

2024

SKILLS DEVELOPMENT

LEARN & PROSPER



Funded by
UK Government



Norfolk
County Council

ABOUT US

STEADFAST TRAINING LTD

We are a training provider that delivers first class skills, employability and training solutions to create better futures for individuals, families, employers and communities. We deliver quality vocational training including Apprenticeships and Diplomas. We are a prime contractor with the Skills Funding Agency and also work closely with the Department of Work & Pensions, National Apprenticeship Service, Job Centres and other funding services, to make training accessible.



Norfolk
County Council

Registered Address: 3-5 Enterprise Way, Spalding, PE11 3YR • 08452232401

• advice@steadfasttraining.co.uk • www.steadfasttraining.co.uk • Registered in England: 5526192

upskill@steadfasttraining.co.uk



Tel: 01775 513050

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County Council

Are you...

- ✓ 19+
- ✓ Living in Norfolk
- ✓ Maximum 2 courses per learner.

If so, these courses are **FREE** to you!

What we offer

- Short courses for you to learn & prosper
- Training to meet your needs
- Support you with your journey
- Personal signposting

Interested?

Book a place on one of our courses.

- **Email us on:** upskill@steadfasttraining.co.uk
- **Phone us on:** 01775 513079

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CUSTOMER SERVICE EMPLOYABILITY & PERSONAL DEVELOPMENT

LEVEL 1 CERTIFICATE

Duration: 1 Week

This course is for people who want to improve their customer service skills and gain a qualification which proves their skills and knowledge. This course develops a variety of customer service skills to encompass the majority of the industries within this region.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Self - Assessment
- Investigating rights and responsibilities at work
- Developing personal presentation skills
- Building working relationships with customers
- Recognise and deal with customer queries, requests and problems
- Make and receive telephone calls

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PREPARING FOR SELF-EMPLOYMENT

LEVEL 1 AWARD

Duration: 1 Week

The Level 1 Award on Preparing for Self-Employment is designed for those who are considering starting their own business and need the basic knowledge, skills and understanding to progress their business start-up idea from paper to reality.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Principles of planning for a new business
- Budgeting & managing money
- Digital marketing
- Customer Service skills
- Understanding the business cycle

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SUPPORT WORK IN SCHOOLS & COLLEGES

LEVEL 1 AWARD

Duration: 1 Week

This qualification is an introduction to the knowledge and understanding needed to work in a school or college environment. It can apply to the many varied roles, site support, technical roles and volunteers, and other roles that work directly with children and young people in any learning environment.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Understanding school and colleges as organisations
- Understanding children & young people's development
- Understand communication and professional relationships with children, young people and adults
- Understanding children and young people's health & safety
- Safeguarding children & young people
- Understanding Equality, Diversity & Inclusion in work with children and young people

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SUPPORT WORK IN SCHOOLS & COLLEGES

LEVEL 2 AWARD

Duration: 2 Weeks

This qualification is an introduction to the knowledge and understanding needed to work in a school or college environment. It can apply to the many varied roles, site support, technical roles and volunteers, and other roles that work directly with children and young people in any learning environment.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Understanding school and colleges as organisations
- Understanding children & young people's development
- Understand communication and professional relationships with children, young people and adults
- Understanding children and young people's health & safety
- Safeguarding children & young people
- Understanding Equality, Diversity & Inclusion in work with children and young people

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WAREHOUSING & STORAGE PRINCIPLES

LEVEL 2 CERTIFICATE

Duration: 1 Week

This course is for people who want to work within the Warehouse & Storage industry which requires the knowledge of how to operate safely and effectively as part of a team. The aim of this course is to provide the learners with an advantage in both finding and keeping work.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- How to receive and store goods and materials
- How to process orders and dispatch goods
- How to deliver effective customer service
- Health, safety, security and legislation
- How to be an effective team worker

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TEAM LEADING PRINCIPLES

LEVEL 2 CERTIFICATE

Duration: 2 Weeks

This qualification is aimed at learners who are new to leading a team or are looking to progress into this type of job role.

The qualification will allow learners to develop their knowledge and understanding of a team leading role, resulting in the achievement of a nationally recognised qualification.

Please note this qualification can be applied to a range of occupational sectors.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Team leading responsibilities
- Managing yourself and providing direction to your team
- Communicating information and knowledge in the workplace.

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MANAGING PERSONAL FINANCE

LEVEL 1 CERTIFICATE

Duration: 1 Week

This qualification has been designed to meet the needs of learners who wish to gain a knowledge and understanding of the principles of: saving and borrowing money; sources of income and expenditure; the need to manage income and expenditure; financial products and services; different forms of pay; how to budget and the use of credit.

You will learn, develop and practise the financial skills required for life, without requiring or proving occupational competence. This qualification could also prove invaluable toward your own personal and career development.

