



# **REFRESH** your skills

**Carrowbreck Courses**

**January to June 2025**



**Broadland**  
District Council





# Discover your talent at Carrowbreck

## Welcome

One of our key ambitions is achieving economic success. As part of this commitment, we offer a variety of courses for your business and personal development, helping to start, support and grow local enterprise.

From improving your knowledge of Microsoft Office to starting your own business, all our courses are delivered by freelance tutors who are experts in their chosen field.

We have been a trusted training provider for more than 25 years, offering high quality courses at affordable prices to help local businesses develop and succeed.

All training courses take place at Carrowbreck House – a spacious and comfortable learning environment just off Drayton High Road in Hellesdon, minutes from Norwich's outer ring road and the Broadland Northway.

Our range of courses is available to be delivered off-site at your premises should you prefer.

All information is correct at time of going to press and may be subject to change.

# January to June 2025

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# Grow your business

## Getting your website liked by Google

The course will provide plenty of practical tips for business owners looking to improve their chances of ranking highly on search engines.

The focus of the course is on actionable steps that business owners can take themselves to improve their SEO.

**Dates:** 27 February, 19 May

**Time:** 9.30am to 1pm

**Price:** £54



## Become a workplace financial champion

Money worries are a primary cause of stress and anxiety for many business owners and their employees. Yet money is still a topic that we find difficult to open up about, which means that stresses spill over. This affects, not just our bank balances, but our emotional, mental and physical health - all of which can negatively impact our focus and performance at work.

New  
course

As part of your employee wellbeing programme, by training dedicated Financial Champions, you will create and build a positive culture where your employees can feel safe talking about any money stresses that are following them around, and can support them in taking appropriate, positive steps to become financially more resilient at home and at work.

**Dates:** 7 March, 3 June

**Time:** 9.30am - 12.30pm

**Price:** £85



## Improve your money habits

“Earning more, spending less, and saving or investing the difference” - we all know what we should be doing, but often find that it is just not that simple. It doesn't matter how hard we work, or how many times we try to do things differently, our bank balances don't seem to reflect our efforts and intentions.

New  
course

This course will help anyone who wants to better understand and improve their relationship with money and financial behaviours, and will provide tips and resources to make quick and sustainable practical changes to improve your financial health.

**Dates:** 7 March, 3 June

**Time:** 1.30pm - 4pm

**Price:** £65



## Canva for beginners

This is an ideal course for complete novices who want to learn the basics of how to use Canva for their business.

Ready to bring your creative ideas to life? Whether you're looking to design stunning social media graphics, eye-catching presentations, or personalised invitations, this Canva Workshop has you covered!

**Dates:** 3 February, 7 May

**Time:** 9.30am - 12.30pm

**Price:** £54

## Canva for business: advanced training

This session is tailored for those who have a solid understanding of Canva's fundamentals. Discover Canva's advanced features and learn how to create more impactful, professional designs.

**Dates:** 18 March, 12 June

**Times:** 9.30am - 12.30pm

**Price:** £54

“Thoroughly enjoyed today, excellent course, excellent trainer. Lunch was delicious. Thank you.”

## Setting up and planning effective newsletters:

This workshop is for anyone who wants to know how to set up a newsletter, what to say and how to send it so that you can start reaping the many rewards of keeping in touch with your customers.

**Dates:** 5 March, 4 June

**Time:** 9.30am – 12.30pm

**Price:** £54

“Very clear and easy to understand. Happy to tailor the course to delegates’ individual needs.”

