



2025

Apprenticeship Prospectus

Growing Potential for ALL



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.

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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

01775 513050
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:

01775 513050

safe-guarding@steadfasttraining.co.uk

Level 2

Early Years Practitioner

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £4000*



Role Profile

This role involves direct engagement with children across diverse settings like daycares, schools, and social care environments, to implement government-mandated Early Years Foundation Stage (EYFS) requirements for those aged birth to 5. Responsibilities encompass planning and conducting activities, collaborating with colleagues and professionals, ensuring the safety and well-being of children, and supporting their individualized learning and care needs. This position does not entail budgetary or leadership duties, but rather emphasises the nurturing and development of children within a supportive team environment.

Additional Requirements

Level 2 in English & Maths

Apprentices will need to undertake the Disclosure and Barring Service process

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as;

- Work in partnership with other colleagues, parents and/or carers or other professionals to meet the individual needs of each child in line with company policies and procedures.
- Use play to support children to understand and encourage healthy life choices.
- Carryout self-reflection and use continuous professional development opportunities to improve practice.
- Undertake specific tasks related to the safety and hygiene of the children and the cleanliness of the setting.
- Support the wellbeing of all children including those with additional needs and disabilities.

End Point Assessment

This EPA has 2 assessment methods.

- Professional Discussion, underpinned by a portfolio of evidence
- Knowledge Test

Awarding Body

NCFE

Non-levy Employer Contribution*

£200 (5%)

Typical Job Roles

Assistant Childminder

Early Years Practitioner

Nanny & Early Years Worker

Nursery Assistant Nursery Nurse

Nursery Practitioner

Progression Routes

Early Years Educator

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 3

Early Years Educator

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £7000*



Role Profile

This occupation involves providing high-quality early education and care for children from birth to age 5 in various settings. Early years educators follow the Early Years Foundation Stage (EYFS) requirements and interact with children, parents, carers, colleagues, and other professionals. They ensure a safe and inclusive learning environment, facilitate children's learning through play, and support children's progress and development through observation, assessment, and planning. They may act as the key person for one or more children and may play a leadership role under supervision.

Additional Requirements

Level 2 in English & Maths

Paediatric First Aid or Emergency
Paediatric First Aid

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as; Health and Wellbeing, Legislation, Play, Development and Learning for School readiness, Safeguarding, Speech, Language and Communication needs, Diversity, equality and inclusion. Special Educational Need and Disabilities (SEND)

End Point Assessment

This EPA has 2 assessment methods.

- Observation of practice with questions
- Professional Discussion, underpinned by a portfolio of evidence

Awarding Body

NCFE

Non-levy Employer Contribution*

£350 (5%)

Typical Job Roles

Childminder assistant

Early Years Educator

Early Years Worker

Nursery Educator

Nursery Nurse

Nursery Worker

Further Information

This standard aligns with the following professional recognition:
Department for Education for Full and relevant at Level 3

Progression Routes

Early Years Lead
Practitioner

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 5

Early Years Lead Practitioner

TYPICAL DURATION: 24 MONTHS

FUNDING VALUE: £8000*



Role Profile

The Early Lead Practitioner Course prepares childcare professionals for influential roles, focusing on operational leadership in the care, learning, and development of young children. Covering play-based learning, individual needs, inclusive provision, sector developments, and professional competencies, this course targets practitioners directly engaged with children. Completion ensures candidates are equipped to lead in communication, planning, forest school, physical activity, and nutrition.

Additional Requirements

Level 2 in English & Maths

Apprentices will need to undertake the Disclosure and Barring Service process

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subject areas such as; The Unique Child, Learning & Development, Leaderful Practise, Effective Implementation of Legislation & Guidance, Effective Promotion of Development, Health & Wellbeing, CPD, Child Development, Administrative, Reflective Practise, Observation and Assessment Planning.

End Point Assessment

This EPA has 3 assessment methods.

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence
- Case study with report and presentation and questioning

Awarding Body

NCFE

Non-levy Employer Contribution*

£400 (5%)

Typical Job Roles

Assistant manager Deputy manager
Early years coordinator Play leader
Baby room leader Early years officer
Key Worker Education welfare officer
Health play specialist Nursery Officer
Hospital play worker Pastoral assistant
Higher level teaching and learning assistant
Room Leader Pre-school leader
Early years foundation stage lead or coordinator

Further Information

This standard aligns with the following professional recognition: Criteria for Level 3 Early Years qualifications for Early Years Educator

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, 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.

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 3

Teaching Assistant

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £7000*



Role Profile

Teaching Assistants work across a range of educational settings, including primary, secondary, special schools, alternative provision, and further education institutions like colleges. Their primary role is to support the class teacher in enhancing learners' progress by delivering individual and small group instruction, helping students understand their work, and promoting positive learning behaviours. They work with all learners, including those with special educational needs and disabilities (SEND), and collaborate with teachers, other professionals, and parents.

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; Delivery, Learning and support, Assessment, Curriculum, Child development, Legislation and policy, Professional development, Relationships and role modelling, Communication, and Pastoral care.

End Point Assessment

This EPA has 2 assessment methods.

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence

Awarding Body

Highfields

Non-levy Employer Contribution*

£350 (5%)

Typical Job Roles

Assistant Teacher

Classroom Assistant

Learning Support Assistant

Learning Support Worker

Specialist Curriculum Support

Further Information

Professional body recognition is not relevant to this occupational apprenticeship.

Progression Routes

Becoming a teaching assistant is a great springboard towards further roles in education.

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 2

Healthcare Science Assistant

TYPICAL DURATION: 14 MONTHS

FUNDING VALUE: £8000*



Role Profile

The Healthcare Science Assistant (HCSA) is a support workforce that plays a crucial role in ensuring safe patient care. They work in various healthcare settings such as hospitals, general practices, and other healthcare facilities. HCSAs are responsible for performing a range of low-risk technical and scientific procedures related to healthcare science. They follow specific protocols and adhere to health, safety, governance, and ethical requirements. Initially, HCSAs work under direct supervision, but with experience, they can work under indirect supervision and rely on standard operating procedures.

Additional Requirements

Level 1 in English & Maths

Level 2 Diploma in Healthcare Science

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as; Person-Centred Care, Communication and Working with Others, Health & Safety, Technical Scientific Services, Clinical Care, Audit/Service Improvement, Research & Innovation, Leadership, and Quality.

End Point Assessment

This EPA has 2 assessment methods.

- Observation of practice with questions
- Professional Discussion, underpinned by a portfolio of evidence

Awarding Body

Pearson

Non-levy Employer Contribution*

£400 (5%)

Typical Job Roles

Healthcare Science Assistant (HCSA)

Further Information

On completion of the HCSA Apprenticeship individuals will be eligible to apply to join the Academy for HCS (AHCS) accredited register.

Progression Routes

Healthcare Science Associate

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 4

Healthcare Science Associate

TYPICAL DURATION: 24 MONTHS

FUNDING VALUE: £16000*



Role Profile

The Healthcare Science (HCS) Associate workforce performs technical and scientific procedures in the healthcare sector, supporting HCS Practitioners and Clinical Scientists. They work within a team and adhere to Good Scientific Practice standards. Among their duties, they contribute to the safe, efficient functioning of services, quality control the technical processing of biological samples and perform routine investigations. They also manage technical data and write technical reports.

Additional Requirements

Level 2 in English & Maths

Level 4 Diploma in Healthcare Science

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes duties such as; Person-Centred Care, Communication and Working with Others, Health & Safety, Technical Scientific Services, Clinical Care, Audit/Service Improvement, Research & Innovation, Leadership, and Quality.

End Point Assessment

This EPA has 2 assessment methods.

- Observation of Practise with Questions
- Professional Discussion underpinned by a portfolio of evidence

Awarding Body

Pearson

Non-levy Employer Contribution*

£800 (5%)

Professional Recognition

This standard aligns with the following professional recognition:

•Academy for Healthcare Science for Healthcare Science Associate Register (non-accredited)

•The Science Council for Registered Science Technician (RSciTech)

Typical Job Roles

Healthcare Science Associate

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 2

Healthcare Support Worker

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £3000*



Role Profile

A Healthcare Support Worker plays an integral role in providing exceptional care to individuals while working as part of a team. They perform specific clinical duties and monitor the overall progress, comfort, and wellbeing of patients. In their daily work, an employee in this occupation interacts with patients, service users, carers and their families, healthcare professionals such as doctors and nurses and social care staff including registered managers.

Additional Requirements

Level 1 in English & Maths

Care Certificate

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes Communication, Person centred care, Basic life support, Duty of Care, Equality & Diversity, Health Intervention, Dementia, Cognitive Issues, Mental Health, Safeguarding, Moving & Handling.

End Point Assessment

This EPA has 2 assessment methods.

- **Assessment method 1**
Observation of Practice
- **Assessment method 2**
Professional Discussion

Typical Job Roles

Healthcare Assistant

Healthcare Support Worker

Mental Health Support Worker

Nursing Assistant Support Worker

Personal Assistant

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Awarding Body

HABC

Non-levy Employer Contribution*

£150 (5%)

Progression Routes

Senior Healthcare Support Worker

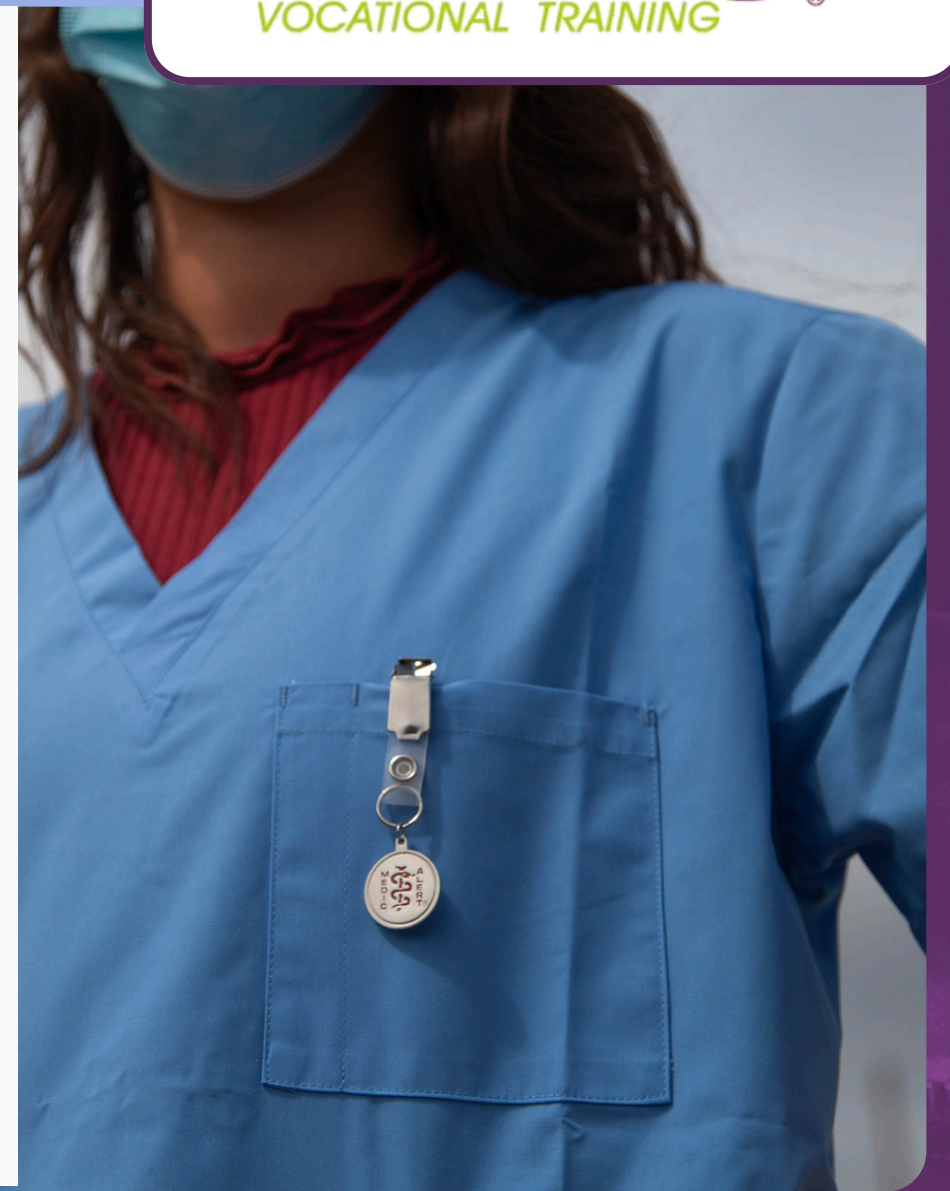
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Level 3

Senior Healthcare Support Worker

TYPICAL DURATION: 24 MONTHS

FUNDING VALUE: £9000*



Role Profile

Senior healthcare support workers play a crucial role in providing clinical, therapeutic, and diagnostic care in various healthcare settings. They work under the direct or indirect supervision of a registered healthcare professional to support them in delivering high-quality and compassionate health and care services. A senior healthcare support worker may specialise in one of the following occupational options: adult nursing support, maternity support, theatre support, mental health support, children and young people support, allied health profession therapy support, or diagnostic imaging support. .

Additional Requirements

Level 2 in English & Maths

Care Certificate

Level 3 Diploma in Healthcare Support

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes Core occupation duties and optional duties such as; Adult Nursing, Maternity Support, Theatre Support, Mental Health Support, Children & Young People Support, Therapy Support and Diagnostic Imaging Support

End Point Assessment

This EPA has 2 assessment methods.

- **Assessment method 1**
Observation of Practice
- **Assessment method 2**
Professional Discussion

Awarding Body

HABC

Non-levy Employer Contribution*

£450 (5%)

Typical Job Roles

Community Support Worker

Imaging Support Worker

Maternity Support Worker

Mental Health Support Worker

Theatre Assistant

Therapy Assistant

Further Information

Learners may be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Progression Routes

Senior Healthcare Support Worker

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 3

Community Health & Wellbeing Worker

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £7000*



Role Profile

This occupation is found in different organisations and is commissioned by a range of agencies, including local government, the NHS, and other funders such as charities and social enterprise organisations.

An employee in this occupation will be responsible for:

- building relationships with people, having strengths-based conversations with and supporting individuals to make changes in their lives
- literature, information and materials (collateral) relating to health, care, education, welfare, employment, appropriate for different levels of health literacy and in a range of languages.
- worker (paid or unpaid) supervision and/or guidance.
- small local budgets, 'petty cash', or being an authorised signatory for small payments within the scheme of delegation.
- equipment and resources, such as supplying carbon monoxide monitors, using cholesterol testing kits, android or smart devices, laptops and secure file storage.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. The occupation duties of the Community Health and Wellbeing Worker apprenticeship include promoting health and wellbeing, building local resilience, providing advice on local services, managing referrals, and supporting individuals and groups in making decisions to improve their health and wellbeing.

End Point Assessment

This EPA has 3 assessment methods.

- Multiply Choice Test
- Demonstration of Practice
- Professional Discussion (underpinned by portfolio)

Non-levy Employer Contribution*

£350 (5%)

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.

Typical Job Roles

Care or service navigator

Community connector

Community health champion

Health trainer

Social prescribing link worker

Live well coach

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 2

Adult Care Worker

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £4000*



Role Profile

Adult care workers provide support to individuals facing various challenges, helping them to achieve personal goals and live independently and safely. Job roles may include working in domiciliary care, day centres, nursing homes, residential care, or healthcare settings. Personal assistants work directly for one individual, usually in their own home. This is a rewarding and worthwhile job that provides excellent career opportunities.

Additional Requirements

- Level 1 in English & Maths
- Level 2 Diploma in Care
- Care Certificate

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes working professionally, promoting health and wellbeing, safeguarding, clear and responsible communication, respecting human rights, and understanding their job role responsibilities.

End Point Assessment

This EPA has 2 assessment methods.

- Assessment method 1**
Situational judgement test
- Assessment method 2**
Professional Discussion

Typical Job Roles

- Care Assistant
- Activities Worker
- Mental Health Support Worker
- Disability Support Worker
- Care Worker
- Personal Assistant

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Awarding Body

HABC

Non-levy Employer Contribution*

£200 (5%)

Progression Routes

- Lead Adult Care Worker
- Lead Practitioner in Adult Care
- Leader in Adult Care

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 3

Lead Adult Care Worker

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £4000*



Role Profile

Lead Adult Care Workers provide frontline support to adults with care needs, helping them achieve independence and control over their lives. They also provide guidance and direction to others and may have delegated responsibility for the standard of care provided. This role requires exercising judgment and taking appropriate action to support individuals, improving their overall health and wellbeing. Lead Adult Care Workers may work in various settings including residential or nursing homes, domiciliary care, day centres or clinical healthcare settings.

Typical Job Roles

Care Supervisor Personal Assistant
Senior Care Worker Care Officer
Supervising Care Worker
Relief Team Leader Support Worker
Social Work Assistant/Officer

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes Treating People with Respect, Communication, Safeguarding, Professional Development

End Point Assessment

This EPA has 2 assessment methods.

- Situational judgement test
- Professional Discussion

Additional Requirements

Level 2 in English & Maths
Level 3 Diploma in Adult Care
Care Certificate

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Awarding Body

HABC

Non-levy Employer Contribution*

£200 (5%)

Progression Routes

Lead Practitioner in Adult Care
Leader in Adult Care

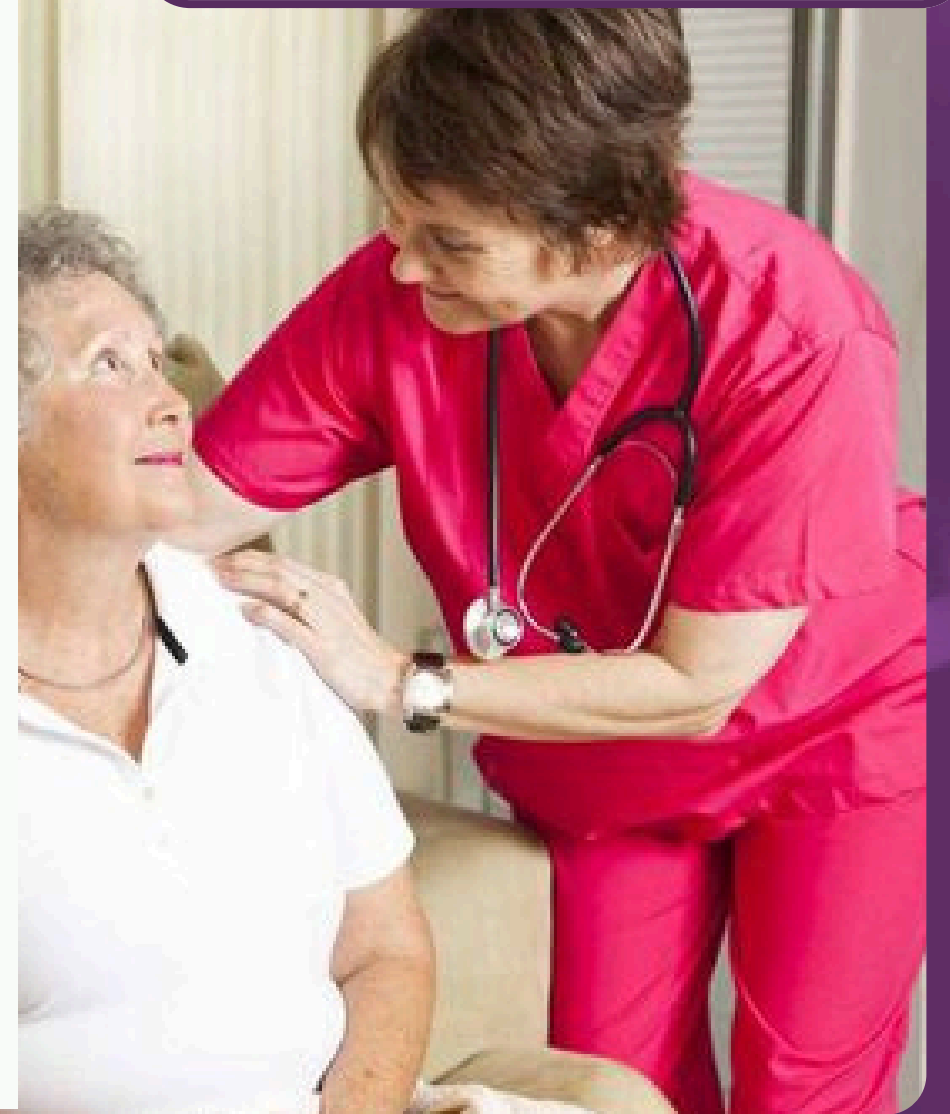
To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 4

Lead Practitioner in Adult Care

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £7000*



Role Profile

The Lead Practitioner in Adult Care guides and motivates team members to make a positive difference in the lives of people facing challenges. They are recognised as a leader within the team, contribute to a values-based culture, and have specialist skills in care needs assessment, therapy, rehabilitation, and care technology. They work in various settings, including residential or nursing homes, domiciliary care, day centres, or clinical healthcare settings.

Additional Requirements

Level 2 in English & Maths

Level 4 Diploma in Adult Care

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes applying professional judgment, maintaining relationships, accessing specialist help, mentoring colleagues, and contributing to quality assurance.

End Point Assessment

This EPA has 2 assessment methods.

- **Assessment method 1**
Observation of Practice
- **Assessment method 2**
Professional Discussion

Typical Job Roles

Dementia Lead Community Care

Care Assessment Officer

Re-ablement Worker

Physiotherapy Assistant

Occupational Therapy

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Awarding Body

HABC

Non-levy Employer Contribution*

£350 (5%)

Progression Routes

Leader in Adult Care

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 5

Leader in Adult Care

TYPICAL DURATION: 18 MONTHS

FUNDING VALUE: £7000*



Role Profile

A Leader in Adult Care is responsible for guiding and inspiring a team of care workers. They develop and implement a values-based culture, manage the care team, and ensure regulatory compliance of the care given. They may be responsible for business development and financial control, and they have a responsibility to ensure that the service is safe, effective, caring, responsive, and well-led. Overall, the role of a Leader in Adult Care is critical in ensuring the provision of high-quality care and support to vulnerable individuals.

Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes Treating People with Respect, Communication, Safeguarding, Professional Development

End Point Assessment

This EPA has 2 assessment methods.

- Observation of Leadership
- Professional Discussion

Awarding Body

HABC

Non-levy Employer Contribution*

£350 (5%)

Further Information

Learners will be required to undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

Typical Job Roles

Leaders in Adult Care may work in residential or nursing homes, domiciliary care, community day centres, a person's own home or some clinical healthcare settings. The role of Leader in Adult Care in this standard also covers Personal Assistants who operate in a management role but they may only work directly for one individual who needs support and/or care services.

Typical Job Roles include;

Assistant Manager Deputy Manager

Service Manager Unit Manager

Registered Manager

Additional Requirements

Level 2 in English & Maths

Level 5 Diploma in Leadership & Management for Adult Care

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 3

Emergency Contact Handler

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £12000*



Role Profile

Emergency Contact Handlers are found in organisations which receive contacts from the public in emergency and non-emergency situations. Typical organisations include Ambulance, Fire, Police, the NHS, National Highways, and the Maritime and Coastguard Agency.

An employee in this occupation will be responsible for: receiving emergency and non-emergency contacts from the public and other organisations via telephone, online submissions, and social media gathering relevant information, assessing risks, and taking appropriate action in line with organisational protocols providing advice, including in life-endangering situations, and managing expectations around the service provided using sector-specific technology to record and update information working shifts, including nights, weekends, and holidays, to maintain 24-hour service interacting with colleagues, managers, and other local or national agencies adhering to organisational policies, legislative frameworks, and ethical standards.

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 develop the skills, knowledge, and behaviours required for their role. This includes Data protection, Health and safety legislation, Equality legislation, Communication and technology systems, Building rapport, Listening and questioning techniques, Risk assessment, Decision-making, Incident management, Collaboration with partner organisations, Ethical standards, Reflective practice, and Continuing professional development.

End Point Assessment

This EPA has 2 assessment methods.

- Observation of live contacts and pre-recorded contacts with questions
- Professional discussion underpinned by a portfolio of evidence

Non-levy Employer Contribution*

£600 (5%)

Typical Job Roles

Contact management centre operators

Contact resolution officer

Emergency contact handler

Emergency controllers

Fire control contact handler

Health advisors

Regional operations centre operator

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

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

Awarding Body

Innovate

Non-levy Employer Contribution*

£175 (5%)

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.

Progression Routes

Customer Service Specialist

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, 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 **01775 513050**, 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

Awarding Body

Innovate

Non-levy Employer Contribution*

£250 (5%)

Typical Job Roles

Business Administrator

Administrative Officer

Business Support

Further Information

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

Progression Routes

Business Analyst

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at info@steadfasttraining.co.uk

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

Awarding Body

CIPD

Non-levy Employer Contribution*

£225 (5%)

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)

Progression Routes

Leadership & Management

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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

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Level 4

Learning & Skills Mentor

TYPICAL DURATION: 12 MONTHS

FUNDING VALUE: £5000*



Role Profile

Learning and Skills Mentors work across the public, private, and voluntary sectors in national and multinational organisations. They are found in sectors where training and development are essential, such as healthcare, military, manufacturing, business, education, and technology. Their primary role is to support individuals and groups in achieving agreed learning goals, adhering to ethical and legal frameworks. Mentors collaborate with stakeholders to meet mentee needs, working in various environments, both face-to-face and remotely. They are responsible for managing the mentoring relationship, ensuring progression, and maintaining high standards through continuous professional development and reflective practice.

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 develop essential skills, knowledge, and behaviours for the Learning and Skills Mentor role. This includes understanding mentor responsibilities, ethical and legal requirements, and safeguarding. