

Carrowbreck House

July to
December 2022

Training Centre

Business, community and
personal development courses



How to book



Online:

Visit southnorfolkandbroadland.gov.uk/training and click the link 'book your training course online'



Scan me

Then click the link 'book your training course online'



Email:

carrowbreck@southnorfolkandbroadland.gov.uk



Phone:

Please call 01603 788950

All dates are correct at the time of printing.

Welcome

One of our key ambitions is achieving economic success in the districts. As part of this commitment, we offer a variety of courses for your business or 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 20 years, offering high quality courses at affordable prices to help local businesses develop and succeed.

Subsidised prices are available for small businesses in Broadland with less than 10 full time equivalent members of staff, Broadland residents, charities and voluntary organisations, the NHS and other councils.

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.



First aid courses

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: 18 July, 31 August, 5 October, 15 November, 19 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 to 10 August, 14 to 16 September, 13 to 15 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: 1 to 2 September, 5 to 6 December

Time: 9:30am to 4:30pm

Price: £165

Level 3 paediatric first aid

This course is suitable for anyone working with or supervising young children. Over a two day period, learners will develop the skills and knowledge needed to deal with a range of paediatric first aid situations.

Dates: 16 to 17 August,
24 to 25 October

Time: 9:30am to 4:30pm

Price: £149

Level 3 supervising first aid for mental health

This course covers a wide range of mental health conditions and goes into detail on the range of therapy and professional support that a person may be given by professional bodies during treatment for a mental health condition.

Dates: 22 to 23 August,
26 to 27 October

Time: 9:30am to 4:30pm

Price: £199

“

An excellent course delivered by an extremely knowledgeable trainer in a first-class facility. Well done and thank you.

”

Frances,
Emergency first aid at
work course



Health and safety courses

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: 11 August, 11 October, 12 December

Time: 9am to 4:30pm

Price: £114/subsidised £102

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: 15 August, 2 November

Time: 9am to 1pm

Price: £57/subsidised £52



Enjoyable, useful & practical. Thank you.



Sam, Fire extinguisher & marshalling

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: 22 August, 24 November

Time: 9am to 4:30pm

Price: £114/subsidised £102

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:

25, 26 July and 1 August,
7, 8 and 14 November

Time: 9am to 5pm

Price: £335/subsidised £299

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: 4 August, 1 November

Time: 9:30am to 12:30pm

Price: £47

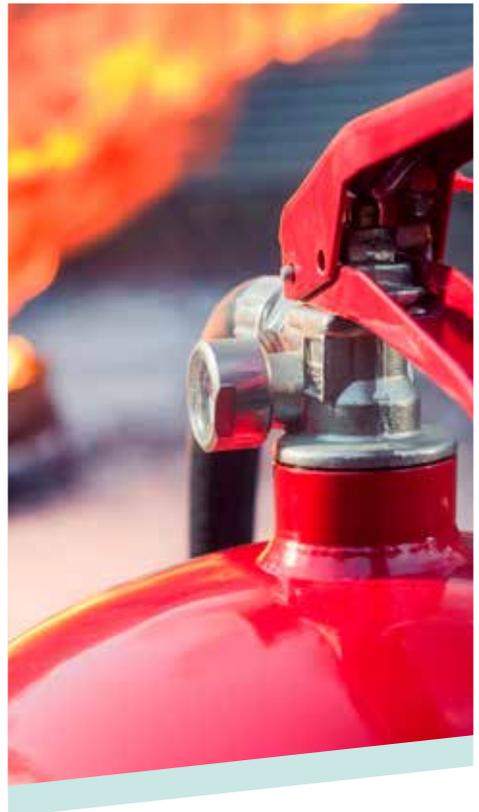
Fire extinguisher training

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: 4 August, 1 November

Time: 1:30pm to 4:30pm

Price: £52



Personal development courses

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: 19 August, 17 November

Time: 9:30am to 4pm

Price: £99/subsidised £77

HABC Level 2 customer service

Do you work or are looking to work in customer service? This accredited workshop covers the principles of customer service, including how to meet customer expectations and the importance of appropriate behaviour and communication.