## AI powered efficiency

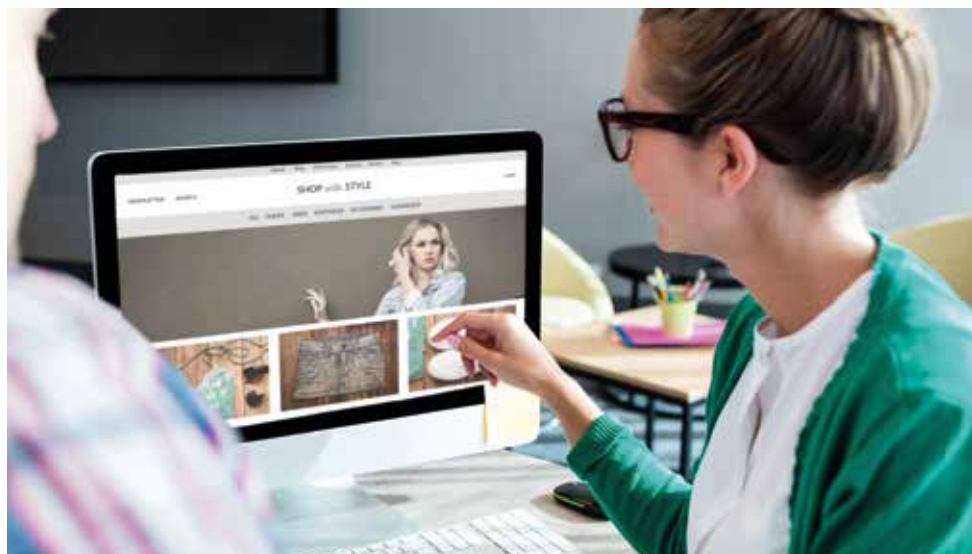
Unlock the power of AI to streamline content creation and everyday tasks, and optimise business processes in this practical workshop designed for small and medium businesses. We’ll explore how AI can automate lengthy workflows, enhance data use, and generate valuable content using easily available tools like ChatGPT. You’ll learn to identify automation opportunities, experiment with AI solutions, and prototype simple, impactful automations – no coding required.

New  
course

**Dates:** 20 March, 23 June

**Time:** 9.30am to 4pm

**Price:** £130





## Marketing with social media

Social media can be complex but also an exciting, mobile and inclusive area of digital communication. This course covers how to make it work for your business by looking at your audience and what content can help maximise your exposure.

**Date:** 20 January, 15 April

**Time:** 9:30am to 4pm

**Price:** £109



Please bring login details  
for all the social media  
platforms you have.

It is recommended you have  
active pages set up on the  
relevant platforms before  
attending.

## Facebook for your business

With more than two billion users, Facebook is the most successful social media platform. Knowing that your business should be on Facebook and knowing what your business should be doing on Facebook are completely different. If you are one of the many businesses that are on Facebook but are unsure of how to generate leads, customers or money from it then this workshop is for you.

**Dates:** 6 March, 10 June

**Time:** 9:30am to 4pm

**Price:** £109

## Business Newsletter

Your number one source  
of regular local business  
support, events and  
opportunities

**Sign up here**



## Video marketing

Video is one of the fastest marketing tactics and with businesses reporting growth linked directly to video marketing, this course will aim to cover the types of video, editing and filtering as well as vlogs, live streaming and more.

**Dates:** 12 February, 14 May

**Time:** 9:30am to 12:30pm

**Price:** £54

## TikTok for business

TikTok is now one of the most popular social media platforms, with over 1 billion users monthly. Find out more about the tools required to build your brand and grow your audience on the platform.

**Dates:** 12 February, 14 May

**Time:** 1.30pm to 4.30pm

**Price:** £54

## Instagram

How do you use Instagram to grow your brand and create business? This workshop aims to give you the confidence to create posts, engage and put together a strategy to grow your business.

**Dates:** 14 February, 22 May

**Time:** 9.30am to 12.30pm

**Price:** £54

## Recruiting with social media

Explore how to raise your employer profile and have a competitive advantage when it comes to recruiting new staff, using popular wide reaching platforms.

**Dates:** 10 March, 24 June

**Time:** 1:30pm to 4:30pm

**Price:** £54

## Introduction to blogging

Discover how blogs attract website traffic and how to convert that traffic into paying customers. This workshop also covers what you need to start a blog, why Google loves blogs, how to get potential customers stay on your blog longer, tools to monitor and measure blog activity, how to create content for your blog and how to promote your blog and SEO for your blog.

