

2024

Apprenticeship Prospectus

Growing Potential in Business



About Us

Steadfast Training Ltd, established in 2005, holds Ofsted Grade 2 'Good' and Matrix accreditation. In 2018, we achieved Chartered Status for Further Education, a rare accolade. We offer tailored apprenticeship training solutions by highly qualified industry specialists. Our focus is on upskilling your employees through accredited leadership qualifications.

Upskilling involves developing employees' existing skills, benefiting both individuals and businesses. Steadfast Training emphasises apprenticeships for hands-on learning. We prioritise delivering high-quality training, ensuring a healthy return on investment for employers. Our team provides clear guidance on apprenticeship benefits and offers a wide range of qualifications for staff development.



Our Mission Statement

- To make the learning journey a valued, enjoyable and quality experience.
- To be flexible and responsive in all forms of employer engagement.
- To serve our partner employers by delivering nationally recognised, professional training and learning for the benefit of the individual, employer and service user.
- To ensure continuing improvement through our quality standards.
- Dedicated to minimising costs of maximising futures.
- To help job seekers in understanding their options and give them the knowledge and skill set to enter the work force with confidence.

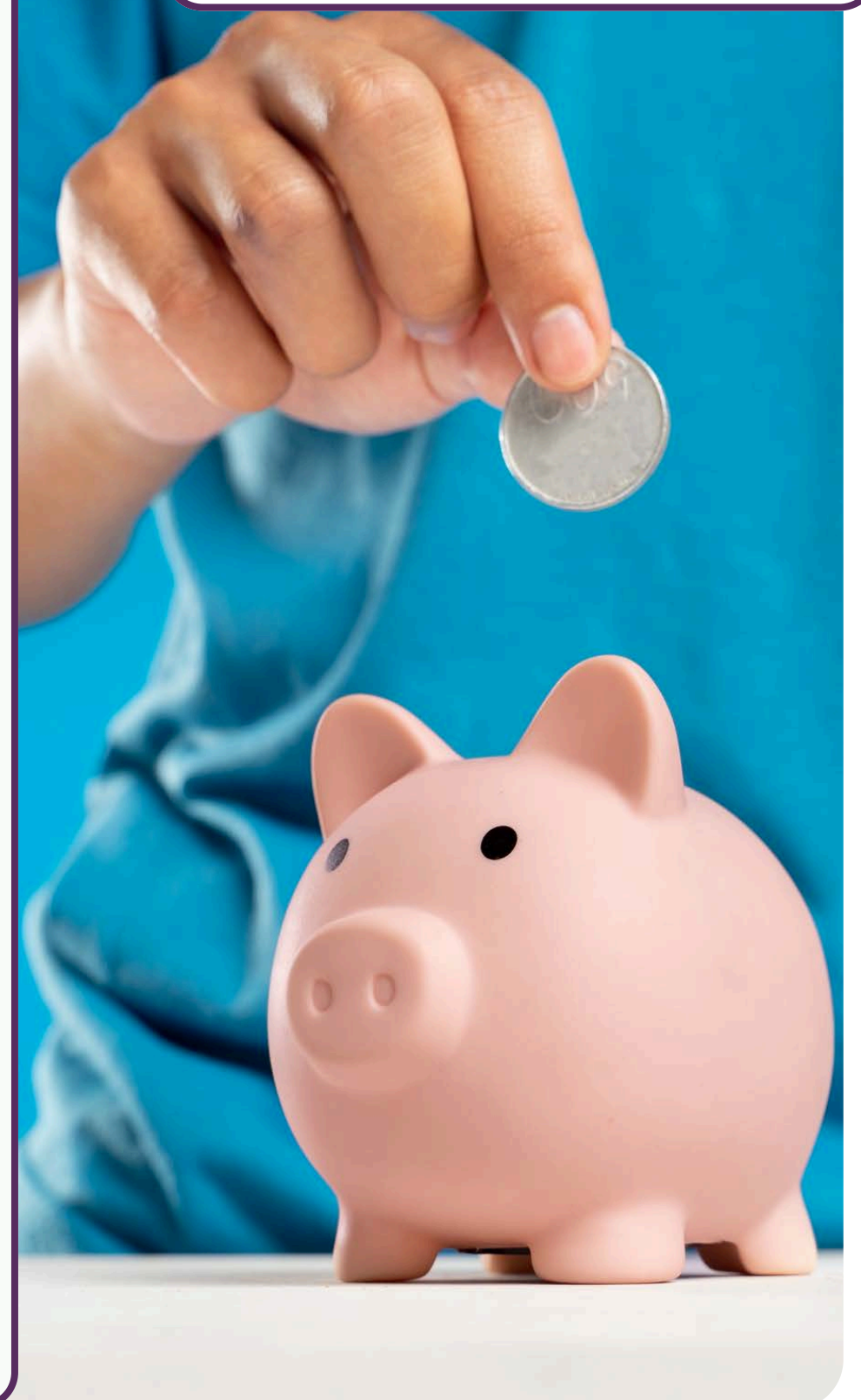
Funding & Levy

Employers with an annual wage bill of £3 million or more contribute to the Apprenticeship Levy, funding apprenticeship training.

For those with a smaller wage bill, the government covers 95% of training fees. Our Apprenticeship Experts are ready to discuss funding and apprenticeship details with you.

