

# STEP2SKILLS NEWS

The home of adult learning opportunities and employment support



## CONNECT TO WORK

Funded by **UK Government**

**Tom's journey into work**, with the support of Step2Skills

**Local organisations** who can support you

**Support into work**  
How we can help you

**Learning opportunities**  
Gain skills to move on

# FOREWORD

CHANTAL LOMMEL, HEAD OF SERVICE

**“To find joy in work is to discover the fountain of youth”**

— Pearl S. Buck, Author and Humanitarian (1892-1973)



**1.9 million people in the UK would like to work but are not participating in the labour market. Meanwhile, in Hertfordshire, 14.3% of the county's residents report a disability or life-long illness which limits their daily activities.**

Please let those figures sink in and you'll begin to understand why the Government has launched a new Supported Employment programme, Connect to Work, which Step2Skills is proud to be coordinating and delivering across Hertfordshire.

Passionate about the benefits that paid, sustainable work can bring to local residents, Step2Skills have been able to make Hertfordshire one of the first counties to set up the required systems and processes. We are delighted to be welcoming eligible residents onto the programme, offering tailored Supported Employment for up to 12 months. This one-to-one support gives each individual the help they need to assess their potential, determine their employment aspirations and overcome the challenges, or barriers, that have to date prevented them from finding employment. Employers who believe in or would like to understand the benefits of creating a diverse workforce should get in touch with our team. Read more about the Connect to Work programme on page 3.

In other news, we're thrilled to be running Employment Advisor Skills Bootcamps which will equip learners with both the skills AND a Level 3 accreditation in the core values of Supported Employment, as well as a strong grounding in the principles of Information, Advice and Guidance. The skills learnt are highly transferable, whether the learner goes on to become a Supported Employment Advisor, or they use it to help them in another mentoring/coaching job role. This Skills Bootcamp is in addition to our existing Early Years Childcare Skills Bootcamp, which continues to train Hertfordshire residents like Mel, who are looking to develop their careers working with young children. (Page 14)

Finally, as ever, we bring you stories of success across the service, including a focus on staunch supporter and local employer, Nando's, who is continuing to champion inclusivity within their business (Page 11).

## In this issue

➤ Supporting you into work	3	➤ Is English your second language?	12
➤ Our community partners	5	➤ Coaching confidence through teaching	13
➤ Courses & Workshops	6-10	➤ From volunteer, to new career	14
➤ Nando's - Serving up inclusion	11	➤ Accredited learning to propel your career	16

# Supporting you into work

Our goal at Step2Skills, alongside our delivery partners, Sunnyside Rural Trust and SPS Training Ltd., 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 progress or maintain employment



## 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.

### 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.

### 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.

### Guidance and support

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

### 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.

### 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 could help.



**Gemma, 39**

A stay-at-home mum who has recently been diagnosed with autism.

Gemma was last employed aged 25. She struggled to find stability in work. After years of uncertainty, a conversation with her child's teacher led to an autism diagnosis. Lacking qualifications and anxious about returning to work, she turned to Step2Skills.



**Satinder, 47**

An unpaid carer whose parents have both recently passed away.

Since leaving school at 16, Satinder cared for her elderly parents. After their passing two years ago, she's struggled to find work due to low confidence and no job experience. She's eager to work for social and financial reasons but lacks a CV and hasn't had success with applications.



**Michael, 32**

Living with mental health conditions which include anxiety

When Michael's anxiety peaks, he struggles to leave the house and worries about the journey, making work difficult despite enjoying it. His last contract wasn't renewed due to absences. He's working with Step2Skills to find him a flexible, understanding employer.

## Tom's journey into work - (Pictured on front cover)

Tom, in his 30s from North Hertfordshire, joined our Local Supported Employment programme with seven years of experience as a stockroom assistant. With encouragement and support from his Employment Adviser, Tom began applying for retail and warehouse roles that matched his skills. A breakthrough came when we connected with a warehouse hosting a recruitment open day. By working directly with the employer, we created a job carve tailored to Tom's strengths. He was offered a role as a Warehouse Operative, and successfully completed training in both freezer and ambient departments, as well as training for ride-on machinery.