Dates: 20 September, 13 December

Time: 9:30am to 4pm

Price: £114/subsidised £102

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: 24 August, 22 November

Time: 9:30am to 4pm

Price: £99/subsidised £77



Impact and influencing

An interactive workshop to help to understand how we influence others, the influencing styles, personality types and how to make best use of these. How to bring out the best in people and build their confidence.

Date: 2 to 3 August,
10 to 11 November

Time: 9:30am to 4pm

Price: £199/subsidised £154

Best practice business development

The aim of this workshop is to lift the success and conversion rate of business opportunities, and to increase your success and ability to reach satisfactory commercial outcomes for both the customer and your business. This workshop will help you identify and understand best practice in the sales process, using a consultative sales structure to ensure there is a logical process that enables opportunities to be realised.

Date: 25 August, 1 December

Time: 9:30am to 4pm

Price: £99/subsidised £77

Face-to-face communication

This workshop supports those attending to gain confidence in dealing with face-to-face situations in a professional manner, and be mindful of internal and external customers looking at best practices when using the telephone. There is no role play.

Dates: 21 September,
1 December

Time: 9:30am to 4pm

Price: £99/subsidised £77

First line management

If you have found yourself in a supervisory, team leader or first-line management role without having had any formal training, this workshop is for you. The 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: 18 August, 10 November

Time: 9:30am to 4pm

Price: £99/subsidised £77

Train the trainer

A workshop for managers and supervisors who are new to delivering training. This course helps with coaching and designing appropriate training and understanding of individual needs.

Dates: 27 September,
8 December

Time: 9:30am to 4pm

Price: £99/subsidised £77

Starting a new business

Our specialist in-house team of business advisers provide free, one-to-one help for residents who are starting up their own business. They will help you identify your needs and any gaps in your knowledge, while signposting the very best support and sources of potential funding. It is all part of a bespoke service for your business and the commitment from the Council to achieve economic success in Broadland and South Norfolk. We can also provide support to existing and established businesses looking to grow and expand with advice and potential funding opportunities.

Get in touch with us at
business@southnorfolkand
broadland.gov.uk

Conflict management

This workshop will show how to understand how and why conflict occurs, how to manage disagreements and aggressive behaviour in the workplace and the importance of building confidence to take appropriate action.

Date: 11 August, 15 November

Time: 9:30am to 4pm

Price: £99/subsidised £77

Setting good habits and principles for self-improvement

The Slight Edge is a way of thinking that enables you to make daily choices that will lead you to success and happiness. The workshop and associated aftercare will get you moving in the right direction.

Dates: 23 August, 14 October, 5
December (9am to 11am)
27 July, 19 September, 10
November (6pm to 8pm)

Price: £25

Grow your business courses



A very useful and detailed course with lots of practical tips on what tools to use and strategies to implement to improve SEO.



Owen,
How to get your website found on Google course

Think like a journalist

It's never been more important to get your message out there, but how do you cut through the noise so that people will listen and act?

This half day course shows you how to use journalistic techniques to tell your story and reach your customers and prospective clients, whether it's through your website, social media, or of course the press.

Dates: 22 September,
24 November

Time: 9:30am to 12:30pm

Price: £49/subsidised £39

How to get your website found on Google

Want to know how to get your website noticed on Google? Search Engine Optimisation, or SEO, is the fine art of optimising your website - using techniques on the site itself and offsite - to get your page to rank for relevant search terms.

Dates: 8 September,
22 November

Times: 9:30am to 12:30pm

Price: £49

Please bring login details for any Google accounts you may have.

How to create a website that sells

A website has many jobs to do. It is primarily the window into your organisation, but if people are visiting but not purchasing or enquiring, you may have some work to do. In this workshop, you will learn how to transform your website into a lead capture machine by turning visitors into customers. We will look at search engine optimisation (SEO), conversion rate optimisation (CRO), forms, email marketing, retargeting, web content and design.

Dates: 21 September,
29 November

Time: 9:30am to 12:30pm

Price: £49

How to create a kick ass brand

Standing out in business has never been so important. How a prospective customer perceives your business can make or break a sale. We will look at all the elements that go into making a kick-ass brand, including brand guidelines, brand creation, brand development, online branding, offline branding and personal branding for business.

