

Refresh your skills

July to December 2026





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 first aid/health and safety to Microsoft Office, all our courses are delivered by freelance tutors who are experts in their own field.

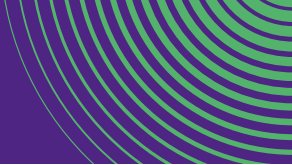
We have been a trusted training provider for more than 25 years, offering high quality courses at affordable prices to help local businesses develop and succeed.

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.

July to December 2026



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TO BOOK EMAIL carrowbreck@southnorfolkandbroadland.gov.uk

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PHONE 01603 788950 ONLINE



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: 8 September,
3 December

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.

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 and positive steps to become financially more resilient at home and at work.

Dates: 21 September,
11 December

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.

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: 21 September,
11 December

Time: 1.30pm - 4pm

Price: £65

“I would give my trainer a solid 20 - shame that scale goes up to 10 only. I feel like I learned a lot and really enjoyed myself in the process.”

Introduction to Canva

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: 13 August, 11 November

Time: 9.30am - 12.45pm

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: 2 July, 14 September,
16 December

Times: 9.30am - 12.45pm

Price: £54

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: 15 September,
2 December

Time: 9.30am – 12.30pm

Price: £54

Safeguarding

This course focuses on practical safeguarding approaches for you and your organisation. We'll equip you with the signs to accurately spot concerns such as abuse and neglect, explore adaptable strategies to handle and report disclosures and we'll clarify the legalisation to help strengthen your policies, procedures and practices.

Dates: 29 September,
17 December

Time: 9.30am to 12.30pm

Price: £60

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 and impactful automations – no coding required.

Dates: 2 July, 3 September,
1 December

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: 16 July, 14 October

Time: 9:30am to 4pm

Price: £109



Login



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 how to generate leads, customers or money from it, then this workshop is for you.

Dates: 17 September, 7 December

Time: 9:30am to 4pm

Price: £109

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: 25 August, 23 November

Time: 9:30am to 12.45pm

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: 25 August, 23 November

Time: 1.30pm to 4.45pm

Price: £54

Introduction to Instagram

This is a beginner-friendly workshop for small business owners who want to use Instagram more confidently and effectively.

If you have an Instagram account but are not sure what to do, what to post, how to make your profile look professional, or what it's even for, this session will give you a clear and practical starting point.

Dates: 18 August, 19 November

Time: 9.30am to 12.45pm

Price: £54

Advanced Instagram

This is designed for business owners who already understand the basics of Instagram but want to use it more strategically.

If you are posting regularly but not seeing enough enquiries, bookings or sales, this workshop will help you move beyond

random content and build a more purposeful Instagram presence.

Dates: 21 September,

14 December

Time: 9.30am to 12.45pm

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 and wide-reaching platforms.

Dates: 9 September,

10 December

Time: 1:30pm to 4:45pm

Price: £54

Blogging for Business in the Age of AI

We will look at how blogging has changed and why it now plays a key role in SEO, AEO and AI visibility. We will explore why search engines and AI tools love clear, helpful content, how listicle-style blogs can increase your chances of being found and cited, and why a website without useful blog content may struggle to compete.

Dates: 18 August, 19 November

Time: 1.30pm to 4.45pm

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: 9 September,
10 December

Time: 9:30am to 12.45pm

Price: £54

Business Builder

“The support from the Business Development team was really good and fast too, and it’s great that the government is prepared to support businesses like ours.”

Grant Pointer, MD of Norfolk Premier Golf, introduced Padel, to strengthen their offer as a welcoming hub for sport, families, and social activity.



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: 21 August, 30 November

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: 25 August, 24 November

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: 14 September, 9 December

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: 18 September,
16 December

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: 11 September, 2 December

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: 17 September,
14 December

Time: 9:30am to 12:30pm

Price: £60

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.

Date: 2 September, 1 December

Time: 9.30am - 4pm

Price: £125

Managing meetings

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

Date: 1 September,
26 November

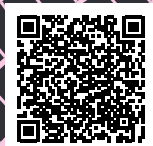
Time: 9.30am to 4.30pm

Price: £109

Business Growth

**Stay in the loop,
sign up for news**

**Sign up to our
business newsletter**



Business Builder

“I never imagined I could get this kind of help – the team were amazing, always quick to answer questions and guide me.”

Mel Woolfenden,
M&M Aesthetics



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 for further details.

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

27 August, 10 November

Development

28 September, 8 December

Time: 9:30am to 4pm

Price: £109

**FREE
course**

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 July, 15 October

Intermediate Excel

19 August, 16 November

Advanced Excel

18 September, 15 December

Time: 9:30am to 4pm

Price: £109

Microsoft PowerPoint

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

Date: 21 September,

11 December

Time: 9:30am to 4pm

Price: £109

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: 2 July, 14 July, 14 August, 15 September, 14 October, 16 November, 17 December

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: 8 - 10 September, 7 - 9 December

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: 22 - 23 September, 14 - 15 December

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: 16 July, 26 October

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: 20 August, 11 November

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: 27 August, 23 November

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: 2, 3 & 10 November

Time: 9am to 5pm

Price: £349



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: 11 August, 3 November

Time: 9.30am to 1.15pm

Price: £50

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: 11 August, 3 November

Time: 1.45pm to 4.30pm

Price: £54

“Great trainer, very helpful. Training exceeded my expectations.”



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: 27 November

Times:

Part 1 - 10am - 12pm

Part 2 - 1pm-3pm

Price: Free

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 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 16, Cabaret 20



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

PHONE 01603 788950

ONLINE



Christmas wreath making

Learn techniques to make your own festive wreath. You will cover a wire frame with moss and foliage and decorate it with traditional materials, including pine, fir cones, dried oranges and cinnamon sticks. No wreaths come out of the workshop looking the same.

Dates: 3 December, 9 December, 16 December

Times: 6.15pm - 8.45pm

Cost: £40

Business Growth

We help, you grow



Business Builder
if you're growing



Business Builder
if you're launching



Business
Breakfasts



Carrowbreck
Courses



Business
Newsletter sign up

Business Breakfast

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



Business Growth

Taking your business to the next level?

Foundation support can help get
your business off the ground