Contact us

0845 223 2401
info@steadfasttraining.co.uk
www.steadfasttraining.co.uk



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:

0845 223 2401

safe-guarding@steadfasttraining.co.uk

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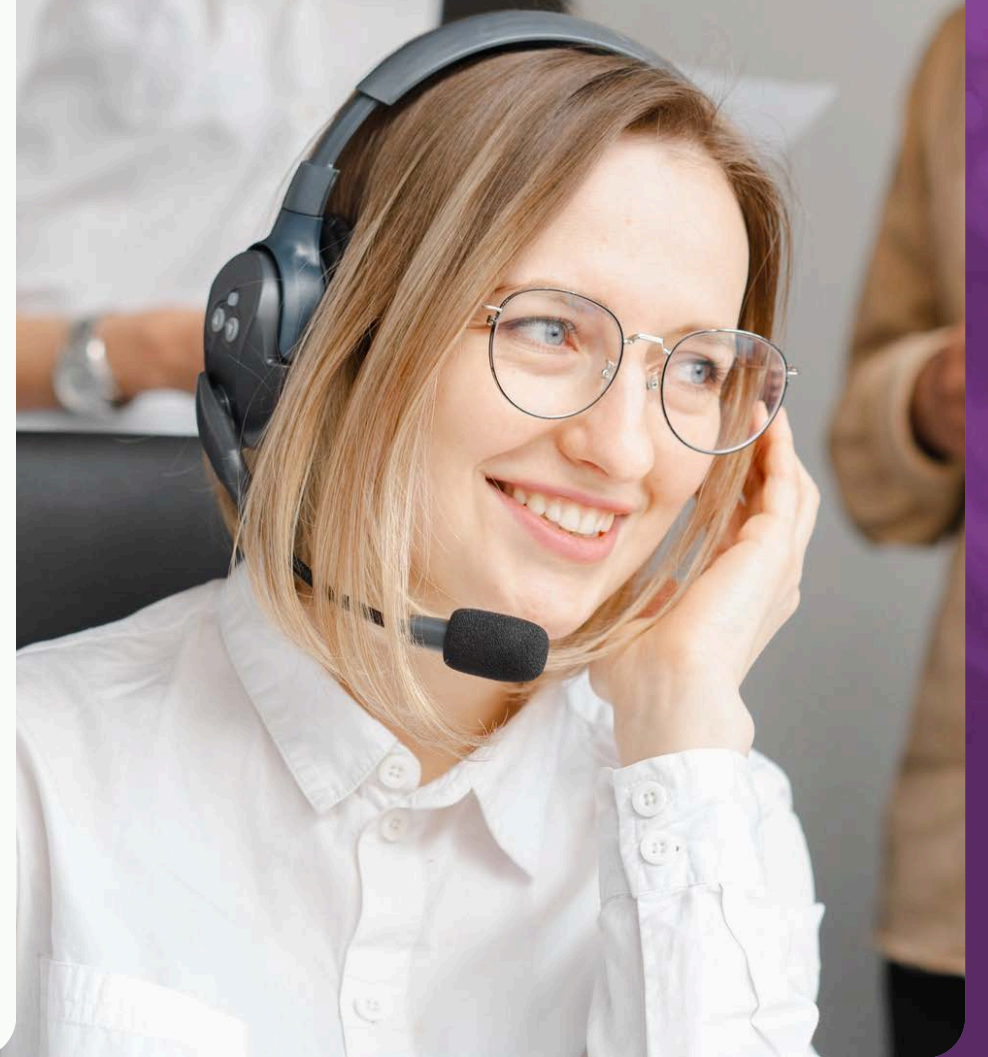


Level 2

Customer Service Practitioner

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £3500*



Role Profile

The role of a customer service practitioner is to deliver high-quality products and services to the customers of their organisation. They provide service through various channels such as face-to-face, telephone, digital, and written communications. Their actions significantly influence customer experience and satisfaction with the organisation. They must demonstrate excellent customer service skills, product knowledge, and adhere to organisational standards and regulatory requirements.

Additional Requirements

Level 1 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; Knowing your customers, Understanding the organisation, Meeting regulations and legislation, Systems and resources, Your role and responsibility, Customer experience, Product and service knowledge

End Point Assessment

This EPA has 3 assessment methods.

- Apprentice Showcase
- Practical Observation
- Professional Discussion

Typical Job Roles

Customer-focused job roles in any environment including contact centres, retail, webchat, service industry or any customer service point..

Typical roles in healthcare include Ward Administrator and receptionist.

Further Information

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at the Professional level.

Awarding Body

Innovate

Non-levy Employer Contribution*

£175 (5%)

Progression Routes

Customer Service Specialist

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or e-mail us at info@steadfasttraining.co.uk

Level 3

Customer Service Specialist

TYPICAL DURATION: 15 MONTHS

FUNDING VALUE: £4000*



Role Profile

A Customer Service Specialist is the go-to professional for direct customer support in various sectors. They handle complex requests, complaints, and queries, and act as a referral and escalation point for intricate issues. Their expertise in their organisation's products and services allows them to share knowledge with their team and analyse customer data to drive service improvements. Proficient in IT systems, they adapt to different work environments to ensure customer satisfaction.

Additional Requirements

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; Business Knowledge and Understanding, Customer Journey knowledge, Knowing your customers and their needs/ Customer Insight, Customer service culture and environment awareness, Business-focused service delivery.

End Point Assessment

This EPA has 3 assessment methods.