Tom now works 15 hours a week, gets to work using taxis via Access to Work, and is valued for his consistent, high-quality performance. He feels accepted, confident, and enjoys learning new skills in a role that provides structure, routine, and new friendships.

Tom's story highlights how personalised support and inclusive employers can lead to meaningful work and a renewed sense of purpose.

## Liam's Pathway to Fulfilment

Liam joined the Local Supported Employment service in March 2025 after two years away from work. With limited experience in café roles, his preferred career path, Liam sought support from Step2Skills to rebuild his confidence and prepare for employment. Struggling with motivation and wellbeing due to repeated job rejections, Liam worked closely with his Employment Adviser to find an inclusive employer. A partnership with The British School Museum café in Hitchin led to a tailored work taster opportunity as a Café Assistant. With one-to-one support, Liam integrated into the team, explored various café responsibilities, and quickly met expectations. The experience gave him structure, boosted his confidence, and helped him feel part of a community. His employer praised Liam as 'very personable and committed to do well, with a great rapport with customers'.

Liam's journey is one of many success stories from the Local Supported Employment project, proving how inclusive employers can transform lives.



## Desmond's Work Taster

Desmond has 16 years of experience in retail and is eager to return to the industry. With support from his Employment Adviser, a two-week work taster was arranged at Tesco Hatfield Extra, where Sue and her team warmly welcomed him. The placement was designed to rebuild Desmond's confidence by allowing him to refresh his skills in a supportive environment. On his first day, Desmond assisted customers at self-checkouts, learned about warehouse operations, and helped tidy stock on the shop floor known as 'rumble'.

Tesco staff encouraged Desmond to ask questions and make the most of the experience. This opportunity has paved the way for him to apply for a Christmas Temp Vacancy in October, offering a promising route back into paid work. Desmond's story highlights how inclusive work tasters can help individuals reconnect with their skills, build confidence, and take meaningful steps toward employment.

In 2025 to 2026, the Step2Skills team of teachers will deliver workshops from venue libraries across the county.

This is in addition to our online learning opportunities.

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



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

and

— Live Online across Hertfordshire

## Our network of learning providers across Hertfordshire

Our fantastic network of partners also deliver Step2Skills-funded courses and workshops across Hertfordshire. Get in touch with them today.

Community Action Dacorum  
Telephone: 01442 253935  
Email: [learning@communityactiondacorum.org.uk](mailto:learning@communityactiondacorum.org.uk)  
Website: [www.communityactiondacorum.org](http://www.communityactiondacorum.org)

SPS Training Solutions  
Telephone: 01438 537699  
Email: [enquiries@sps-training.com](mailto:enquiries@sps-training.com)  
Website: [www.sps-training.com](http://www.sps-training.com)

Watford Women's Centre  
Telephone: 01923 816229  
Email: [general@watfordwomenscentre.org.uk](mailto:general@watfordwomenscentre.org.uk)  
Website: [www.wwcplus.org.uk](http://www.wwcplus.org.uk)

Be Positive  
Telephone: 01462 287808  
Website: [www.bepositive.now.co.uk](http://www.bepositive.now.co.uk)  
Email: [info@bepositive.now.co.uk](mailto:info@bepositive.now.co.uk)

Communities 1st  
Telephone: 01727 649960  
Website: [www.communities1st.org.uk](http://www.communities1st.org.uk)  
Email: [training@communities1st.org.uk](mailto:training@communities1st.org.uk)

Impact Mental Health Peer Support  
Telephone: 01582 797596  
Website: [www.impactmh.org.uk](http://www.impactmh.org.uk)

