



Step Up Training and Care

From Training to Caring, we deliver excellence

Course administration

When running a course at our offices in Redditch, we usually deliver the course between 10am to 3.30pm - this allows learners to travel outside of rush hours. We ask that all learners try and arrive at least 15 mins prior to start time and sign in at reception on arrival.

We do not supply lunch, but we do supply tea and coffee and would advise candidates to bring their own mug where possible. We have a small fridge on site which candidates can use. A sandwich van visits our premises twice a day at 10.30am and 12.30 p.m. and there are local shops from which you can buy.

Learners may wish to bring their own notebook and pen. Since some courses involve a practical element, learners should wear comfortable clothing to move around in.

The free on-site visitor car park has limited spaces, there is also on-street parking a short walk from our offices. If you are parking on the street, please be respectful of our neighbours and do not block driveways.

Wearing of masks is now entirely optional. Our offices are sanitised at least twice a day but if you have concerns over Covid safety, please do let us know in advance so we can put any measures you require in place so that you can fully participate in the learning.

What to expect

The courses are delivered as a blended learning experience using PowerPoint, demonstrations, practical assessments, discussions and where appropriate, the completion of workbooks.

Learners will be expected to take part in group discussions and practical exercises and they will discuss various scenarios in order to demonstrate their understanding of the course material.

Where possible, we try and deliver the Courses in groups, so you may be in attendance with individuals from different companies.