- Practical Observation
- Work Based Project supported by an interview
- Professional Discussion

Awarding Body

Innovate

Non-levy Employer Contribution*

£200 (5%)

Typical Job Roles

- Customer Relationship Manager
- Customer Support Officer
- Customer Service Supervisor
- Customer Service Co-ordinator
- Customer Service Team Leader

Further Information

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

Progression Routes

Leadership & Management

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or e-mail us at info@steadfasttraining.co.uk

Level 3

Business Administrator

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £5000*



Role Profile

The business administrator supports and engages with various parts of the organisation, interacting with internal and external customers. They demonstrate strong communication skills, proactive skill development, and problem-solving abilities. This role contributes to organisational efficiency and involves resolving issues as requested. Business administrators have a highly transferable set of knowledge, skills, and behaviours that can be applied in various sectors, and they work towards developing key skills and behaviours to support their progression towards management responsibilities.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as IT, Record and document production, Decision making, Interpersonal skills, Communications, Quality, Planning & Organisation, Project Management, Stakeholders, and Processes

End Point Assessment

This EPA has 3 assessment methods.

- Knowledge Test
- Portfolio-based Interview
- Project Presentation

Typical Job Roles

Business Administrator

Administrative Officer

Business Support

Awarding Body

Innovate

Non-levy Employer Contribution*

£250 (5%)

Further Information

For more information on the Business Administrator Apprenticeship or any other courses visit steadfasttraining.co.uk

Progression Routes

Leadership & Management

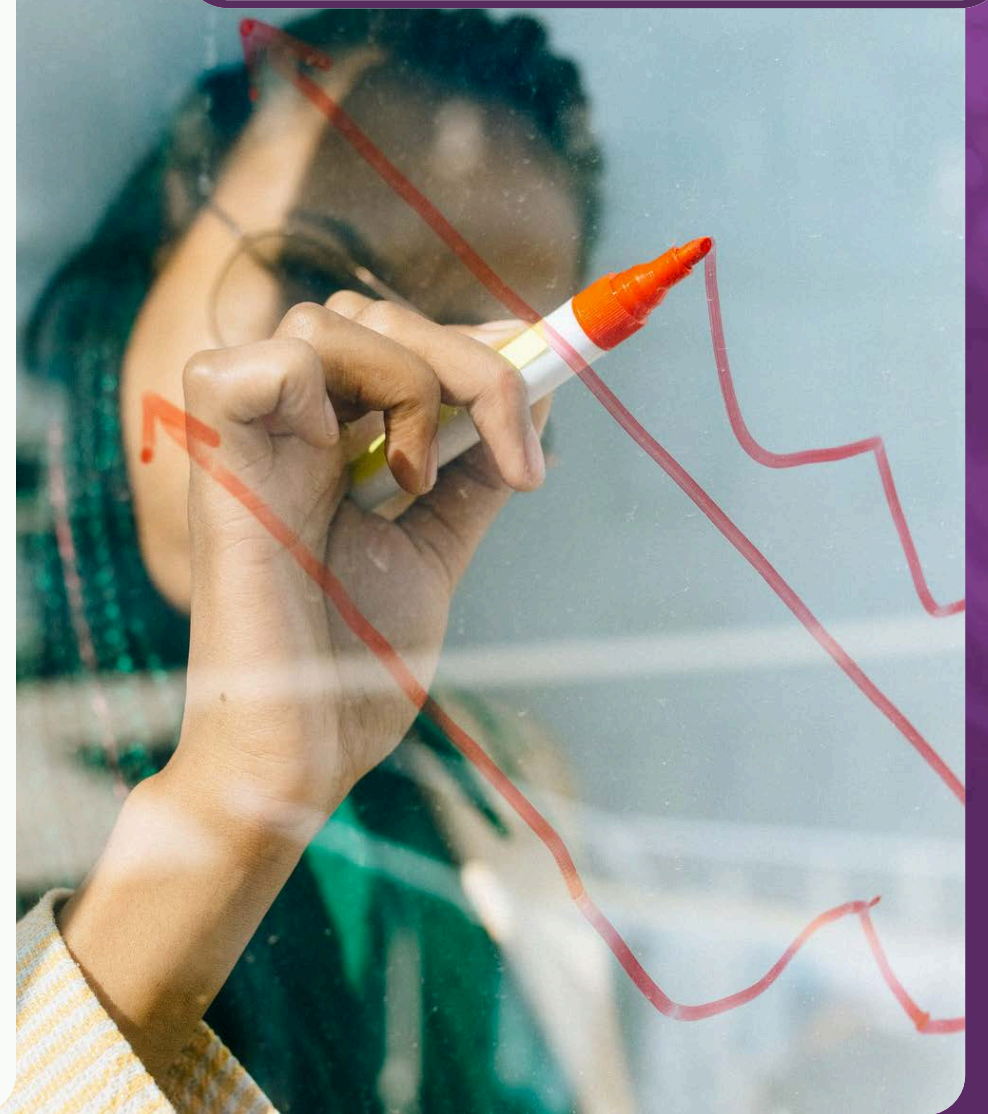
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Level 4

Business Analyst

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £18000*



Role Profile

The Business Analyst apprenticeship equips individuals with the skills to improve organisations' information systems. Key topics include scoping, planning, and performing business analysis, effective communication with stakeholders, structured investigation techniques, problem identification, and proposing actions for further analysis. Apprentices will develop competencies in logical thinking, creative problem-solving, independent and collaborative work, initiative-taking, relationship-building, and maintaining a productive working environment.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as Business Analyst Fundamentals, Investigation Techniques, Stakeholder Analysis and Management, Business Impact Assessment, Investigation Techniques, Business Process Modelling, Requirements Engineering and Management, Data Modelling, Gap Analysis, Business Acceptance, and Business Impact Assessment

End Point Assessment

This EPA has 2 assessment methods.