It also covers blogging pitfalls and how to avoid them and attendees will leave with a six month blogging plan.

**Dates:** 14 February, 22 May

**Time:** 1.30pm to 4.30pm

**Price:** £54

### LinkedIn for your business

Getting the most out of LinkedIn will allow you to drive valuable customers to your website and position yourself as a leader in your market.

**Dates:** 10 March, 24 June

**Time:** 9:30am to 12:30pm

**Price:** £54

“An excellent course to help gain confidence with social media. Very good value for money.”



“The grant helped us buy gym kit faster, right when we expanded into a larger unit. It’s great to know this support is there at those crucial growth points.”

Josh and Luis Tibbles are co-owners of Tibbs Fitness and received Business Builder grants to support their rapid growth. Business Builder support is offered to eligible businesses in Broadland District and South Norfolk.



# Personal development

## Time management

Designed for business professionals who are expected to perform effectively in a time poor environment. This one day workshop will help delegates improve their productivity and performance by changing their understanding of and approach to time management.

**Dates:** 25 February, 20 May

**Time:** 9:30am to 4:30pm

**Price:** £109

## Public speaking and delivering a professional presentation

Whether you are making boardroom presentations, delivering a sales pitch or speaking at a large conference, this day long course is designed to help you deliver a professional presentation with confidence. It will also help those who are nervous about public speaking.

**Dates:** 3 February, 9 May

**Time:** 9:30am to 4:30pm

**Price:** £109

## Supervising a team

This workshop will provide you with an understanding of how to bring out the best in others, ensuring high performance. It will also equip you with a number of skills and techniques that will support you with managing people and their performance, and give you the confidence to do so. The workshop will help you create meaningful change for you and your team.

**Date:** 10 March, 6 June

**Time:** 9:30am to 4:30pm

**Price:** £109







### Assertive communication

This course is for all employees regardless of seniority, who need to conduct sensitive or difficult conversations with staff, colleagues or external stakeholders, and where there may be a challenging response or where the outcome is uncertain. It is also for those who are required to address performance and disciplinary issues. It covers ways to both avoid and resolve conflict.

**Date:** 4 March, 13 June

**Time:** 9:30am to 4:30pm

**Price:** £109

### Project management

This workshop is targeted at people who have little or no knowledge of project management tools or techniques but have become involved with projects. They may be new or intended project managers, project administrators or support staff, who need to acquire a basic understanding in the shortest possible time.

**Date:** 28 February, 29 May

**Time:** 9:30am to 4:30pm

**Price:** £109

### Neurodiversity in action

This course will enhance your understanding of neurodiversity, explore how to remove barriers for those with neurodiverse conditions and offer practical approaches, strategies and solutions when interacting with neurodiverse individuals.

**Date:** On request

**Time:** 9:30am to 12:30pm

**Price:** £60

## How to sell and selling techniques

Are you or your team in a customer-facing role or involved in customer service? If so, why not sharpen your sales and communication skills with our sales workshop? Imagine being able to master your inner salesperson to make the most of every customer interaction, handling customer-facing situations in your stride with renewed confidence.

**Date:** 6 March, 9 June

**Time:** 9.30am to 4.30pm

**Price:** £109

## Managing meetings

This course is for anyone who would like to improve their minute, note-taking and meeting skills. Participants given help and support to develop their summarising and writing skills.

**Date:** 12 March, 23 May

**Time:** 9.30am to 4.30pm

**Price:** £109

## Customer service

This workshop will equip participants with essential skills and knowledge to deliver exceptional customer service. By understanding key principles, effective communication techniques, and strategies for handling challenging situations, participants will enhance their ability to serve their customers.