Sunnyside Rural Trust  
Telephone: 01442 863364  
Website: [www.sunnysideruraltrust.org.uk](http://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](http://www.ssgservices.co.uk)  
Email: [courses@ssgservices.co.uk](mailto:courses@ssgservices.co.uk)

# Digital Skills

## Courses & Workshops



Scan me with your  
phone camera for  
our latest **Digital  
Skills** courses &  
workshops

**Digital Photography** - 04 November 2025 - 02 December 2025 - Tue - 10:15 - 12:45 - 5 weeks - Hatfield - £25

**Introduction to Digital Marketing** - 05 November 2025 - 03 December 2025 - Wed - 10:15 - 12:45 - 5 weeks - Stevenage - £25

**Introduction to Microsoft Word workshop** - 05 November 2025 - 05 November 2025 - Wed - 14:00 - 16:30 - 2.5 hours - Stevenage - £5

**Improving Your Skills in Microsoft Excel** - 06 November 2025 - 04 December 2025 - Thu - 12:30 - 15:00 - 5 weeks - Online - £25

**Introduction to Digital Marketing** - 06 November 2025 - 04 December 2025 - Thu - 09:15 - 11:45 - 5 weeks - Online - £25

**Content Writing for Profit** - 07 November 2025 - 05 December 2025 - Fri - 09:30 - 12:00 - 5 weeks - Online - £25

**Improving Your Skills in Microsoft PowerPoint** - 11 November 2025 - 09 December 2025 - Tue - 09:15 - 11:45 - 5 weeks - Online - £25

**Improving Your Skills in Microsoft Word** - 12 November 2025 - 10 December 2025 - Wed - 14:00 - 16:30 - 5 weeks - Stevenage - £25

**Protecting Children Online - Taster** - 11 December 2025 - 11 December 2025 - Thu - 12:30 - 15:00 - 2.5 hours - Online - £5

**Staying Safe Online - Taster** - 11 December 2025 - 11 December 2025 - Thu - 09:15 - 11:45 - 2.5 hours - Online - £5

**Digital Skills for Work** - 14 January 2026 - 11 February 2026 - Wed - 09:15 - 11:45 - 5 weeks - Online

**Job search in an Online World** - 14 January 2026 - 11 February 2026 - Wed - 10:15 - 12:45 - 5 weeks - Stevenage

**Introduction to Digital Marketing** - 14 January 2026 - 11 February 2026 - Wed - 14:00 - 16:30 - 5 weeks - Hatfield

**Content Writing for Profit** - 15 January 2026 - 12 February 2026 - Thu - 13:30 - 16:00 - 5 weeks - Online

**Smart Living with AI** - 15 January 2026 - 15 January 2026 - Thu - 09:30 - 14:30 - 5 hours - Online

**AI in the Workplace** - 22 January 2026 - 22 January 2026 - Thu - 09:30 - 14:30 - 5 hours - Online

**Content Writing for Profit** - 22 January 2026 - 19 February 2026 - Thu - 09:30 - 12:00 - 5 weeks - Online

**Online Job search and Applications** - 27 January 2026 - 27 January 2026 - Tue - 12:30 - 15:00 - 2.5 hours - Online



Scan me with your phone camera for our latest English & ESOL information

## Courses & Workshops

We run Functional Skills qualification courses in English all year round.

Functional Skills qualifications are intended for anyone wishing to develop their English. They focus on both the underpinning skills as well as the ability to apply English to different contexts. We offer Entry Level, Level 1 and Level 2 qualification courses.

Please note you must register to undertake an initial test online to determine your level before you can book on our Functional Skills courses, available at: [www.step2skills.org.uk/englishandmaths](http://www.step2skills.org.uk/englishandmaths)

Our Functional Skills courses are split into two parts. In part one your teacher will also assess you and prepare you to study the qualification. In part two you will be given the tools and strategies to communicate effectively in the written and spoken word and to pass your exams.

We also offer ESOL courses for speakers of other languages.