- Project Proposal with presentation & questioning
- Professional Discussion underpinned by portfolio

Typical Job Roles

Business Analyst

Agile Business Analyst

Requirements Engineer

Further Information

This standard aligns with the following professional recognition: BCS, The Chartered Institute for IT for Register of IT Technicians (RITTech) level 4

Awarding Body

BCS

Non-levy Employer Contribution*

£900 (5%)

Progression Routes

Leadership & Management

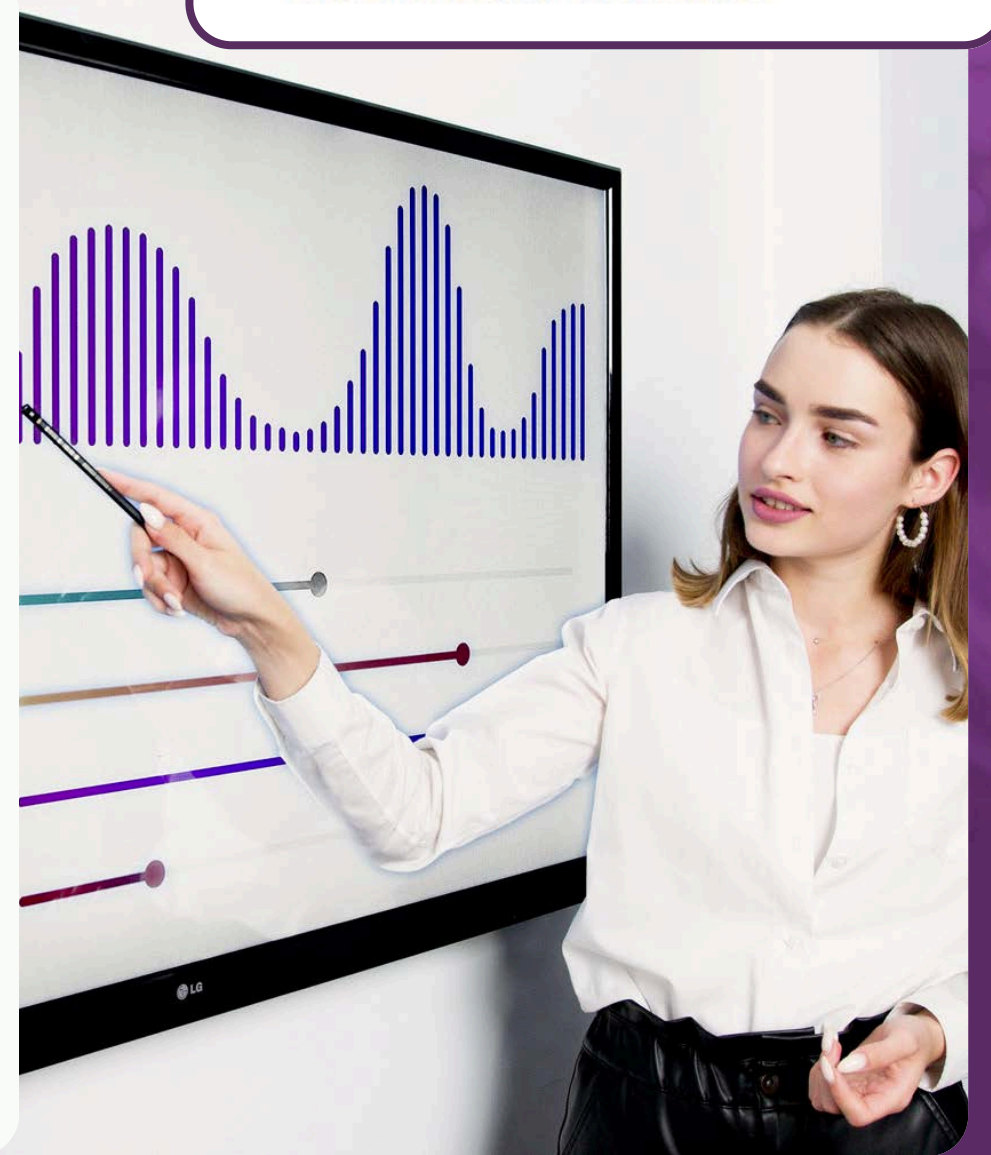
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Level 4

Data Analyst

TYPICAL DURATION: 24 MONTHS

FUNDING VALUE: £15000*



Role Profile

As a Data Analyst, individuals are responsible for securely sourcing, formatting, and presenting data for analysis using basic methods. They communicate outcomes to relevant audiences, analyse structured and unstructured data to support business outcomes, blend data from multiple sources, and apply legal and ethical principles when manipulating data. They work with a wide range of stakeholders, collect and process data according to company procedures and recognised industry good practice, and may have the opportunity to mentor others.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Data Analytics, Data Technologies, Data Security and Privacy, Data Visualisation, and Project Management

End Point Assessment

This EPA has 2 assessment methods.

