STEP 2 SKILLS

PREPARE FOR SUCCESS IN HERTS

ADULT LEARNING & EMPLOYMENT SUPPORT

JULY TO DECEMBER 2026



"I feel more confident and motivated about my future."

Keisha, Step2Skills participant, 2026



Resident journeys into work

Local organisations who can support you

Support into work How we can help you

Gain skills to move on in life and work

SUCCEED WITH STEP2SKILLS

"Don’t let yesterday use up too much of today."

— Will Rogers

Welcome to the Step2Skills Magazine — your starting point for new opportunities, fresh skills, and positive change.

At Step2Skills, we believe learning and employment support should be available to everyone, whatever your stage in life, recognising that everyone’s path is different and supporting you to move forward in a way that works for you.

Whether you want to gain qualifications, boost your confidence, explore a new career direction, or simply try something new, our range of adult learning and employment support is designed around you.

Inside this magazine, you’ll discover how we’re helping people across Hertfordshire move forward — with tailored support, skills training, accredited courses, and dedicated guidance every step of the way.

We’re proud to work in partnership with local employers, training providers, and community organisations to create opportunities that are inclusive, accessible, and relevant. Together, we’re creating real opportunities for people across Hertfordshire.

So whether you’re returning to learning, looking for work, or just exploring what’s possible, Step2Skills is here to support you.
We hope this edition inspires you to take that first step — and the next one after that.

Your journey starts here.

Warm regards,
The team at Step2Skills

Discover

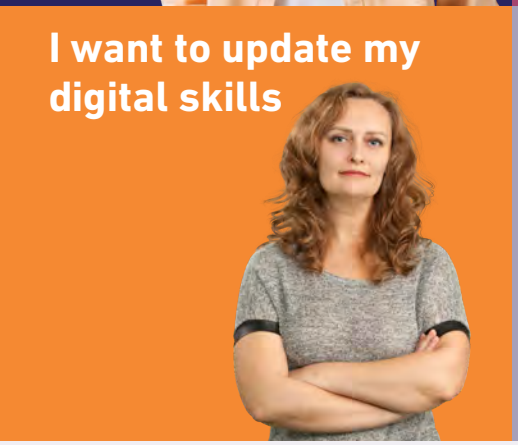
4 Supporting you into work
6 Inclusive Job Fairs
7-11 Courses & Workshops
12 Start your English journey today!
15 Unlock your potential with the Skills Bootcamp
16 Join the Step2Skills employer network
19 Digital Help Finder
20 Connect to Work

Whatever your goals - we can help

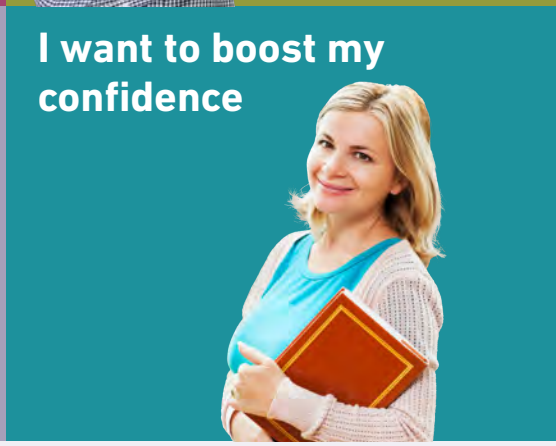












Course Fees and Funding Support

At Step2Skills, we're passionate about making learning accessible to everyone. Thanks to UK Government funding, our workshops and courses are designed to be affordable for Hertfordshire residents.

Adult Learning Courses

- Short workshops and tasters, up to 3 hours long are priced at £10.
- Tailored learning between 4 and 9 hours long are priced at £15
- Longer courses, over 9 hours long cost £35
- Accredited qualifications, such as a Level 1 Award course, are available for £55 and typically run over several weeks.
- We charge only a small registration fee to help cover operational costs—keeping quality high while costs stay low.
- Skills Bootcamps are fully-funded and free for eligible Hertfordshire residents.
- Adult Learning courses are delivered in supportive environments by experienced, qualified teachers who are specialists in their subject areas.

Eligibility and Support

- Most courses are open to Hertfordshire residents aged 19 or over.
- Some qualification-based courses may have additional eligibility criteria — these are listed in the course descriptions, available on our website.
- If cost is a concern, talk to our friendly team. We'll do everything we can to help you access the support you need.