Dates: 16 September,
12 December

Time: 9:30am to 12:30pm

Price: £49



Better business writing

Do you struggle with your business writing? Would you like to create engaging copy? Could it be more persuasive?

Discover how to make your words work for you. Learn how to generate blog ideas. Get tips on developing your writing style.

Whether you write brochures, web copy, newsletters or social media posts, this training session is for you.

Dates: 9 September,
9 December

Time: 9:30am to 12:30pm

Price: £49/subsidised £39



Cyber security workshops

Cyber security can be a complex subject but it doesn't need to be. This talk 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: 16 August, 16 November

Times:

Part 1 - 10am to 12pm

Part 2 - 1pm to 3pm

Price: Free



How to get free publicity for your business

Want to get your business in front of potential new customers? Doing your own PR is easier than you think. It's also great for getting your website found on Google. Come and find out how to learn the tricks of the trade.

Dates: 12 September, 8 December

Time: 9:30am to 12.30pm

Price: £49

How to use email marketing to grow your business

Email marketing isn't about dusty e-newsletters. It's about nurturing new and existing relationships and delighting them with content and comms. Learn how to use this tried-and-trusted marketing tactic to grow your biz.

Dates: 25 August, 14 November

Time: 9:30am to 12:30pm

Price: £49

Introduction to grants and trusts fundraising

If you're new to grants and trusts fundraising for your charity, voluntary group or social enterprise, this workshop

will help you understand how to transform your project plans and big ideas into compelling grant applications. The session will include an overview of funding opportunities, top tips for strong bids and common mistakes to avoid.

Dates: 8 September, 7 December

Time: 9:30am to 12:30pm

Price: £49

Equality, diversity and inclusion

This workshop is perfect for those who want to make their groups, businesses and meeting spaces as welcoming and inclusive as possible. Together we'll gain a better understanding of equality, diversity and inclusion themes such as stereotyping, protected characteristics, unconscious bias, neurodiversity and The Equality Act and look at how you can implement best practices.

Dates: 9 September, 28 November

Time: 9:30am to 12:30pm

Price: £49

Mental health awareness

Good mental health is fundamental to our physical and emotional wellbeing and we can take it for granted as we rush from one day to the next, and it's just as easy to overlook other people's mental health when we all have so much to deal with. It's an emotive subject but we should never be afraid to talk about it so our workshop is all about keeping it in our mind.

Dates: 12 August, 13 October

Times: 9:30am to 12:30pm

Price: £49



Safeguarding awareness

Safeguarding is vital in our society, and we all know from press stories how vital it can be for vulnerable people. Everybody wants to do the right thing, but it can sometimes be hard to know what that is, and taking action can be daunting. The aim of this training is to give you an appropriate level of awareness and the confidence to act on something you see or hear that causes you concern.

Dates: 7 September,
25 November

Time: 9:30am to 12:30pm

Price: £49

Basic Photoshop

This workshop will introduce you to Photoshop Elements and its basic features, aiming to allow you to produce professional imagery for print, web and social media output.

Dates: 8 and 12 August,
24 and 27 October

Time: 9:30am to 12:30pm

Price: £99/subsidised £77

Microsoft Office courses

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 - 5 August,
20 October

Development - 13 September,
5 December

Time: 9:30am to 4pm

Price: £99/subsidised £77



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 -
19 July, 17 October

Intermediate Excel -
10 August, 17 November

Advanced Excel -
19 September, 15 December

Time: 9:30am to 4pm

Price: £99/subsidised £77

Microsoft PowerPoint

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

Date: 17 August, 8 November

Time: 9:30am to 4pm

Price: £99/subsidised £77

Social media courses

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: 18 July, 6 October

Time: 9:30am to 4pm

Price: £99/subsidised £77

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: 15 August, 3 November

Time: 9:30am to 4pm

Price: £99/subsidised £77

Twitter for your business

Twitter is a powerful online networking tool connecting you to new customers quickly, promoting your position as an industry leader and driving traffic to your website.