You can apply at [www.step2skills.org.uk/englishandmaths](http://www.step2skills.org.uk/englishandmaths)

**Helping your child with Phonics** - 04 November 2025 - 09 December 2025 - Tue - 09:15 - 11:45 - 5 weeks - Oxhey - £25

**Functional Skills English Level 1 / L2** - 05 January 2026 - 25 March 2026 - Mon & Weds - 09:30 - 12:00 - 24 weeks - Online

**Functional Skills English Level 1 / L2** - 05 January 2026 - 25 March 2026 - Mon & Weds - 18:00 - 20:30 - 24 weeks - Online

**Functional Skills English Level 1 / L2** - 06 January 2026 - 26 March 2026 - Tues & Thurs - 09:30 - 12:00 - 24 weeks - Online

**Functional Skills English Level 1 / L2** - 14 January 2026 - 8<sup>th</sup> July 2026 - Weds - 18:00 - 20:30 - 24 weeks - Online

**The Maths Toolbox** - 13 January 2026 - 10 February 2026 - Tue - 09:15 - 11:45 - 5 weeks - Oxhey

**The Maths Toolbox** - 13 January 2026 - 10 February 2026 - Tue - 13:00 - 15:30 - 5 weeks - Hemel

**Come and study with Step2Skills, make new connections, friendships and improve your understanding of the English language, like these learners below.**



# Accredited Learning

## Courses



Scan me with your  
camera for our latest  
Accredited Learning  
courses

**Level 1 Award in Understanding and Displaying British Values** - 20 October 2025 - 29 October 2025 - Mon & Weds - 09:30 - 12:00 - 4 sessions, across 2 weeks - Welwyn Garden City/Online - £25

**Level 1 Award in Progression - Social Media Marketing** - 30 October 2025 - 15 January 2026 - Thu - 09:30 - 12:00 - 9 weeks - Online - £25

**Level 1 Award in Equality and Diversity in Everyday Life** - 03 November 2025 - 01 December 2025 - Mon - 09:30 - 12:00 - 5 weeks - Online - £25

**Level 1 Award in Understanding and Displaying British Values** - 03 November 2025 - 01 December 2025 - Mon - 13:00 - 15:30 - 5 weeks - Online - £25

**Level 1 Award in An Introduction to Early Years Settings** - 07 November 2025 - 30 January 2026 - Fri - 09:30 - 12:00 - 10 weeks - Online - £25

**Level 1 Award in Preparing to Work in Adult Social Care** - 07 November 2025 - 06 February 2026 - Fri - 09:30 - 12:30 - 11 weeks - Online - £25

**Level 2 Award in Digital Marketing** - 07 November 2025 - 12 December 2025 - Fri - 09:15 - 11:45 - 6 weeks - Online - £25

**Level 1 Award in Personal Resilience & Perseverance** - 12 November 2025 - 10 December 2025 - Wed - 13:30 - 16:00 - 5 weeks - Online - £25

**Level 1 Award in Preparing to Work in Schools** - 13 November 2025 - 29 January 2026 - Thu - 12.3 - 15:00 - 10 weeks - Online

**Level 1 Award in Setting and Achieving Personal Goals** - 13 November 2025 - 11 December 2025 - Thu - 09:30 - 12:00 - 5 weeks - Online - £25

**Level 2 Certificate in Understanding Mental health first aid and mental health advocacy in the workplace** - 06 January 2026 - 10 March 2025 - Tuesday - 11 weeks - Online

**Level 2 Certificate in Information, Advice or Guidance** - 12 January 2026 - 16 March 2026 - Mon - 09:15 - 11:45 - 10 weeks - Online

**Level 1 Award in Equality and Diversity in Everyday Life** - 12 January 2026 - 09 February 2026 - Mon - 13:00 - 15:30 - 5 weeks - Online

**Level 1 Award in Understanding and Displaying British Values** - 12 January 2026 - 09 February 2026 - Mon - 09:30 - 12:00 - 5 weeks - Online