Employment Support Services

- Our employment support programmes, including Connect to Work, are free of charge for eligible Hertfordshire residents aged 18+ who face barriers to employment, such as health conditions, disabilities, or other barriers.
- You'll receive one-to-one guidance from experienced Employment Advisors, help with CVs, interview preparation, and support finding a job that suits your skills and interests.

Supporting you into work

Our goal at Step2Skills, alongside our delivery partners, is to support Hertfordshire residents into long-term, sustainable work.

We may be able to help you find work if you are:

- Aged 18 or over
- With a disability, a health condition or barriers to getting work
- In work but struggling to maintain employment

Scan the QR code to fill in the form to start your journey with us, or visit www.step2skills.org.uk/ConnectToWork

A guide to your journey into work

Our experienced Supported Employment Advisors will work with you on a 1:1 basis to create a personalised plan to help you find and keep the right job.

1 Goal Setting

Thinking about what you want to do and making a plan to help you do it.

2 Job Finding

The Employment Advisor will look for jobs that match what you're good at and what you want to do.

3 Working with the Employer

The Employment Advisor will work with you and the employer to understand how best to support you in the workplace.

4 Staying at work

Your Employment Advisor will continue to support you once you are in work, helping both you and your employer to ensure the right start.

Barriers to work may include;

- Disability or long-term health condition
- Mental health condition
- Neurodivergence
- Caring for someone or used to care for someone (ex-carer)
- Experiencing homelessness
- A veteran or partner of current/former personnel
- Living with drug or alcohol challenges
- Being in foster care or care leaver
- Criminal convictions
- Ukrainian Scheme, Refugees, and Resettled Afghans
- Surviving domestic abuse
- Victim of modern slavery

SUPPORTED, STEP BY STEP, INTO WORK



On her Supported Employment journey, Keisha has been building confidence, skills, and a stronger sense of purpose.
With the support of her Employment Advisor, Jonathan, meaningful work tasters and consistent encouragement, she's grown into someone who can speak proudly about her experiences and her future.

"I feel more confident and motivated about my future."

Delivering in partnership

Since the start of the Connect to Work programme, we're delighted to have developed our partnership working, bringing specialist expertise, strong community links, and lived experience to tackle a wider range of employment barriers locally.

Action Deafness

A Deaf-led organisation supporting Deaf, Deafblind, and Hard of Hearing people across the UK. They provide specialist, accessible, employment support including tailored guidance to help people with hearing loss build confidence, independence, and access meaningful career opportunities with inclusive employers.

Get Set UK

An employment and skills organisation delivering tailored support to those facing barriers to employment. Their approach focuses on confidence-building, job-ready skills, employer engagement, and in-work support.

HACRO

HACRO brings extensive experience supporting people facing multiple disadvantages - particularly those that have been involved in the criminal justice system - helping them build confidence, develop skills, and move closer to employment.

Hertfordshire Mind Network

Delivering essential mental health support in Hertfordshire, providing a diverse range of services from Wellbeing Centres and other locations across the county. They help individuals experiencing mental ill health to make choices, find their solutions, build resilience and manage their wellbeing. Through Connect to Work, individuals can access practical and emotional support to explore work opportunities, build confidence and manage their mental health in both their personal life and career.

SPS Training

Delivering specialist, hands-on training to help people gain the skills and confidence needed for work in sectors such as construction, utilities, and infrastructure.
Through programmes like Connect to Work, they support individuals to become job-ready with practical experience and industry-recognised qualifications, working closely with employers to create clear pathways into employment.

Sunnyside Rural Trust

Sunnyside Rural Trust supports people to build confidence, develop skills, and move closer to employment through meaningful, hands-on activities. Through programmes like Connect to Work, they provide supportive opportunities in areas such as horticulture and retail, helping individuals gain practical experience, improve wellbeing, and take positive steps towards work.

Watford Women's Centre

A long-established charity supporting people to build independent and sustainable lives through specialist wellbeing services, tailored careers advice —delivered both to the wider community and in partnership with Jobcentre Plus—and employability programmes, alongside ESOL and IT provision and a free Job Club. Domestic abuse and counselling services are delivered exclusively to women, while all other services are open to everyone.



