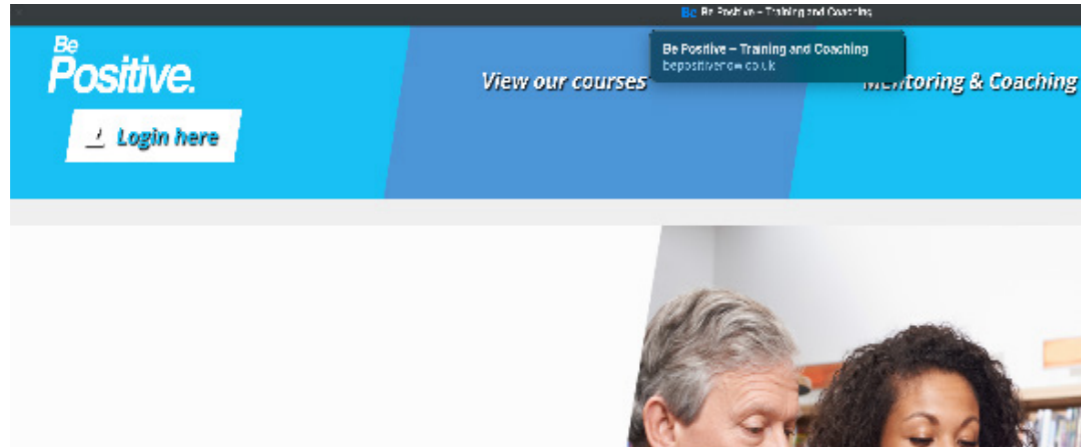
Your ILP is completed online, it is set up ready for you when you log on. Your Tutor will show you how this works and complete the Initial Assessment with you.

Your ILP is also your record of Achievement.

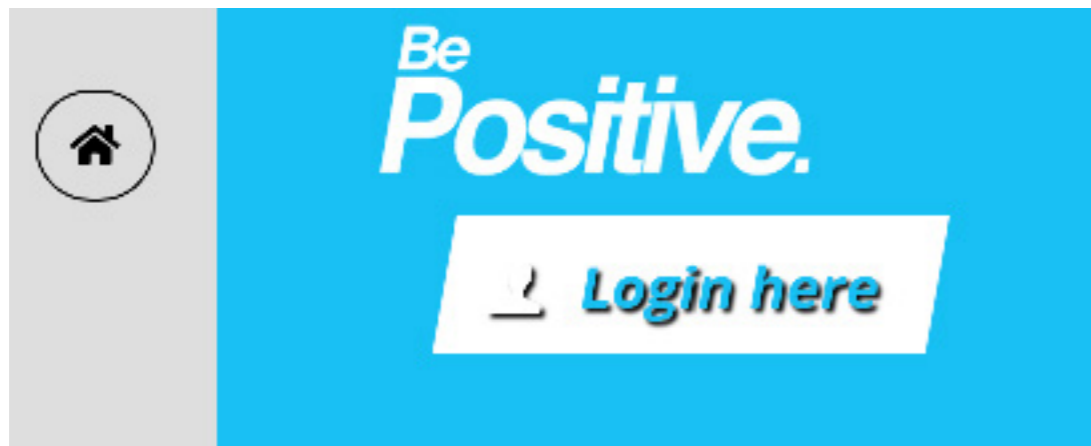


- You will record your progress, review any assessments (not exams! just your thoughts).
- You will record your own goals and assess your achievement
- You will record your wellbeing on a scale.

1 Head to www.bepositivenow.co.uk



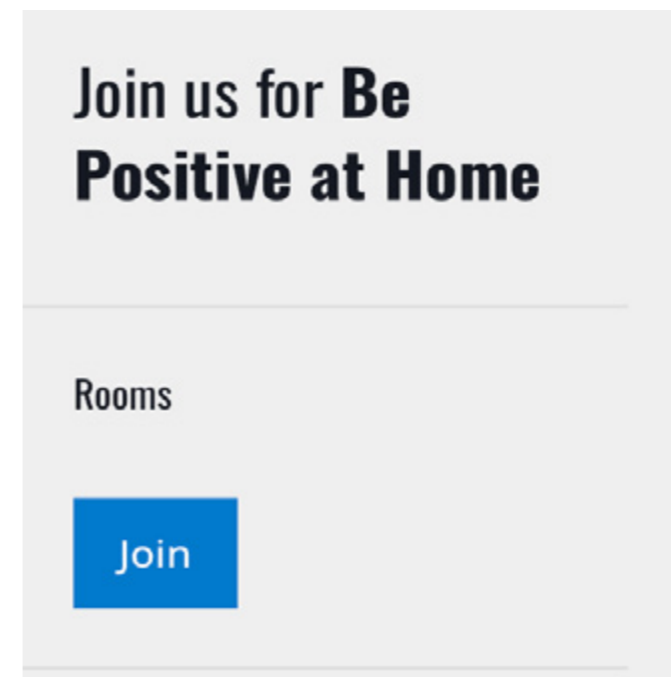
2 Use the Password and User name we emailed to you