**Level 2 Award in Digital Marketing** - 13 January 2026 - 17 February 2026 - Tue - 09:15 - 11:45 - 6 weeks - Online

**Level 1 Award in Setting and Achieving Personal Goals** - 14 January 2026 - 11 February 2026 - Wed - 13:30 - 16:00 - 5 weeks - Stevenage Library

**Level 1 Award in Personal Resilience & Perseverance** - 14 January 2026 - 11 February 2026 - Wed - 13:30 - 16:00 - 5 weeks - Online

**Level 1 Award in Understanding and Displaying British Values** - 15 January 2026 - 12 February 2026 - Thu - 09:30 - 12:00 - 5 weeks - Online



Scan me with your  
camera for our latest  
Skills for Work courses  
& workshops

**Interview Skills - Taster** - 29 October 2025 - 29 October 2025 - Wed - 09:30 - 12:00 - 2.5 hours - Oxhey - £5

**Interview Skills - Taster** - 30 October 2025 - 30 October 2025 - Thu - 09:30 - 12:00 - 2.5 hours - Online - £5

**Interview Skills - Taster** - 30 October 2025 - 30 October 2025 - Thu - 13:30 - 16:00 - 2.5 hours - Online - £5

**Grow Your Mind - Taster** - 04 November 2025 - 04 November 2025 - Tue - 12:30 - 15:00 - 2.5 hours - Online - £5

**Job search in an Online World** - 05 November 2025 - 03 December 2025 - Wed - 09:15 - 11:45 - 5 weeks - Online - £25

**Assertiveness and Communication Skills** - 05 November 2025 - 03 December 2025 - Wed - 09:30 - 12:00 - 5 weeks - Oxhey - £25

**Grow Your Mind** - 05 November 2025 - 03 December 2025 - Wed - 13:00 - 15:30 - 5 weeks - Hatfield - £25

**Public Speaking and Presentation Skills** - 06 November 2025 - 06 November 2025 - Thu - 10:00 - 15:00 - 5 hours - Online - £10

**Grow Your Mind - Taster** - 06 November 2025 - 06 November 2025 - Thu - 09:30 - 12:00 - 2.5 hours - Online - £5

**Job search in an Online World** - 11 November 2025 - 09 December 2025 - Tue - 12:30 - 15:00 - 5 weeks - Online - £25

**Boost Your Confidence** - 13 November 2025 - 11 December 2025 - Thu - 09:30 - 12:00 - 5 weeks - Online - £25

**CV Writing & Cover Letters - Taster** - 13 November 2025 - 13 November 2025 - Thu - 13:30 - 16:00 - 2.5 hours - Online - £5

**Interview Skills - Taster** - 20 November 2025 - 20 November 2025 - Thu - 13:30 - 16:00 - 2.5 hours - Online - £5

**Job Search and Online Applications - Taster** - 27 November 2025 - 27 November 2025 - Thu - 13:30 - 16:00 - 2.5 hours - Online - £5

**Motivation and Time Management - Taster** - 04 December 2025 - 04 December 2025 - Thu - 13:30 - 16:00 - 2.5 hours - Online - £5

**Grow Your Mind - Taster** - 10 December 2025 - 10 December 2025 - Wed - 09:15 - 11:45 - 2.5 hours - Online - £5

**Motivation and Time Management - Taster** - 10 December 2025 - 10 December 2025 - Wed - 09:30 - 12:00 - 2.5 hours - Oxhey - £5

**CV Writing & Cover Letters - Taster** - 16 December 2025 - 16 December 2025 - Tue - 12:30 - 15:00 - 2.5 hours - Online - £5

# Skills for Work (ctd)

## Courses & Workshops



Scan me with your  
camera for our latest  
Skills for Work  
courses & workshops