Step2Skills Inclusive Job Fairs

Our Inclusive Job Fairs aim to help connect those who have barriers to work, with local employers. Visitors get the opportunity to talk to inclusive employers face-to-face and the Step2Skills Employment Advisors are on hand to give guidance and help in any way they can. If you are unsure about your next steps in skills and employment, we also have members of our Information, Advice and Guidance team available on the day. We try to ensure maximum accessibility by having a British Sign Language (BSL) advisor on site all day and having a 'Quiet Hour', with fewer tickets available, to help those with sensory needs.

SCAN ME

Scan the QR to check out details of our next available job fairs and to book your place

Our Job Fairs have British Sign Language Advisors on hand

"Our group thoroughly enjoyed themselves and I felt it was a truly inclusive event with the employers really engaging with us and thinking of ways to make their offer deaf friendly."

Want to get a feel for what happens at a job fair?



Start by watching a highlight video from a previous event! It's an easy way to get a sneak peek at the energy, the layout, and the types of employers you'll meet. You'll see real interactions, discover what support is available on the day, and even pick up tips on how to dress and network like a pro. A quick preview can turn uncertainty into confidence - so you walk in prepared and ready to impress.

www.youtube.com/@step2skills233

Digital Skills

Are you digitally confident?

Whether you are a complete beginner or looking for advanced skills, our courses and workshops help to build your computing skills, digital confidence and online presence.

- Capture and Create Digital Photography
- Content Writing for Blogs, Books and Business
- Digital Skills Essentials for the Workplace
- Improving your Skills in Microsoft Excel
- Improving your Skills in Microsoft PowerPoint
- Improving your Skills in Microsoft Word
- Introduction to Digital Marketing
- Introduction to Microsoft Excel
- Introduction to Microsoft PowerPoint
- Introduction to Microsoft Word
- Social Media for Business

Scan QR to browse and book our Digital Skills course offer

step2skills.org.uk

@step2skills

01992 556 194

Course not scheduled? Get in touch - we'll notify you when it runs next!



Myth:
"I'll be the worst in the class, I'm not confident."

The answer is: Not at all!
We understand that getting back into learning may be hard; our classes are small, supportive and taught by qualified teachers who help everyone to progress at their own pace.

Functional Skills English & Maths

Why Join a Functional Skills English or Maths course? You will:

- Improve your confidence for work and everyday life.
- Build confidence in using English or maths in real-life situations.
- Gain a nationally recognised qualification (equivalent to GCSE).
- Learn in a supportive, face-to-face environment or online with a qualified teacher.
- Essential skills to support your personal and professional development.

Ideal for: Adults looking to improve their English or maths for work, study or career progression.



Myth:
"I'm not good at English and/or Maths, so I'll struggle."

Fact:
We provide stepping-stone courses, starting with tasters, workshops and courses at an introductory level, that lead onto Functional Skills English and Maths, to build your confidence gradually.

step2skills.org.uk

01992 556 194

@step2skills

Course not scheduled? Get in touch - we'll notify you when it runs next!

Scan the QR code to complete a free initial assessment to find the right course level for you. Based on your results, you may be referred to a different course that better suits your needs.



Work Skills & Career

Do you need help developing your work skills?

Perhaps you want to boost your digital skills, need help creating a CV or would like to improve your interview techniques. We can help you!

- Confidence Skills for Work and Life
- Content Writing for Blogs, Books and Business
- CV Writing Essentials to Stand Out to Employers
- Digital Skills Essentials for the Workplace
- First Steps to Working in Early Years
- First Steps to Working in Schools
- Growth Mindset for Work and Life
- Improving your Skills in Microsoft Excel
- Improving your Skills in Microsoft PP
- Improving your Skills in Microsoft Word
- Interview Techniques that Work
- Introduction to Digital Marketing
- Introduction to Microsoft Excel
- Introduction to Microsoft PP
- Introduction to Microsoft Word
- Setting Up Your Own Business
- Social Media for Business

Myth:
"I'm too old to start learning again."

Fact:
Adult education is for everyone! Our courses are designed for learners of all ages and backgrounds.



Scan QR to browse and book our Work Skills & Career course offer

step2skills.org.uk

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Course not scheduled?
Get in touch - we'll notify you when it runs next!



Accredited Learning

Unlock your Potential with a Qualification

A qualification can help you build on your skills and improve your chances of progressing in work or study. It can also boost your confidence and open up new opportunities for your future.