3 Click on Classroom



4 Click Join and allow microphone and camera.



Safeguarding, PREVENT

In the light of recent events, providers are now expected to take responsibility for the safeguarding of their learners which extends beyond the physical FE environment. Any signs of learners being at risk whether on the programme or not is of concern and there must be designated staff to create a reporting channel. Additionally we have to comply with the PREVENT duty to ensure propensities to terrorist or other adverse behaviour (of any description) is addressed. It is important that you gain some familiarity with these areas before stepping back into Learning. As part of your induction your tutor will run through what this means to you because it is everyone's responsibility. If you have any concerns about anyone's safety you must report this to your Tutor or directly to the Safeguarding Lead.

Safeguarding Contact Angus Laing 07710 672867

Complaints, Comments, Compliments

We are always keen to receive feedback, positive or negative. At the end of your course with us you will have the opportunity to share your views which we can act on. If you wish to make a complaint at any time please share with your Tutor who will do the very best to make things better. If you are unsatisfied you can email anguslaing@live.co.uk with your concerns so we can investigate fully.

Wellbeing and Guidance Support

Supporting learners with wellbeing and guidance for progression during and after a course involves creating a holistic learning environment that addresses both their academic and emotional needs. During the course, this support can include regular check-ins, access to mental health resources, and promoting a balanced approach to study and life. Encouraging open communication and fostering a sense of community among learners can also help alleviate stress and build resilience. For progression, offering clear pathways for future learning, career advice, and opportunities for skill development ensures learners feel confident about their next steps. After the course, maintaining connections through alumni networks or continued access to resources can further support their ongoing personal and professional growth.

Code of Conduct

It is not possible to lay down a specific set of standards, but we have some guidelines to ensure all staff and students feel safe and comfortable at all times.

1. Behave responsibly and within the law, fostering mutual respect and understanding between all members of the community, on and offline.
This includes complying with the regulations and guidance associated with the Covid-19 pandemic, such as observing social distancing measures and social gathering sizes; wearing a face covering when required (if not exempt); observing self-isolation and/or quarantine restrictions.
2. Recognise and tolerate differing opinions and freedom of expression / speech of others such as staff and peers during academic debate.
3. Communicate in ways that do not offend others (not using abusive or obscene language or engaging in any form of violence or anti-social behaviour) on site, digitally (i.e. social media) and within the local community.
4. Communicate in a professional manner (such as through email, Online Classroom and social media groups).
5. Ensure mobile phones and other personal media devices remain personal and do not interfere in with classroom sessions.
6. Ensure that information of a personal or sensitive nature is not shared without consent (including sharing or sending of personal details, images, memes or recordings etc. of other students, members of staff or clients (including others' work) without permission).
7. Comply with our Equality and Diversity Policy; relating to zero tolerance of breaches of the Equality Act 2010, including expressions of hatred (i.e. hate speech) towards individuals or groups on account of their protected characteristics.
8. Comply with the our ICT Acceptable Use Policy.
9. Attend each timetabled class workshop session whenever possible.

Resources and Links

<https://www.viacharacter.org/>

<https://www.16personalities.com/>

<https://nationalcareers.service.gov.uk/skills-assessment>

<https://nationalcareers.service.gov.uk/skills-health-check/home>

<https://nationalcareers.service.gov.uk/explore-careers>

<https://help.twitter.com/en/using-twitter/create-twitter-account>

<https://www.google.co.uk/maps/>

<https://www.thetrainline.com/>

<https://www.centralbedfordshire.gov.uk/>

<https://www.hertfordshire.gov.uk/home.aspx>

<https://www.reed.co.uk/career-advice/common-interview-questions-and-answers/>

<https://www.reed.co.uk/career-advice/questions-to-ask-at-the-end-of-a-job-interview/>

<https://www.jobscan.co/>

<https://www.practiceaptitudetests.com/free-aptitude-tests/>

<https://openoffice.en.softonic.com/download>

Blank for Notes