**Public Speaking and Presentation Skills** - 18 December 2025 - 18 December 2025 - Thu - 10:00 - 15:00 - 5 hours - Online - £10

**Motivation and Time Management - Taster** - 07 January 2026 - 07 January 2026 - Wed - 09:30 - 12:00 - 2.5 hours - Oxhey

**Grow Your Mind - Taster** - 08 January 2026 - 08 January 2026 - Thu - 09:30 - 12:00 - 2.5 hours - Online

**Boost Your Confidence - Taster** - 08 January 2026 - 08 January 2026 - Thu - 09:30 - 12:00 - 2.5 hours - Online

**Motivation and Time Management - Taster** - 08 January 2026 - 08 January 2026 - Thu - 13:30 - 16:00 - 2.5 hours - Online

**How to Publish a Book** - 13 January 2026 - 10 February 2026 - Tue - 10:15 - 12:45 - 5 weeks - Hatfield

**CV Writing & Cover Letters - Taster** - 13 January 2026 - 13 January 2026 - Tue - 12:30 - 15:00 - 2.5 hours - Online

**Public Speaking and Presentation Skills** - 14 January 2026 - 11 February 2026 - Wed - 09:30 - 12:00 - 5 weeks - Oxhey

**Job search in an Online World** - 14 January 2026 - 11 February 2026 - Wed - 10:15 - 12:45 - 5 weeks - Stevenage

**Assertiveness and Communication Skills** - 15 January 2026 - 12 February 2026 - Thu - 09:30 - 12:00 - 5 weeks - Online

**Public Speaking and Presentation Skills** - 15 January 2026 - 12 February 2026 - Thu - 13:30 - 16:00 - 5 weeks - Online

**How to Publish a Book** - 16 January 2026 - 13 February 2026 - Fri - 09:30 - 12:00 - 5 weeks - Online

**Interview Skills** - 20 January 2026 - 20 January 2026 - Tue - 12:30 - 15:00 - 2.5 hours - Online

**Online Job search and Applications -Taster** - 27 January 2026 - Tue - 12:30 - 15:00 - 2.5 hours - Online



**Apply via our website:**  
[www.step2skills.org.uk/employmentsupport](http://www.step2skills.org.uk/employmentsupport)

Join the Team programme, our 12-week personal development course, for the chance to gain new skills, take a qualification and meet new people.

- Take on your own group community project
- Take part in a residential trip
- Get two weeks' work experience
- Develop your English and maths skills
- Spend some time developing your CV and interview skills

# Nando's & Step2Skills: Serving Up Inclusion in the Workplace

From the moment Step2Skills was introduced to Nando's through Watford Borough Council Chairman, Simon Feldman in early 2024, it was clear that this was more than just a partnership—it was the beginning of a shared mission.

In that first meeting with Joao Almeida (Watford Met Quarter Restaurant Manager) and Bernard Quaye (Hemel Jarman Park Manager), the energy was electric. Joao's words still resonate with us:

**"We don't want to work with Step2Skills because we have a recruitment problem—we want to work with you because it's the right thing to do."**

This ethos perfectly mirrors the values of Step2Skills. Nando's has shown time and again that they are not just an employer—they are a champion of inclusion, committed to creating real opportunities for individuals with disabilities and those facing barriers to employment.

## A Year of Impactful Collaboration

Over the past year, Nando's has shown outstanding support for Step2Skills and our participants:

- They've built strong community links with partners like Sunnyside Rural Trust, Watford FC & Watford General.
- Attended 4 Inclusive Job Fairs, leading to 7 Discovery Days and 5 paid outcomes across multiple branches.
- Launched a supported internship with West Herts College, with plans to expand.
- Connected us with other Nando's locations.
- Shared strategic insights via Joao's role on our Employer Forum Board.
- Created 4 supported internships with potential for paid roles.
- Promoted inclusive hiring through regional manager presentations.
- Took part in Neurodiversity Awareness training
- Worked with Regional Director Mark Betts to join the Disability Confident Scheme.