- Level 1 Award in An Introduction to Early Years Settings
- Level 1 Award in Equality and Diversity in Everyday Life
- Level 1 Award in Personal Resilience & Perseverance
- Level 1 Award in Preparing to Work in Schools
- Level 1 Award in Progression - Social Media Marketing
- Level 1 Award in Setting and Achieving Personal Goals
- Level 1 Award in Understanding and Displaying British Values
- Level 2 Award in Digital Marketing
- Level 2 Certificate in Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace



Scan QR to browse and book our Accredited Learning offer

step2skills.org.uk

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Course not scheduled? Get in touch - we'll notify you when it runs next!

Myth:
"I can't afford to study"

Fact:
Our courses are Government funded which means we can provide these at either free or at a low cost offering a variety of course with a small registration fee providing you with the opportunity to invest in your education.



Health & Wellbeing

Invest in YOU, today!

Join in some of our Health and Wellbeing courses to find out ways of coping with the challenges that life presents whilst keeping well and staying healthy.

- Confidence Skills for Work and Life
- Growth Mindset for Work and Life
- Speak and Present with Confidence - Communication and Presentation Skills
- Level 1 Award in Personal Resilience & Perseverance
- Level 1 Award in Setting and Achieving Personal Goals
- Level 2 Certificate in Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace

Course not scheduled?
Get in touch - we'll notify you when it runs next!

Scan QR to browse and book our Health & Wellbeing course offer

step2skills.org.uk

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01992 556 194



Myth:
"I'm worried about big classes and feeling lost."

Fact:
Our classes are small, taught by qualified teachers who provide a tailored learning approach and support.



Start your ESOL journey with Step2Skills

If English is your second language and you want to join one of our ESOL skills for Life accredited courses, the first step is to attend an **Initial Assessment** session. You will get to meet some of our teachers who will assess your current English speaking, listening, reading and writing skills. This will take about an hour and 15 minutes and you can book a session on our website. Once we know what level you are we will contact you with information about available classes in your area or online.

Alternatively, you could join one of our English for Beginners classes which are short and practical courses designed to improve your confidence in using English in everyday life. If you wish to progress to an accredited course your teacher will speak to you about available options.

Scan QR to start your ESOL journey with us

What our learners say:

I had a very positive experience on the ESOL course. The lessons were well organised, practical, and really helped me improve my confidence in speaking, listening and writing. I would like to express my special gratitude to our teacher Elena Protic — she was absolutely fantastic: patient, supportive, and always encouraging. She created a warm and friendly atmosphere where everyone felt comfortable to speak and learn. I truly appreciate her dedication and professionalism. Highly recommended!

5* Google review from Юля

I really enjoyed this course and found it extremely helpful. The teaching and support were excellent, and everything was explained clearly and patiently. I felt supported, encouraged, and comfortable throughout the course. Liubov is an outstanding teacher — one of the best I have ever had, especially for online learning. She is always in contact with students and genuinely cares about their progress. I would highly recommend this course to anyone looking to improve their skills and confidence.

5* Google Review from Людмила

Unlock new opportunities with ESOL

Turn your bilingual skills into a rewarding career

If English is your second language and you are a Hertfordshire resident, Step2Skills can help you grow and develop your English skills. Taking ESOL (English for Speakers of Other Languages) courses with us can open many career possibilities. **Your bilingual skills are a great asset.** One of the exciting career options is becoming a Community Interpreter.

Benefits of Being a Community Interpreter

Making a Difference: Help people overcome language barriers in healthcare, education, housing, and legal services.
Diverse Work Environment: Work in various community settings and meet people from different backgrounds.
Flexibility: Enjoy flexible working hours and the option for part-time or freelance work.
Personal Growth: Improve your language skills and cultural understanding while helping others.
Job Satisfaction: Feel the reward of making a real impact on people's lives by helping them communicate.
Career Progression: Gain experience that can lead to more opportunities in translation, interpretation, or other bilingual roles.


Translator


Health care


Teacher


Mortgage Advisor


Call handler


Banking



Apply to start your ESOL journey today;
www.step2skills.org.uk/EnglishandMaths



Working in partnership

We work with a selection of partner organisations to deliver Step2Skills-funded learning opportunities, details of which are below.

