

FAQs about Inspire

Quick answers to common questions about Inspire. If you don't find the information you need, [get in touch!](#)

What is Inspire?

Inspire is an interactive training course that unpacks digital inclusion for a wide audience. It's often used as the foundation for broader CSR or ESG initiatives.

How does it work?

The core offering is simple. Inspire is based around a bite-size, interactive e-learning course. It unpacks digital inclusion and the importance of digital skills. Employees are galvanised to look at their own digital skills and use them in a practical context to help others, by making a specific pledge to help someone learn something new.

What kind of organisations use it?

Generally Inspire clients are from the private sector and have an interest in promoting digital inclusion, either for clients, colleagues or beneficiaries in the wider community. For example, we work with financial institutions who want to make sure that digital inclusion is embedded across their company and that as they become increasingly digital-first, they don't leave colleagues and clients behind; or we work with digital consultancy firms who want a CSR offering that builds on skills employees already have, in a sector to which they already feel a connection.

It's usually used as part of a wider digital inclusion strategy. And we've found that though Inspire is ready-to-go, every company we work with wants to use it differently and maximise its impact in line with their strategy. Part of our initial discussions with you will be about how to best implement it to meet your goals.

You can find out more here about our work with [corporates for social good](#).

How much does it cost?

Our prices depend on the kind of organisation you are, and the size and complexity of your project and the amount of support you want. Here's our [price list](#).

Inspire training and resources

What do people learn and how?

Inspire is an online course. It takes around an hour to complete and is interactive, bite-sized and builds on our award-winning expertise creating training courses. The course unpacks the issues around digital inclusion, explaining what it is, how it can impact people and what the crucial skills are. It then looks at successful approaches to helping someone learn something new. Employees then go onto to complete their pledge.



How is it delivered?

Inspire is an online course, and can be completed at the learners own pace and revisited as many times as they like. However, some companies like to deliver the training as part of a longer, more interactive session, and we have two versions that you can "present" as part of an event: one allows for group discussion whilst employees still complete their learning online, the other format takes the employees through the course together, returning to Inspire to log their pledge.

Some companies use a mixture of delivery methods, depending on who is doing the course and when.

What kind of pledges do people make?

Pledges are usually focused round friends, family sometimes even colleagues. Some pledgers help out in their local community, at schools or libraries or in community groups. But most like to start small and close to home. Here are some examples...



To help my mum use an iPad

"She wanted to have more contact with family and book online appointments at the doctors. I feel super-enthusiastic about every success she's had being online."



To help my friend online

“I helped my friend by giving him the confidence and knowledge to advertise his business online as the pandemic had affected his work.”



To help my niece

“She’d just started secondary school and had lots of homework online. I just assumed that because she’s young, she’s got the skills, but though she’s great on a phone, she’d hardly ever used a computer.”

What are the benefits of this kind of volunteering?

Employees can volunteer in a way that's convenient for them at a time and place that suits them, which is especially important if they have demanding jobs.

It shows them how doing something small can make a big digital difference to someone else - and they can swiftly see the tangible benefits of their actions. Some of employees go on to complete training on the [Digital Champions Network](#) and help in structured community programmes. Others enjoy putting pledges into action so much, they go onto make repeated pledges.

This kind of volunteering can also improve soft skills in all sorts of ways - from active listening to people management. And depending on how you run it, it can be a great way to strengthen connections across the company, at different levels and in different business units.

Project planning & management support

How do we get started?

Before we start, we'll work with you to ensure you get the most out of Inspire, so you can roll it out to maximum effect. We'll talk through how it aligns with your wider digital inclusion strategy and see if you need anything else in place to make it work. For example, you might want to look at adapting the content for a specific audience or help drawing up an implementation road-map, aligned to your CSR goals backed up by a comms and recruitment plan.

We find that quite often, companies come to us with one key driver, but that this can evolve and change over time. There's more about these drivers here and [how a digital inclusion programmes support CSR strategies](#).

What customisation is there?

We tailor the version of Inspire that your employees see with your logo, welcome message and call to action on competing the course. The platform has built-in automatic email reminders to encourage volunteers along and reminding them of what they need to do next.

We can also create or adapt e-learning content for your specific audience and some clients want a version of Inspire that is delivered via their own platform and written specifically within the context of their organisation.

How do you manage and evaluate an on-going project?

The course stimulates employee volunteering in a way you can evidence. A comprehensive management dashboard gives your Project Managers access to data and downloadable reports on all aspects of your programme, including registrations, pledges and learning journey completions.

We'll set up the dashboard with all your reporting data and run on-boarding sessions, as well as providing reporting templates to get your Project Managers up to speed. If necessary, we can provide a bespoke monitoring and evaluation framework, which we can create at set-up, and we can gather and analyse data for you.

What set-up and on-going support is there?

As well as customisation, dashboards and Project Manager onboarding, we'll also provide a full user manual, to help you get the most from Inspire.

Beyond that, you can then choose the level of set-up and on-going support you need. We strongly recommend you use our client management support as you roll-out and grow the programme. This gives you regular strategic insight and support from our delivery team and CEO, with weekly, monthly or quarterly calls as necessary.

We find that our clients are usually passionate about digital inclusion and how their projects are evolving. We run regular sessions where they come together to share ideas and learn from each other and you'll be very welcome to come along.

Any more questions?

If there's more you'd like to know, just ask.

[Get in touch](#)

Social Good

How digital inclusion programmes can help.

[Find out more](#)

About us

More about what we do and why

[Who we are](#)