Nando's has demonstrated unwavering commitment, compassion, and leadership in supporting inclusive employment. Their partnership with Step2Skills is not just a success story—it's a blueprint for what inclusive, community-driven employment should look like.



**Nando's**

*'Everyone is welcome'*

'We believe that there is no such thing as a 'typical Nandoca' (our word for employee), but what connects us all is the commitment to being open-minded, embracing and accepting of every individual. We are proud to welcome everyone who shares these values and attitudes. At the same time, we aim to create a place where our people feel they can be themselves, belong, grow and in turn deliver a great experience to our customers.'



# Start your ESOL journey

# Is English your second language?

If English is your second language and you are new to Hertfordshire, or have been here for a while, Step2Skills can help you grow and develop. 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.

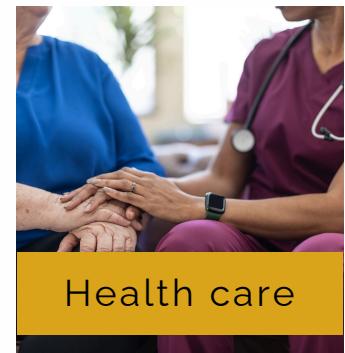
**Job Satisfaction:** Feel the reward of making a real impact on people's lives by helping them communicate.

**Career Progression:** Gain experience that can lead to more opportunities in translation, interpretation, or other bilingual roles.

## USING ESOL IN YOUR CAREER



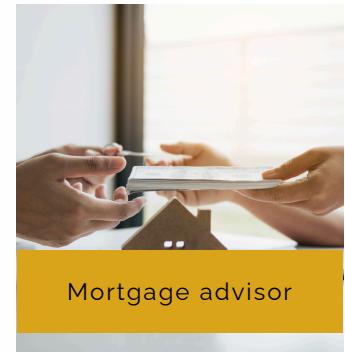
Translator



Health care



Teacher



Mortgage advisor



Call handler



Banking

I really enjoyed the Step2Skills course. I liked working with my classmates, they are all very kind. It was a good experience for me and helped me feel more confident when I speak to people in English.

Next, I want to ~~and~~ continue learning English to improve more.

Apply to start your ESOL journey today;  
[www.step2skills.org.uk/EnglishandMaths](http://www.step2skills.org.uk/EnglishandMaths)

# Coaching Confidence:

‘Why I teach communication differently—and why employers should care.’

By Maria Zahariea, English Skills Teacher

Imagine logging into a virtual classroom filled with adults who’ve been told—sometimes for decades—that they’re not good enough. Many are migrants, parents, or individuals overcoming mental health challenges and educational trauma. They arrive unsure of their abilities, often learning in a second language, and juggling real-life responsibilities.

At Step2Skills, we don’t just teach English—we coach confidence.

In our Functional Skills English (Level 1 & 2) courses, I’ve embedded a self-coaching model into Speaking, Listening and Communication (SLC). Inspired by thinkers like Louise Evans, Angela Duckworth, and Shauna Shapiro, it’s focussed on helping learners:

- Listen actively and respond with empathy
- Speak assertively using facts and opinions
- Ask purposeful questions and give constructive feedback
- Set goals and reflect on their progress

These are more than academic outcomes—they’re the soft skills employers are crying out for: emotional intelligence, adaptability, and clarity in communication.



In our pilot programme, 34 learners passed their SLC assessments first time. They spoke passionately on topics like dementia care and healthy eating for children—often breaking cultural taboos to do so.

Our virtual classrooms are full of real-life interruptions—children asking for snacks, pets on laps, TVs in the background. But instead of seeing these as distractions, we treat them as training grounds for real-world communication. Learners learn to stay focused, speak up, and listen through noise—just like they would in a busy workplace.

These learners didn’t just pass an exam. They reclaimed their voice, built resilience, and proved they can thrive under pressure.