SPS Training Solutions
Telephone: 01438 537699
Email: enquiries@sps-training.com
Website: www.sps-training.com

Watford Women's Centre
Telephone: 01923 816229
Email:
general@watfordwomenscentre.org.uk
Website: www.wwcplus.org.uk

Be Positive
Telephone: 01462 287808
Website: www.bepositivenow.co.uk
Email: info@bepositivenow.co.uk

Roman Training
Telephone: 02070 604407
Website: www.romantraining.co.uk
Email: info@romantraining.co.uk

Communities 1st
Telephone: 01727 649960
Website: www.communities1st.org.uk
Email: training@communities1st.org.uk

Community Learning Partnership
Telephone: 020 8421 5544
Facebook page: CLP Arts and Crafts courses

SSG Education & Training
Telephone: 01234 340782
Website: www.ssgservices.co.uk
Email: courses@ssgservices.co.uk

West Herts College
Telephone: 01923 812345
Email: admissions@westherts.ac.uk
Website: www.westherts.ac.uk



King's Trust DELIVERY PARTNER

TEAM Programme, delivered by the Herts Fire & Rescue Service.

Follow the link to apply via our website at **www.step2skills.org.uk/employmentsupport**

Unlock your potential

with a Step2Skills Skills Bootcamp

Step2Skills is delighted to offer FREE Early Years Skills Bootcamps to Hertfordshire residents aged 19 and over, helping individuals take confident steps toward employment, career progression, and professional development.

What motivated you to join a Skills Bootcamp?



"After my son started Reception, I began thinking seriously about how to return to work in a way that actually worked for my family. I'd tried going back after maternity leave, but the combination of childcare logistics, office hours and traffic made it unsustainable. Volunteering at my son's school sparked a real interest in learning more. The Early Years Skills Bootcamp felt like the perfect next step — and it was. The course was inspiring, my teacher was fantastic, and the Step2Skills team were incredibly supportive. Now I'm in an Early Years role that fits seamlessly around family life, and I couldn't be happier with the path I have chosen."

Heather, Skills Bootcamp learner, 2026

Scan the QR code to hear more from Mel on her Skills Bootcamp experience

"I believe having this course has improved my confidence and self-esteem massively. Coming from someone that suffers from anxiety, going for a interview would normally fill me with panic but I believe the way I was taught and the way I was supported in everything along the way gave me the confidence to apply for jobs, go into the interviews prepared and it led me to gain my first job in an Early Years setting."

Lindsay, Skills Bootcamp learner, 2025

Apply at **www.step2skills.org.uk/SkillsBootcamps**

Childminder Information Briefing

Would you like to find out more about starting a career in childminding?

Book a place at one of our free online briefings to find out more!

- **WHAT IS CHILDMINDING?**
- **WHAT QUALIFICATIONS DO I NEED?**
- **HOW DO I REGISTER?**
- **WHAT SUPPORT IS AVAILABLE?**





Hertfordshire

Book your place via the Chidminding Contact form on the Childminding page:

www.hertfordshire.gov.uk/childminding

Hertfordshire businesses:

Join the Step2Skills employer network



Creating an inclusive workplace isn't just good practice—it's good business.

Across Hertfordshire, employers are discovering the benefits of embracing diversity and supporting individuals who face barriers to employment. The Connect to Work programme, delivered by Step2Skills, offers a unique opportunity for businesses to lead the way in inclusive recruitment while gaining tangible advantages.

JOIN US

Employers gain access to:

- Dedicated Employment Specialists for induction, training, and career planning.
- Advice on reasonable adjustments and inclusive recruitment.
- Links to local support networks, whether you're new to inclusion or already a Disability Confident Employer.
- Access to our Employer Insight Days, full of useful discussions with like-minded businesses.

What is Connect to Work?

Connect to Work is a UK Government-funded initiative designed to help employers attract, retain, and grow a diverse talent pool. It supports people with disabilities, health conditions, or other challenges and barriers into sustainable employment. By partnering with Supported Employment specialists, employers receive expert guidance to make workplaces more accessible and inclusive.

We've joined the movement...

At Samsic UK, people come first. As a Disability Confident Employer, they are committed to inclusive opportunities and supporting individuals of all abilities. Through their partnership with Step2Skills, Samsic recruits within local communities to help remove barriers to work. John, who joined in February 2025 through this route, is one of their success stories—now a valued member of the cleaning team at Berkhamsted Fire Station.



"Taking the time to support John through his early days has shown just how valuable it is to invest in people. By removing barriers, we've not only helped John rebuild his confidence, but also gained a loyal and dedicated team member who delivers service excellence."