**New  
course**

**Date:** 21 February, 2 June

**Time:** 9.30am - 4pm

**Price:** £125

## Online business start-up course

If you are a Broadland or South Norfolk resident, looking to start your own business, we can give you access to a comprehensive and professional start-up training and resource package. This will cover all the basics to get you started with bite-size videos and handouts, covering subjects such as business plans, marketing and finances. Email [business@southnorfolkandbroadland.gov.uk](mailto:business@southnorfolkandbroadland.gov.uk) for further details.

**FREE  
course**

## Microsoft Word

Delivered at two levels – foundation and development, this course aims to provide attendees with the confidence, knowledge and practical expertise to use Word for professional looking documents.

### Dates:

#### Foundation

10 February, 20 May

#### Development

14 March, 23 June

**Time:** 9:30am to 4pm

**Price:** £109



**Tara did  
the free  
business start-up  
online course**

**Then launched**

**her business**

## Microsoft Excel

Delivered at three levels – introduction, intermediate and advanced, this course aims to provide attendees with the confidence, knowledge and practical experience to use Excel to create and manipulate spreadsheets and produce printed reports.

### Dates:

#### Introduction to Excel

21 January, 17 April

#### Intermediate Excel

17 February, 13 May

#### Advanced Excel

20 March, 16 June

**Time:** 9:30am to 4pm

**Price:** £109

## Microsoft PowerPoint

Learn how to create attractive, effective presentations and gain a broad understanding of Microsoft PowerPoint.

**Date:** 24 March, 20 June

**Time:** 9:30am to 4pm

**Price:** £109

# First aid

## Level 3 emergency first aid at work

This course is designed to give participants the skills, knowledge and confidence that could be vitally important at work or at home. Attendees will receive an emergency first aid certificate, which is valid for three years and is recognised through the Health and Safety Executive (HSE).

**Dates:** 6 January, 23 January, 10 February, 24 February, 25 March, 25 April, 21 May, 24 June

**Time:** 9:30am to 4:30pm

**Price:** £99

## Level 3 first aid at work

This course is for anyone who needs to be, or would like to be, qualified to meet the requirements of the Health and Safety (First Aid) Regulations 1981. Attendees will receive a first aid at work certificate, valid for three years and recognised through the HSE.

**Dates:** 10-12 February, 12-14 March, 10-12 June

**Time:** 9:30am to 4:30pm

**Price:** £249

## Level 3 first aid re-qualification

Suitable for anyone who has a valid and current first aid at work certificate, this course includes revision of all topics covered in the Level 3 first aid at work course. It also covers updates on changes to health and safety legislation or best practice from the last three years and meets the requirements of the HSE. To attend this course your certificate must not have expired by more than three months. If a certificate has expired, that person will not be a qualified workplace first aider.

**Dates:** 17-18 March, 19-20 June

**Time:** 9:30am to 4:30pm

**Price:** £165





## HABC Level 2 food safety in catering

This is a benchmark, entry level qualification for all food workers in any sector, delivered as a series of fun and engaging exercises. It is a legal requirement for anyone handling food in any business to have food safety training.

**Dates:** 14 February, 19 May

**Time:** 9am to 4:30pm

**Price:** £119

## HABC Level 2 food safety in catering refresher

Holders of the Level 2 certificate are strongly recommended to refresh their qualifications every three years. Find out about updates to good practice and stop any complacency creeping in, while helping your business keep that hygiene rating of 5.

**Dates:** 11 March, 18 June

**Time:** 9am to 1pm

**Price:** £60



## HABC Level 2 health and safety in the workplace

Help avoid accidents and run a more successful business with this course, which covers common hazards and basic precautions, personal responsibilities, accident reporting and first aid. Delivered as a series of fun and engaging exercises, this Level 2 one day course will inform and motivate staff to work more safely.

**Dates:** 26 February, 16 May

**Time:** 9am to 4:30pm

**Price:** £119

## HABC Level 3 health and safety in the workplace

This three day Level 3 course is aimed at middle management and supervisory staff, providing greater understanding of common hazards, relevant skills and the role in wider safety management – risk assessment, monitoring and accident investigation.

