

STEP SKILLS



ADULT LEARNING &
EMPLOYMENT SUPPORT

JANUARY TO JUNE 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

"We are not what we know but what we are willing to learn."

— Mary Catherine Bateson

Welcome to the Step2Skills Prospectus Magazine — your gateway to opportunity, growth, and transformation.

At Step2Skills, we believe that learning is a lifelong journey, and that everyone deserves the chance to unlock their potential, no matter their starting point. Whether you're looking to gain new qualifications, build confidence, explore a new career path, or simply learn something new, our wide range of adult learning and employment support programmes are designed with you in mind.

This prospectus showcases the many ways we support individuals across Hertfordshire to take meaningful steps towards personal and professional success. From tailored employment advice and skills workshops to accredited courses and adult learning, our team is here to guide and empower you every step of the way.

We're proud to work alongside local partners, employers, and educators to create inclusive, accessible opportunities that reflect the diverse needs of our learners. So whether you're returning to learning after a break, seeking support to get back into work, or just curious about what's possible — Step2Skills is here to help you take that next step.

We hope this magazine inspires you to explore, engage, and take action. Your journey starts here.

Warm regards,

Chantal Lommel
Head of Service
Step2Skills



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Whatever your goals - we can help



I want to change my career



I want to improve my English



I want a qualification



I want to update my digital skills



I want to get back into work



I want to boost my confidence



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 the Level 1 Award in Preparing to Work in Adult Social Care, 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.

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 long-term unemployment.
- 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.

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.

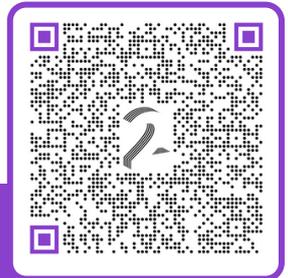


Supporting you into work

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 a job.

1 Introductions

One of our friendly team will speak with you about the service, assess your eligibility, and help determine which programme is the right fit for you.

2 Getting to know you

We'll talk about your strengths, experience, goals, and any support you might need. We'll also start exploring the types of jobs you're interested in.

3 Guidance and support

We'll help you with things like writing your CV, preparing for interviews, and building confidence through short work tasters.

4 Job searching

Once we have identified your skills and goals, we will help you apply for suitable jobs whilst providing you with any additional support along the way.

5 Continued support

Once you've started work, we'll work with you and your employer to make sure you're settling in well and getting the support and training you need.

Here are some of the people we've helped.



Alex
A young man looking for work in the tourism industry.

Alex, who is autistic and has a learning disability, joined us to find work in leisure and tourism. With tailored guidance and a placement at Lee Valley Boat Centre, he gained confidence and skills, leading to paid employment as a Banksman. A life-changing achievement!



Chris
A Hertfordshire resident, with a passion for retail.

Chris joined us to find retail work. With tailored guidance and two work placements, he built skills and confidence. After impressing during a placement at The Entertainer, Chris secured a Seasonal Sales Assistant role from over sixty applicants—showcasing the power of personalised support and inclusive employers.



Liam
Diagnosed with a learning disability

Liam joined Step2Skills in March 2025 after two years unemployed. With support from advisors and a work taster at The British School Museum café, Liam regained confidence, learned new skills, and felt valued. His employer praised his commitment and rapport with customers.



Step2Skills Inclusive Job Fairs

Our Inclusive Job Fairs aim to help connect those who have a diagnosed or undiagnosed barrier 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.

Our job fairs have British Sign Language Advisors on hand

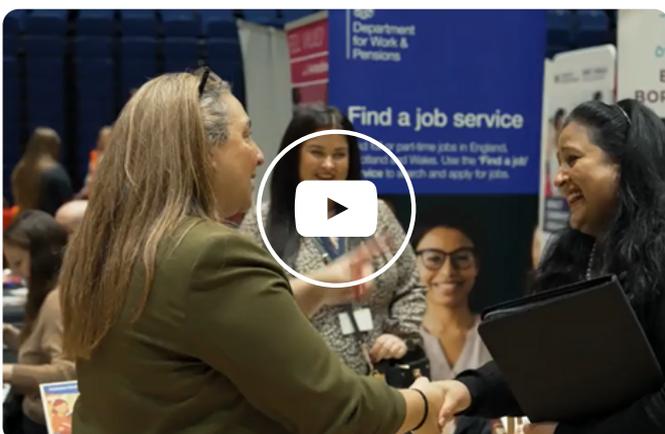


“Our group thoroughly enjoyed themselves and I felt it was a truly inclusive event with the employers really engaging with us and thinking of ways to make their offer deaf friendly.”