Katie, John's manager at Samsic UK

STEP 2 SKILLS
PREPARE FOR SUCCESS IN HERTS

CONNECT TO WORK

Funded by **UK Government**

OPEN TO TALENT

John O'Conner
Creating better spaces to live and work

After spending around a year out of full-time work, Anton wanted to regain structure, confidence and independence. However, concerns around his past conviction made returning to employment feel challenging.

With support at our partner, HACRO, from his Employment Advisor Laura, he was introduced to grounds maintenance company **John O'Conner**, who recognised his potential and offered him a taster day — followed by a full-time job offer the next day.

Anton now works within the shrub maintenance team, supporting landscaping projects across Hertfordshire.

Results

- Anton successfully returned to **full-time employment** after around a year out of work
- Increased confidence and improved wellbeing through **structure and routine**
- Developed **practical skills** working within grounds maintenance
- Built **positive working relationships** within a supportive team environment
- Progressed towards **future career goals**, including additional qualifications and driving responsibilities

'I would recommend Connect to Work because they can support you once you're in the job too. HACRO helped build my confidence before I was ready to be employed again. I am very happy I am back working full-time with routine.'

Anton, 2026



Key Take-aways

- **Inclusive employers can unlock potential** - By looking beyond previous barriers and focusing on attitude and capability, employers can access motivated and committed individuals.
- **Workplace support improves confidence and retention** - The support Anton received from his managers and team helped him feel welcomed, valued and able to grow in confidence.
- **Small actions make a big difference** - Flexible, understanding management and strong communication helped Anton settle into employment successfully and continue progressing in his role.

... you can too!

Hertfordshire employers of all sizes are invited to join our network of local employers and reap the benefits, which include:

- Potential increased productivity
- Increased customer diversity
- Reduced staff turnover
- Improved work environment
- Reputational gains
- Access to a pool of local talent



Employer Insight event, February 2026 at Nando's Watford, bringing local employers together to discuss inclusive practices.

Scan the QR to find out more information about opening your business to local talent

www.step2skills.org.uk/Employers
employers@hertfordshire.gov.uk
01438 845045

HOP HERTFORDSHIRE FUTURES



NOT SURE WHAT CAREER PATH IS RIGHT FOR YOU?

Discover **Career Coach** – your personalised tool to

- Explore careers
- Build a CV
- Find opportunities that match your skills and interests

Whether you're starting out or looking for a change, Career Coach helps you take the next steps.

Ready for your next step?

Visit Career Coach on HOP

www.hopinto.co.uk

STAY IN THE KNOW

We hope you have enjoyed this magazine, we are planning the next issue for January 2027. If you want to stay in the know and receive regular updates from us, please scan the QR code to sign up to our mailing list.

SCAN ME

CONTACT

www.step2skills.org.uk

@step2skills

01992 556 194

Happy with Step2Skills Services?

Let us Know

Please leave a Google review so that we can let Hertfordshire residents know how great our service is!

DIGITAL Help Finder

Do you know someone who needs help getting online?

The Digital Help Finder connects people to local support and resources to improve their digital skills and confidence.

SCAN ME

What support you'll find

- Venues with free computer and Wi-Fi access
- Friendly in-person sessions and step by step online courses
- Help with emails, NHS App, online shopping and banking

Visit the Digital Help Finder Today

Digital Hertfordshire

Contact DigitalHerts@hertfordshire.gov.uk for support

Funded by UK Government

STEP 2 SKILLS
PREPARE FOR SUCCESS IN HERTS

SKILLS FOR LIFE
SKILLS BOOTCAMPS

Early Years

FREE ACCREDITED COURSE



Kickstart your career

Scan the QR code or visit our website to get more details and apply:

www.step2skills.org.uk/SkillsBootcamps

Ofsted Good Provider

matrix quality standard for information advice and guidance services

HERTFORDSHIRE FUTURES

disability confident LEADER

Hertfordshire

SKILLS FOR LIFE
SKILLS BOOTCAMPS

GAIN SUPPORT INTO WORK







Aiming to close the skills and employment gap in Hertfordshire. We can help you find work if you are:

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- In work but struggling to maintain employment

Scan to start your journey.

www.step2skills.org.uk

01992 556194

CONNECT TO WORK
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STEP 2 SKILLS

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base excellent

matrix

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Hertfordshire