**Dates:** 26, 27, 31 March,  
16, 17, 25 June

**Time:** 9am to 5pm

**Price:** £349



“Thoroughly enjoyed today, excellent course and trainer with a delicious lunch. Thank you!”

## Fire marshal training

Learn all about the common causes of fires and how they spread on this half day course. Attendees will be able to reduce the risk of fires starting and spreading and learn the emergency procedures that should be followed in case of fire.

**Dates:** 27 February, 22 May

**Time:** 9:30am to 12:45pm

**Price:** £49

## Fire extinguisher training

Understand the uses and limitations of equipment such as extinguishers and fire hoses, as well as general issues regarding fire safety on this half day course. Attendees will also get the opportunity to safely use a range of fire extinguishers on a live fire training rig.

**Dates:** 27 February, 22 May

**Time:** 1.30pm to 4.30pm

**Price:** £54



## Cyber security workshops

Cyber security can be a complex subject but it doesn't need to be. This training, run by the Cybercrime Unit of Norfolk Police aims to strip it back to how a cyber attack could impact your organisation and what you can do to reduce the risks.

These sessions will include relevant examples, videos, free resources and scenarios to help you and your business on your cyber security journey.

## Protect yourself online

**Part 1:** This workshop will help you understand the common types of attack and how to take reasonable steps to protect yourself online.

## Is your business cyber-resilient?

**Part 2:** This workshop will look at the most common types of attacks on businesses and the simple steps to take to improve the cyber security of your business.

**Dates:** 19 February, 22 May

**Times:**

Part 1 - 10am to 12pm

Part 2 - 1pm to 3pm

**Price:** Free

# Room hire

There are four rooms available to hire at Carrowbreck House, each well-equipped and offered at competitive rates. Rooms can be hired for a half day or full day.

**Our facilities located within a peaceful and tranquil learning environment include:**

- bright and spacious meeting rooms
- various room options
- free WiFi
- SMART Board or projector available in each room
- refreshments with each booking - coffee, teas, water and biscuits
- free onsite parking
- sheltered bicycle parking facilities
- buffet available at extra charge

If you'd like to find out more or would like to make a booking please call 01603 788950 or visit our website.





## Olympic Room

Theatre 25  
U-shape 14  
Board room 12



## Bure Room

Theatre 20  
U-shape 10



## Jubilee Room

Theatre 16 / Board room 10 /  
PCs 8 + 1 Tutor



## Wensum Room

Theatre 30 / U-shape 10 / Cabaret 20



# Design your day

If you have a team building or training idea for your team, you are welcome to plan your bespoke day using both indoor and outdoor space.

Our customers tell us they like the:

- quality, price and range of courses
- flexibility to book bespoke training
- team of personable trainers
- location and free parking
- space for fresh-air breaks
- local food lunches or BYO
- generosity with biscuits!

**Get in touch to book or discuss bespoke plans.**

**EMAIL**    [carrowbreck@southnorfolkandbroadland.gov.uk](mailto:carrowbreck@southnorfolkandbroadland.gov.uk)

**PHONE**    01603 788950

**ONLINE**



## Lampshade making workshop

Ever wondered how lampshades are made and can't find the right one for your home?

Hannah has been making lampshades professionally for two years and has a whole bag of hints, tips and knowledge on creating a lampshade that makes a big impact on your home.

This course will teach you how to make a 30 cm diameter lampshade, suitable for a table lamp. No need to bring anything as fabric, frames and tools are supplied.

There will be a break during the evening for refreshments.

You can take your lampshade home too!

**Dates:** 27 February

**Time:** 6.15pm – 8.45pm

**Price:** £39



# Kick-start your day with our Business Breakfast

- Connect with our thriving networks in Broadland and South Norfolk
- Expect topical business insights from guest speakers
- Hear news from the Economic Growth team
- Find out the latest on our business support and services

## **It's great for business**

- Early booking recommended
- Sign up to our Business Newsletter for dates