- Project with presentation and questioning
- Professional Discussion underpinned by a portfolio

Awarding Body

BCS

Non-levy Employer Contribution*

£750 (5%)

Typical Job Roles

Data Protection Lead

Data Protection Manager

Information compliance officer

Information governance lead

Information governance officer

Privacy officer

Further Information

This standard aligns with the following professional recognition: Information and Records Management Society for Individual member grade, The British Computer Society for Associate member grade

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Level 3

Data Technician

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £12000*



Role Profile

As a Data Technician, individuals are responsible for securely sourcing, formatting, and presenting data for analysis using basic methods. They communicate outcomes to relevant audiences, analyse structured and unstructured data to support business outcomes, blend data from multiple sources, and apply legal and ethical principles when manipulating data. They work with a wide range of stakeholders, collect and process data according to company procedures and recognised industry good practice, and may have the opportunity to mentor others.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Data Gathering, Data Analysis and Validation, Approach to Work, Distribution and Dissemination.

Further Information

This standard aligns with the following professional recognition: Information and Records Management Society for Individual member grade, The British Computer Society for Associate member grade

End Point Assessment

This EPA has 2 assessment methods.

- Scenario Demonstrations with questioning
- Professional Discussion underpinned by a portfolio

Awarding Body

BCS

Non-levy Employer Contribution*

£600 (5%)

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Typical Job Roles

Data Protection Lead

Data Protection Manager

Information compliance officer

Information governance lead

Information governance officer

Privacy officer

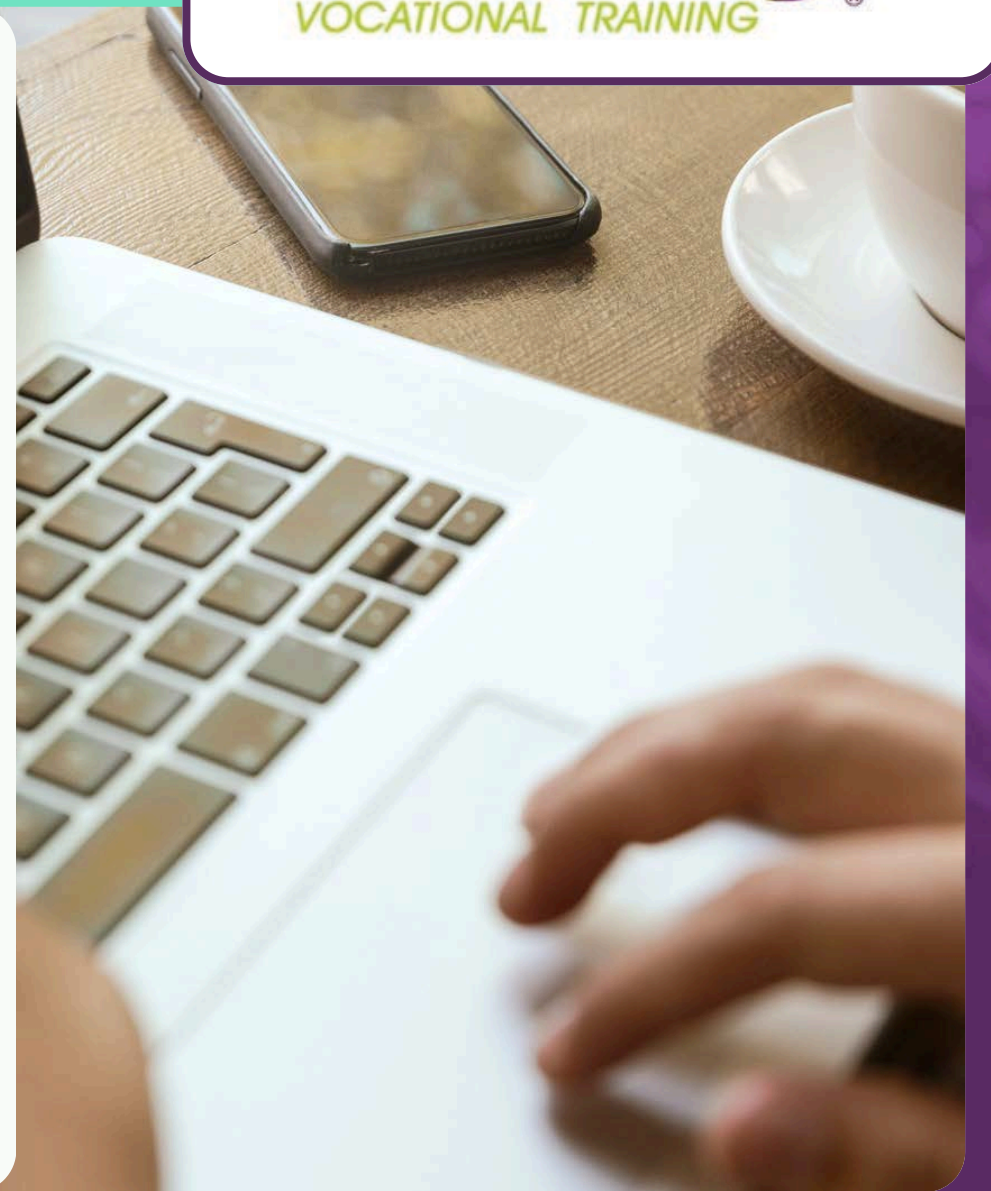
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Level 4

Data Protection & Information Governance Practitioner

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £10000*



Role Profile

As a Data Protection & Information Governance Practitioner, the responsibilities include providing regulatory and technical advice, analysing data, developing briefings for senior leadership, and investigating information governance complaints and incidents. Key skills required for this role include IT systems management, effective communication, documentation preparation, prioritisation under time pressure, and adaptability to changing priorities. Relevant certifications and experience in data protection and information governance are beneficial. Commonly used tools and technologies include IT systems for data management and communication mediums for stakeholder engagement.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Communication, Risk Methodologies, Technology, Data Analysis and Data Management, Regulation & Legislation Organisation Awareness, Stakeholder Management, Self-Development, Managing Workloads.