## Why Employers Should Care

When you meet a Step2Skills learner, you’re meeting someone who has:

- Overcome significant personal and educational barriers
- Learned to communicate clearly and confidently in diverse environments
- Built the confidence to ask questions, give feedback, and collaborate under pressure
- Developed empathy, cultural awareness, and real-world resilience

They’re not just ready for the workplace—they’re ready to lead.

# From volunteer, to new career!

Like Mel, unlock your potential with a Step2Skills Skills Bootcamps

**Step2Skills is proud 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.

Meanwhile, here's what you can expect from a Step2Skills Skills Bootcamp:



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



## **A Pathway to Employment**

Whether you're looking to enter the workforce for the first time or return after a break, our Skills Bootcamps provide a clear route into paid work. Mel shared how volunteering led to a fulfilling job thanks to the support and structure of the programme.

## **Confidence Building**

Confidence is key to success, and Skills Bootcamps are designed to help you build self-belief in a supportive environment. From interview preparation to workplace skills, we help you feel ready to take on new challenges.

## **Skills That Matter**

Our Skills Bootcamps focus on enhancing existing skills and developing new ones that are in demand. Whether you're upskilling or refreshing your knowledge for a new role, there's something for everyone.

## **Personalised Support**

Participants consistently highlight the great support they receive throughout the programme. From teachers to career advisors, our team is here to guide you every step of the way.

## **Real Impact**

As Mel put it, there's "everything to gain" from joining a Skills Bootcamp. The experience is not just about learning—it's about transformation.

Ready to take the next step? Visit our website to learn more and register for a Skills Bootcamp today. Your future starts here!

 [www.step2skills.org.uk/SkillsBootcamps](http://www.step2skills.org.uk/SkillsBootcamps)

# Take your first steps towards a new career

Gain skills, confidence and a Certificate with our new Accredited Courses



## Level 1 Award in Progression - Social Media Marketing

Build your skills in writing and digital marketing for online platforms. Learn how to create engaging content, select impactful images, and connect with audiences through social media. Perfect for freelancers, entrepreneurs, or anyone looking to enhance their marketing and writing abilities.

£25 | 9 weeks | Starts Thurs 30th Oct | Online



## Level 2 Award in Digital Marketing

Gain practical skills to plan, manage, and evaluate digital marketing campaigns. Learn to use key platforms, conduct market research, and create targeted content. Ideal for small business owners, freelancers, or anyone looking to upskill in digital marketing strategy.

£25 | 6 weeks | Starts Fri 7<sup>th</sup> Nov | Online



## Level 1 Award in an Introduction to Early Years Settings

This course provides a basic understanding of childcare for children aged 0-5, covering the value of play for babies and young children, roles in early years settings, and links with the community. This qualification is ideal for adults looking to work or volunteer in nurseries or pre-schools.

£25 | 10 weeks | Starts Fri 7<sup>th</sup> Nov | Online



## Level 1 Award in Preparing to Work in Adult Social Care

This course offers an introduction to the adult social care sector, covering key roles, values, communication, and responsibilities. It's ideal for anyone exploring a career in health and social care and provides a foundation for further learning.

£25 | 11 weeks | Starts Fri 7<sup>th</sup> Nov | Online



## Level 1 Award in Preparing to Work in Schools

This course introduces the key aspects of working in a school setting, including school procedures, child development, safeguarding, and communication. It's ideal for anyone considering volunteering or starting a career in a school setting, and provides a solid foundation for further training.

£25 | 10 weeks | Starts Thurs 13<sup>th</sup> Nov | Online

Please visit [step2skills.org.uk](http://step2skills.org.uk) or scan QR to book

or call us on 01992 556194





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 16-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](http://www.step2skills.org.uk/SkillsBootcamps)



**GAIN**

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



**HERTFORDSHIRE  
FUTURES**



**SKILLS  
FOR LIFE**  
**SKILLS  
BOOTCAMP**