Dates: 30 September,

14 December

Time: 9:30am to 12:30pm

Price: £49/subsidised £39

Managing social media for your business

Improve your skills for using social media as a business communication tool. Help you protect your reputation and know what to do in a crisis whilst looking at the tools available to help you post across platforms simultaneously.

Dates: 30 September,

14 December

Time: 1:30pm to 4:30pm

Price: £49/subsidised £39

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: 11 August, 16 November

Time: 9:30am to 12:30pm

Price: £49/subsidised £39

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: 15 September,
1 December

Time: 9:30am to 12:30pm

Price: £49/subsidised £39

How to create great digital content

This course covers imagery content creation and promotion whilst mastering the art of successful digital content to fuel your business. Great content can enhance your brand and engage your audience.

Dates: 15 September,
1 December

Time: 1:30pm to 4:30pm

Price: £49/subsidised £39

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: 5 September,
7 December

Time: 9:30am to 12:30pm

Price: £49/subsidised £39

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: 5 September,
7 December

Time: 1:30pm to 4:30pm

Price: £49/subsidised £39

Please bring any login details for any social media platforms you may have. It is recommended you do have an active page set up on the relevant platform before attending.

Seasonal workshops

Evening workshops with
Steph's Flower Barn

Seasonal wreath or pumpkin floral design

Create a stunning autumnal wreath or flower arrangement in a pumpkin with seasonal flowers and foraged greenery. These will look fabulous at Halloween either indoors or on your porch. Using beautiful seasonal colours create an arrangement to take home. Please specify at the time of booking whether you would prefer to make a wreath or pumpkin.

Date: 27 October

Times: 10am to 12:30pm or

6:15pm to 8:45pm

Price: £30

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:

7 December (10am to 12:30pm)

5, 7 or 12 December (6:15pm to 8:45pm)

Price: £30

Choices programme

Our successful Choices programme is aimed at getting people back into work.

The programme runs over 6 weeks (one 3 hour session per week) and offers practical help to support people back into work, such as how to write or improve your CV, interview techniques, where to look for jobs, training courses, volunteering opportunities and much more.

Resident Chris found himself at a crossroads following redundancy from a job he had worked in since leaving school.

Chris said: "I had been struggling to find work and was feeling really lost and demotivated. Attending the first session, I wasn't sure what to expect, I was anxious at my age about



attending a course, but I quickly realised I wasn't alone and it was perfectly normal to feel how I did.

Being part of a group made me feel I had a purpose again and I found myself really looking forward to each session. Following the course, with my new CV, I started to get interviews and with a new sense of self-belief, I secured a fulltime job. It has changed everything for me and I am so grateful."

To book a place, or for further information, please contact Jane Bagley on 01603 430535 or jane.bagley@southnorfolkandbroadland.gov.uk



CHOICES

A free programme helping our residents get back into work or volunteering

Our next 6 week course starts soon in the Broadland and South Norfolk districts. Attendance is flexible - just come to as many sessions as you are able to. Please contact us to book your place.

You can:

- explore your skills and qualities
- improve or write a CV
- practice interview techniques
- find out about training courses, including Microsoft Office
- get help finding work or volunteering opportunities
- boost your confidence
- access advice and support in a small, friendly group

Call 01603 430535 or email jane.bagley@southnorfolkandbroadland.gov.uk for more information.

Room hire

There are a range of rooms available to hire at Carrowbreck House, all well-equipped and offered at competitive rates.

Rooms can be hired on a half day or full day agreement. The site has free car parking and sheltered bike storage. There is a range of local catering available to meet all requirements.

Our facilities:

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

Carrowbreck
House



Olympic room



Theatre



25

U-shape



14

Board room



12

Jubilee room



Theatre



16

Board room



10

PC's



8+1 Tutor

Bure room



Theatre



20

Board room



10

Wensum room



Theatre



30

U-shape



16

Cabaret



20

Book your course today



Online:

Visit southnorfolkandbroadland.gov.uk/training
and click the link 'book your training course online'



Scan me

Then click the link 'book your training course online'



Email:

carrowbreck@southnorfolkandbroadland.gov.uk



Phone:

Please call 01603 788950