End Point Assessment

This EPA has 2 assessment methods.

- Work-based project report with a presentation and questions & answers
- Professional Discussion underpinned by portfolio

Awarding Body

BCS

Non-levy Employer Contribution*

£500 (5%)

Typical Job Roles

Data Protection Lead

Data Protection Manager

Information compliance officer

Information governance lead

Information governance officer

Privacy officer

Further Information

This standard aligns with the following professional recognition: Information and Records Management Society for Individual member grade, The British Computer Society for Associate member grade

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Level 3

HR Support

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £4500*



Role Profile

HR Support professionals provide front-line support to managers and employees in medium to large organisations or act as HR Managers in small organisations. They handle day-to-day HR queries, provide advice on a range of HR processes from recruitment to retirement, and ensure compliance with company policy and current law. They also manage HR systems, provide relevant HR information to the business, and may take ownership of advising managers on various HR issues. Additionally, they stay updated on business and HR legal/policy/process changes relevant to their role.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; Business understanding, HR Legislation and Policy, HR Function, HR Systems and Processes, Service Delivery, Problem solving, Communication & interpersonal, Teamwork, Process improvement, Managing HR Information, and Personal Development.

End Point Assessment

This EPA has 2 assessment methods.

- **Assessment method 1**
Consultative Project
- **Assessment method 2**
Professional Discussion

Typical Job Roles

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation

Further Information

The successful apprentice may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD)

Awarding Body

CIPD

Non-levy Employer Contribution*

£225 (5%)

Progression Routes

Leadership & Management

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or e-mail us at info@steadfasttraining.co.uk

Level 4

School Business Professional

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £6000*



Role Profile

The role of a School Business Professional involves administering and managing financial, site, and support services within a school context. They provide essential support to school leadership teams, implementing financial and business decisions. SBPs work in various school phases and structures, with shared roles including financial management, procurement, health and safety, and human resources. This role is crucial in shaping the day-to-day activities within schools and can serve as a stepping stone for those aspiring to senior or strategic roles in the school business profession.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Financial and Operational Management, Project Management, Change Management, Communication and Relationship Building, Strategic Management, Finance, Procurement, Human Resources, Managing Support Services, Governance and Risk, Marketing, Infrastructure and Ethical Standards.

End Point Assessment

This EPA has 2 assessment methods.

- Simulated Task
- Project Report & presentation with questions and answers

Awarding Body

Best Practice Network

Non-levy Employer Contribution*

£300 (5%)

Typical Job Roles

School Business Manager

HR Manager

Office Manager

School Administrator

Business Support Officer

Bursar

Further Information

Candidates will be eligible to become a Full Member of the Institute of School Business Leadership (ISBL) upon successful completion of the apprenticeship.

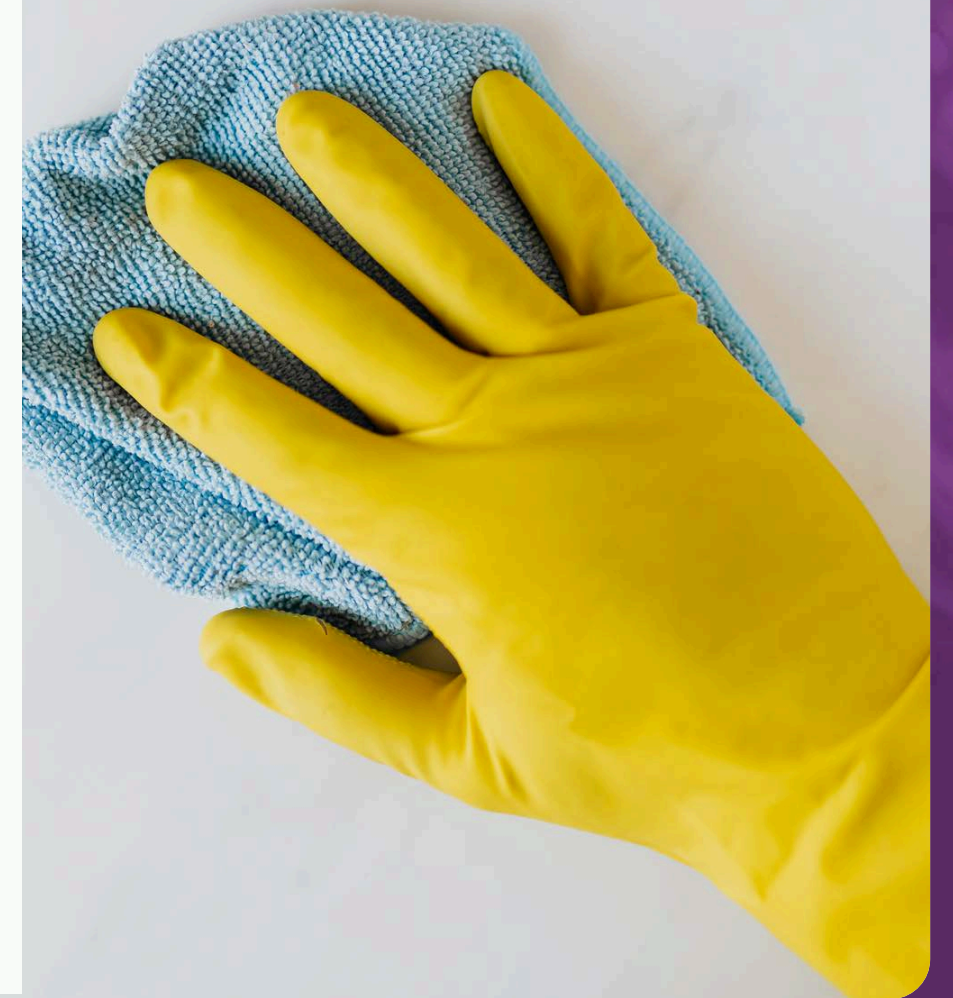
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Level 2

Cleaning Hygiene Operative

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £5000*



Role Profile

The occupation of cleaning and hygiene operatives involves specialised cleaning techniques to maintain safety and hygiene standards in various workplaces. These operatives work independently or as part of a team, reporting to a cleaning supervisor or service leader, and may operate during and outside normal working hours.

Available Pathways

Healthcare Pathway: Work in healthcare settings like hospitals and care homes to maintain cleanliness levels, prevent the spread of bacteria and viruses, and follow National Healthcare Cleaning Standards.

Commerical Pathway: Operate in various settings like food premises, hotels, and offices, focusing on thorough cleaning for safety and hygiene to prevent the spread of micro-organisms and bacteria.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes Core occupation duties and specialised duties relating to the Healthcare or Commerical Pathway.

For more information on specific pathways visit:
steadfasttraining.co.uk

End Point Assessment

This EPA has 3 assessment methods.

- Knowledge Test
- Observative with Questioning
- Interview

Non-levy Employer Contribution*

£250 (5%)

Qualifications

Level 1 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Typical Job Roles

Care Hygiene Operatives

Cleaning Hygiene Operative

Cleaning Services Operative

Domestic Assistant

Environmental Cleaning Operative

Awarding Body

Innovate

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or e-mail us at info@steadfasttraining.co.uk

Level 5 Operations/ Departmental Manager

TYPICAL DURATION: 30 MONTHS

FUNDING VALUE: £9000*



Role Profile

An Operations or Departmental Manager manages teams and/or projects to achieve operational goals as part of the organisation's strategy. They are accountable to a higher-level manager or owner, and work in all sectors and organisation sizes. Their responsibilities may include creating and delivering operational plans, managing projects, leading teams, managing resources, coaching and mentoring. This apprenticeship is designed for individuals who are currently in a supervisory or managerial role and are aiming to progress to a more senior management position.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Self-Awareness, Management of Self, Decision Making, Leading People, Managing People, Building Relationships Communication, Operational Management, Project Management, and Finance

End Point Assessment

This EPA has 2 assessment methods.

- Professional Discussion underpinned by a portfolio of evidence
- Project Proposal, Presentation and questioning

Typical Job Roles

Operations Manager

Store Manager Middle Manager

Regional Manager

Project Coordinator

Divisional Manager

Further Information

On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management.

Awarding Body

Innovate

Non-levy Employer Contribution*

£450 (5%)

Progression Routes

Leadership & Management

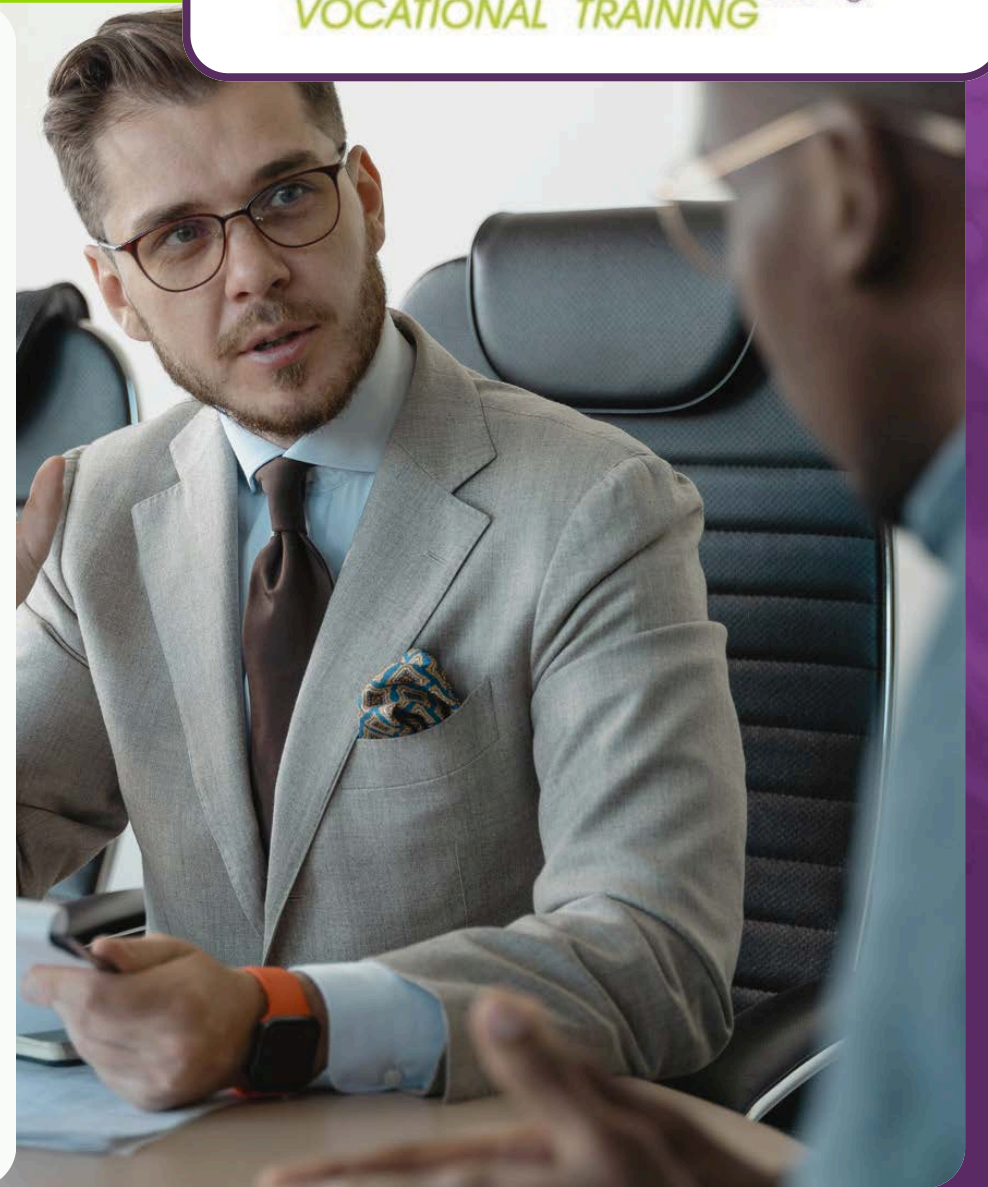
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Level 4

Associate Project Manager

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £7000*



Role Profile

An Associate Project Manager plays a crucial role in overseeing project work and teams within businesses and organisations. They are tasked with ensuring effective planning, organisation, leadership, and management, while also possessing strong communication skills to facilitate seamless coordination. Collaborating closely with the project team, they strive to achieve the desired outcomes by leveraging resources with suitable expertise, experience, and qualifications, fostering a motivated and integrated team dynamic.

Qualifications

Level 2 in English & Maths

IPMA Level D qualification or APM Project Management Qualification

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Leading People, Managing People, Building Relationships, Communication, Decision Making, Finance, Project Management, and Organisational Management.

End Point Assessment

This EPA has 2 assessment methods.

- Written project report with presentation and questioning
- Professional Discussion underpinned by a portfolio of evidence

Typical Job Roles

Assistant Project Manager

Junior Project Manager

Project Team Leader

Associate Project Manager

Project Coordinator

Further Information

Upon commencement, apprentices may become student members of the Association for Project Management (APM) as the first step of professional membership.

Awarding Body

APM

Non-levy Employer Contribution*

£300 (5%)

Progression Routes

Operations/Departmental Manager

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Level 3

Team Leader /Supervisor

TYPICAL DURATION: 15 MONTHS

FUNDING VALUE: £5000*



Role Profile

A Team Leader oversees a team to achieve specific goals. They manage resources, provide guidance, and resolve problems. They support, manage, and develop team members, deliver operational plans, and build relationships with stakeholders. Successful Team Leaders possess strong leadership and communication skills and manage multiple priorities effectively. This course is suitable for individuals working in any sector and any size of organisation. By the end of the course, participants will have a solid understanding of the key responsibilities and be equipped with the knowledge, skills and behaviours needed to excel in this role.

Qualifications

Level 2 in English & Maths

A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Leading People, Managing People, Building Relationships, Communication, Decision Making, Finance, Project Management, and Organisational Management.

End Point Assessment

This EPA has 2 assessment methods.

- Presentation with Q&A
- Professional Discussion underpinned by a portfolio of evidence

Typical Job Roles

Supervisor

Team Leader

Project Officer

Shift Supervisor

Foreperson

Further Information

Upon completion, apprentices may register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management to support their professional career development and progression.

Awarding Body

Innovate

Non-levy Employer Contribution*

£250 (5%)

Progression Routes

Operations/Departmental Manager

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OFSTED

Steadfast Training'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.



CIFE

The Chartered Institution for Further Education was established to highlight the excellence of further education and skills training providers. They do this by recognising and celebrating high achievement in this vital sector.

They are the membership body for Further Education colleges and training providers in the UK with exceptionally high standards.

Corporate Members of the Institution, which is the only Royal Chartered Body for Further Education, are able to influence and raise the professional status of the sector. Chartered status is a clear mark of excellence which shows potential new students and employers that an education provider is a centre of supreme quality in the areas of governance, leadership, professional development, teaching practice and community impact.

Steadfast Training is proud to announce that they were awarded Chartered Status in February 2017.



**THE CHARTERED INSTITUTION
FOR FURTHER EDUCATION**



Find out more online:

steadfasttraining.co.uk

Call us on:

0845 233 2401

Email us at:

info@steadfasttraining.co.uk