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

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



Working in partnership

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

Community Action Dacorum
Telephone: 01442 253935
Email: learning@communityactiondacorum.org.uk
Website: www.communityactiondacorum.org

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

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

Impact Mental Health Peer Support
Telephone: 01582 797596
Website: www.impactmh.org.uk

Sunnyside Rural Trust
Telephone: 01442 863364
Website: www.sunnysideruraltrust.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

Oaklands College
Telephone: 01727 737000
Website: www.oaklands.ac.uk
Email: info@oaklands.ac.uk



Our in-house team of teachers deliver courses and workshops in the Hertfordshire locations listed below in addition to our Live Online offer.

- Stevenage
- Welwyn Garden City
- Hoddesdon
- Hatfield
- St Albans
- Hemel Hempstead
- South Oxhey

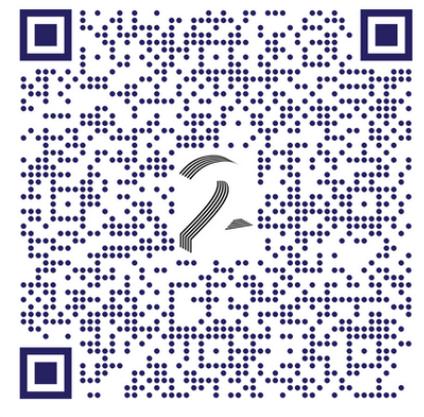
and — Live Online across Hertfordshire

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.

- AI in the Workplace
- Smart Living with AI
- Digital Photography
- Understanding Your Smart Device
- Introduction to Microsoft Word
- Introduction to Microsoft Excel
- Introduction to Digital Marketing
- Improving your Skills in Microsoft Excel
- Improving your skills in Microsoft PowerPoint
- Improving your Skills in Microsoft Word
- Staying Safe Online
- Protecting Children Online
- Social Media for Business
- Digital Skills for Work
- Excel Mastering Pivot Tables
- Online Job Search & Applications
- Job Search in Online World



Scan QR to browse and book our Digital Skills course offer



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

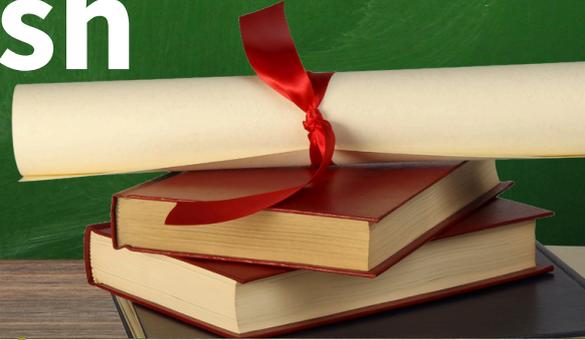


“This session was excellent - very informative and engaging throughout. There were great hands-on activities, which gave us the chance to really practice and get a feel for how AI works. The use of real-life examples helped bring the learning to life, and the questions asked sparked thoughtful discussions and further questions in a natural and engaging way. Overall, it was a fantastic session—I thoroughly enjoyed it and would definitely recommend it to a friend!”

Yemi, AI in the Workplace Learner



Functional Skills English



Why Join a Functional Skills English Course? You will:

- Improve your speaking, reading, and writing for work and everyday life.
- Build confidence in using English 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.
- Embedded maths skills to support your personal and professional development.

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



Helen, Functional Skills learner with Step2Skills teacher Maria

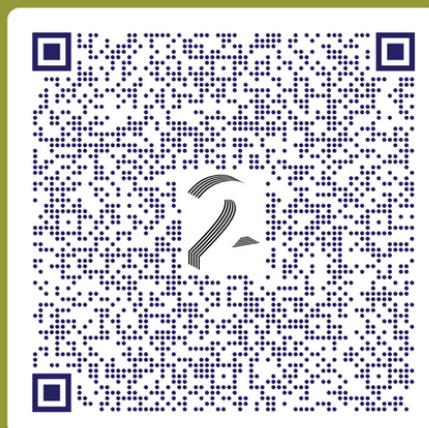
Our small class sizes ensure our teachers can provide the right support for each learner

 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.



English & Literacy Skills

Unlock your potential

Literary skills courses are a powerful way to upskill and unlock your full potential, whether you're aiming to enhance your writing, critical thinking or communication abilities to further your career or support someone else.

- Functional Skills English
- The English & Maths Toolbox
- Exploring Phonics
- Assertiveness & Communication Skills
- Content Writing for Profit
- How to Publish a Book
- Assertiveness and Communication Skills



Key observations from our 2024 Ofsted inspection report included:

‘Learners and apprentices achieve their personal goals and qualifications because teachers support them well in building their skills and knowledge over time. Many learners progress into employment or further study.’



Scan QR to browse and book our English & Literacy Skills course offer



step2skills.org.uk



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



Employability & Work Skills

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!

- CV Writing & Cover Letters
- Job Search in an Online World
- Job Search and Online Applications
- Interview Skills
- AI in the Workplace
- Assertiveness & Communication Skills
- Public Speaking and Presentation Skills
- Grow your Mind
- Motivation & Time Management
- Introduction to Microsoft Word
- Introduction to Microsoft Excel
- Improving your Skills in Microsoft Excel
- Improving your skills in Microsoft PowerPoint
- Improving your Skills in Microsoft Word

“Really good course - Louisa was brilliant, supportive, encouraging and helped me go right out of my comfort zone, also created a warm supportive group and encouraged honest and tactful feedback”

Sally, Step2Skills Learner



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



step2skills.org.uk

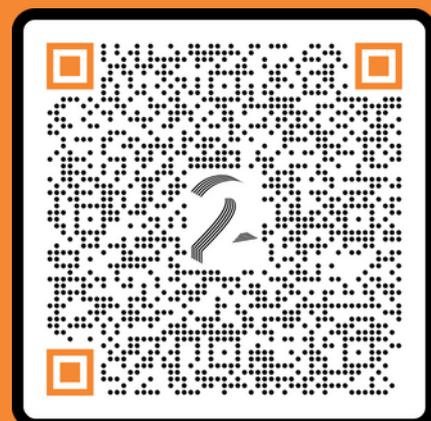


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Course not scheduled?
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Accredited Learning



Unlock your Potential with a Qualification

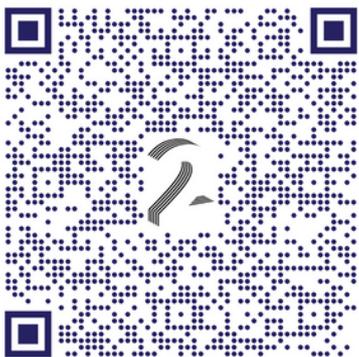
A qualification can be a transformative step towards unlocking your potential, validating your knowledge and skills but also opens doors to new opportunities, career advancement and personal growth.

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



“The course provided an excellent opportunity for the team to learn collectively and consolidate our knowledge. It allowed us to review the way we currently do things and identify areas for improvement. As a result, we have made positive changes to our processes to enhance the quality of the service we provide.”

Huwaydah, Step2Skills Learner



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



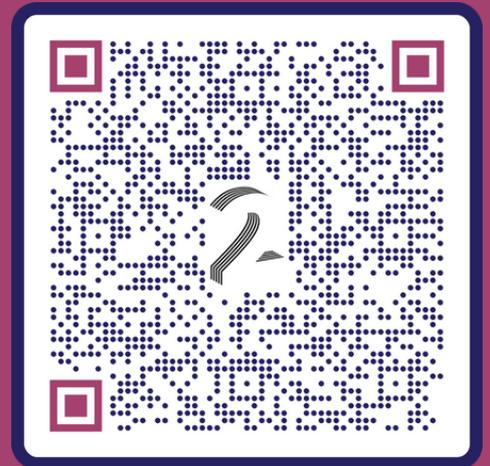
Health & Wellbeing

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.

- Assertiveness and Communication Skills
- Grow your Mind
- Boost your Confidence
- Motivation & Time Management
- Level 1 Award in Personal Resilience & Perseverance
- Level 1 Award in Setting and Achieving Personal Goals

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

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“I found the course very helpful in building my confidence and communication skills. It helped me to speak up more in the group at work and perform presentations. I feel better managing these situations.”

Marta - Learner on Boost your Confidence Course

Is English your second language?

Start your ESOL journey



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.

USING ESOL IN YOUR CAREER



Translator



Health care



Teacher



Mortgage Advisor



Call handler



Banking



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



Unlock your potential with a Step2Skills Skills Bootcamp



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

One such individual is Hertfordshire resident, Mel, who has recently completed our Skills Bootcamp in Early Years Childcare. Her volunteer work with the Hertfordshire Family Centres Service gave her a great foundation upon which she wanted to build her knowledge, with the eventual aim to enter paid work.



Mel kindly offered to share her thoughts on her Skills Bootcamp experience, through a series of short, engaging videos which are live on our YouTube channel.



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

For more information about our Early Years Skills Bootcamp please see the advert on the back page of this magazine or visit: www.step2skills.org.uk/SkillsBootcamps

Did you know? Thanks to the close links we have with other departments within HCC, learners who complete the Early Years Childcare Skills Bootcamp with us can benefit from industry knowledge and pathways/support into additional essential training, including Safeguarding and help with the new self-reporting online tax system which are the additional parts of the training you will need to become a registered Childminder.

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?**



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

www.hertfordshire.gov.uk/childminding



Hertfordshire

HOP



**CAN HELP YOU
FIND YOUR PERFECT
JOB OR CAREER**

USE **HOP** TO:

LOOK for apprenticeships

FIND OUT how to get
into different careers

DISCOVER Hertfordshire
employers - big and small

LEARN how to ace an Interview,
write a CV and complete
apprenticeship applications



WWW.HOPINTO.CO.UK

**HERTFORDSHIRE
FUTURES**



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 Best Practice and 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...



Lee Valley Boat Centre played a pivotal role in Alex's success story by fostering an inclusive and supportive workplace. When Alex, who is autistic and has a learning disability, joined a Step2Skills employment support programme, the employer welcomed him for a work experience placement and provided patient guidance and structured tasks. With ongoing collaboration between the Step2Skills team and the employer, Alex was able to build confidence and demonstrate his skills. The General Manager praised his progress—from needing close supervision to working independently and engaging positively with customers. Their inclusive approach not only helped Alex thrive but also led to an offer of seasonal paid employment, showing how businesses can create life-changing opportunities through understanding and flexibility.





OPEN TO TALENT

The Entertainer, Stevenage

Through the Employment Support services at Step2Skills, The Entertainer welcomed Chris for a month-long work experience placement at its Stevenage store. Supported by his Employment Adviser, Chris gained hands-on retail experience, developed customer service skills, and built confidence in a real-world setting. The Entertainer’s team provided a professional and caring environment, reinforcing its commitment to inclusivity.



Results

- Chris successfully transitioned from work experience to paid employment as a Seasonal Sales Assistant, standing out among over sixty applicants.
- The Entertainer demonstrated the impact of inclusive recruitment, benefiting from Chris’s enthusiasm and reliability.

Key take aways

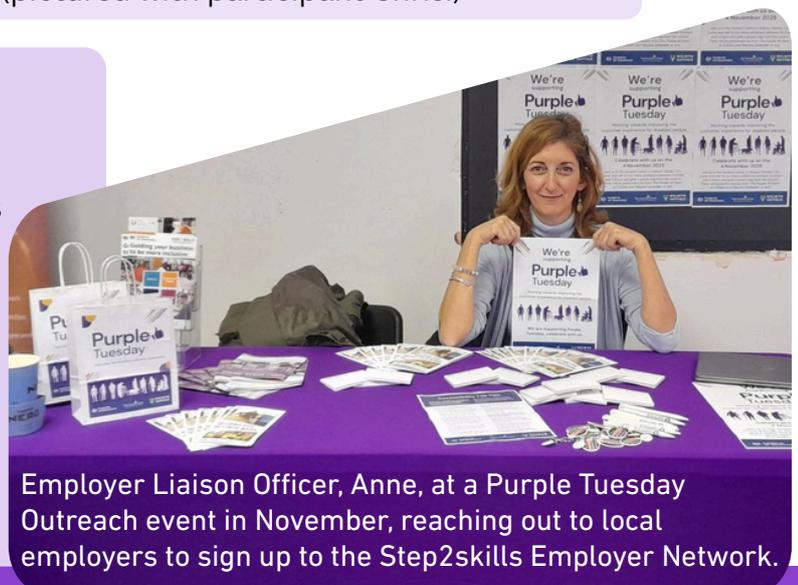
- Inclusive employment initiatives foster talent and diversity.
- Partnerships with supported employment services help businesses access motivated candidates.
- The Entertainer’s approach highlights how retail employers can lead in creating accessible career pathways.

“We will welcome improving opportunities for local residents to have meaningful work experience opportunities and look forward to collaborating further with Step2Skills in the future.”
Matt, Store Manager (pictured with participant Chris.)

→ ... 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 Liaison Officer, Anne, at a Purple Tuesday Outreach event in November, reaching out to local employers to sign up to the Step2skills Employer Network.





HERTFORDSHIRE LIBRARIES

Find out more about how Hertfordshire Libraries can support you, wherever you are on your learning journey, or pathway into work.

There are **46 libraries across Hertfordshire.**

Whether you are a member or not, you can make use of our study spaces – all our libraries have free Wi-Fi, making them a great space to prepare for interviews, research companies or complete course homework.



BorrowBox is a complete eLibrary in one app. Read ebooks and listen to audiobooks whether that's for pleasure, to take a break from your learning and relax, or to find useful reading to support your studies or job hunt.

Through **PressReader** and **Libby**, read digital editions of newspapers and magazines. PressReader is a fantastic resource with newspapers from around the world, as well as most UK national papers. Libby has 100s of magazines, covering many interests and hobbies. Magazines can be quite expensive, so save money (and time) and read them online, whenever and wherever you are.

For more traditional research and study, the following will be useful and can be accessed from home:

- **Britannica Online** – the online version of the encyclopaedia of reference
- **Oxford Dictionaries** – English and other language dictionaries with expert guidance on style, usage, grammar and spelling.
- **Go Citizen** – official study materials to prepare for the Life in the UK or British Citizenship tests. Available in over 60 languages.
- **Theory Test Pro** – practise the official UK theory driving test for cars and motorcycles. Available in over 60 languages.
- **Access to Research** – free access to over 30 million academic articles (in libraries only)

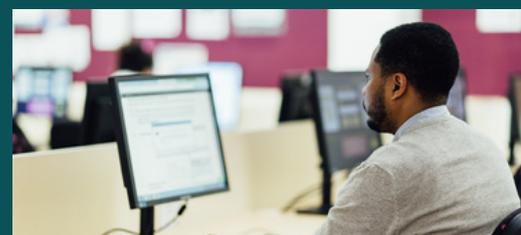
Check out your local library for more information on their services and workshops/clubs that may run at that particular branch. There's a lot to discover with Hertfordshire Libraries and if you have any questions, we always have someone to help you.

What can you get for free with a library card?



You can:

- Borrow up to 30 items
- Borrow ebooks
- Listen to e-audiobooks
- Read 1000s of online magazines and newspapers
- Use our public computers for up to 2 hours every day
- Use a Hublet tablet in the library (available in large and medium libraries only)
- Use our online resources



STAY IN THE KNOW

We hope you have enjoyed this magazine, we are planning the next issue in June 2026. 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.



CONTACT



www.step2skills.org.uk



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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!



Help to manage the cost of living

There is a range of support, advice, and services available to help you manage the cost of living.

Visit www.hertfordshire.gov.uk/costofliving
or call HertsHelp on 0300 123 4044



Funded by
UK Government

STEP 2 SKILLS
PREPARE FOR SUCCESS IN HERTS

**SKILLS
FOR LIFE**

**SKILLS
BOOTCAMPS**

Early Years

FREE ACCREDITED COURSE



Do you want to work in the Early Years Sector?

Perhaps you might like to work in a nursery or support an established childminder as their assistant. Kickstart your career in Early Years on this FREE 12-week Skills Bootcamp covering:

- Child development
- Food and nutrition
- Safeguarding

Please note eligibility criteria apply and learners must commit to 5 hours of online learning per week.

Kickstart your career

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

www.step2skills.org.uk/SkillsBootcamps



GAIN

- ✓ Level 2 certificate
- ✓ 1:1 Careers Advice
- ✓ Paediatric Emergency First Aid Certificate



**HERTFORDSHIRE
FUTURES**