Introduction to personal finance

- Understand the principles of saving and borrowing money
- Understand sources of income and outgoings
- Understand the need to manage income and outgoings
- Understand financial products and services

Introduction to the principles of money management

- Know how to create a budget to cover expenses

Understanding the use of credit to borrow money

- Be able to plan ahead to repay borrowing
- Know how to recognise and seek help with a debt crisis
- Understand short-term, medium and long-term loans
- Overview of financial products
- Know how to make informed purchasing decisions funded by credit

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PREPARING TO WORK IN ADULT SOCIAL CARE

LEVEL 1 CERTIFICATE

Duration: 1 Week

This course is for people who want to work within the Adult Social Care sector and have little or no knowledge about the industry. The course covers information, types of care, and the skills and attitudes required to work in the sector. This award is a strong stepping stone towards the qualifications required within this sector and will equip learners to move into an entry level role in adult social care.

COURSE OBJECTIVES AND SUBJECTS COVERED

- An introduction to different adult care services
- Preparing to work with vulnerable adults
- Understanding the values and principles of adult social care
- Awareness of the skills and attitudes required for adult social care
- The importance of communication in the adult social care sector
- Roles and responsibilities of the adult social care worker

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PERSONAL WELLBEING

LEVEL 1 AWARD

Duration: 1 Week

This qualification has been designed to make learners aware of the principles of personal wellbeing and some of the ways of maintaining it. It also explores the impact of positive behaviour, healthy-eating, mindfulness and meditation on mental wellbeing.

The range of modules contained in this qualification allow the learner to understand the need to make connections with others, to be physically active, receive continual learning and provide generosity and support to others.

The key aims of the personal well-being award:

- Understand the principles of personal well-being
- Understand the principles of mental well-being
- Understand the principles of healthy eating

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EMPLOYABILITY CERTIFICATE

LEVEL 1 CERTIFICATE

Duration: 1 Week

During the programme learners will take part in group and individual activities, and participate in discussions. The tutor will support learners along the way and assist them to demonstrate their knowledge and understanding, and raise awareness of a range of employability skills.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Self –management skills
- Assessing myself for work
- Making informed career and progression choices
- Preparing for an interview
- Effective team work
- Applying for a job
- Interview skills

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BUSINESS ADMINISTRATION EMPLOYABILITY & PERSONAL DEVELOPMENT

LEVEL 1 CERTIFICATE

Duration: 1 Week

This course is for people who want to improve their Business Administration skills and gain a qualification which proves their abilities and knowledge. This course covers a range of skills to meet the needs of the majority of employers across this region.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Self - assessment
- Developing effective communication for the workplace
- Using filing systems
- Recognise and deal with customer queries, requests and problems
- Make and receive telephone calls and enquiries

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RETAIL

EMPLOYABILITY & PERSONAL DEVELOPMENT

LEVEL 1 CERTIFICATE

Duration: 1 Week

This course is for people who want to improve their customer service skills and gain a qualification which proves their skills and knowledge. This course looks specifically at customer service skills required that are within a retail environment.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Self - assessment
- Investigating rights and responsibilities at work
- Developing personal presentation skills
- Building working relationships with customers
- Recognise and deal with customer queries, requests and problems
- Make and receive telephone calls and enquiries

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HELP WITH FINDING A JOB

PERSONAL DEVELOPMENT

Duration: 5 Days

Step into a transformative journey with our comprehensive 5-day course on 'Help Finding a Job'. Designed to empower and equip you with essential skills, all while enhancing your numeracy abilities.

Join us for an insightful exploration where you'll gain practical knowledge, enhance your confidence, and sharpen your abilities to navigate the job market successfully.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Understanding mindset
- Job & Training Search Skills
- Interview Skills
- Writing a CV

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The Prevent Duty is not about preventing our learners from having political or religious views and concerns but about supporting them to address those concerns or act on them in non-extremist ways.

Steadfast Training Ltd aim to promote British Values in our work and build our learners resilience to radicalization.

Prevent Strategy is part of the Governments Counter-Terrorism and Security Act 2015 (the Act) places a duty on certain bodies in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. This guidance is issued under section 29 of the Act. The Act states that the authorities subject to the provisions must have regard to this guidance when carrying out the duty.

The Prevent strategy was explicitly changed in 2011 to deal with all forms of terrorism and with non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists then exploit. It also made clear that preventing people becoming terrorists or supporting terrorism requires challenge to extremist ideas where they are used to legitimise terrorism and are shared by terrorist groups. And the strategy also means intervening to stop people moving from extremist (albeit legal) groups into terrorist-related activity.

Safeguarding

Steadfast Training Ltd is committed to the safeguarding of all learners. Employers also have a responsibility to the learners they employ.

We understand that this may be of concern to employers and we are committed to providing all employers guidance and support in achieving safeguarding.

As the employer of a learner, it is important that you understand your responsibilities to the learner and what safeguarding means to you.

For further information advice and guidance in relation to safeguarding please contact Steadfast Training Ltd on:

01775 513050



Ofsted is the Office for Standards in Education, Children’s Services and Skills. They inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.

Ofsted is a non-ministerial department.

Steadfast’s Most Recent Ofsted Visit:

Steadfast Training has achieved a Good OFSTED rating following a comprehensive inspection in May 2023. The inspection was the first inspection carried out since the provider was judged to be good in September 2017. This provider continues to be good.

INTERESTED?

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or contact us on...

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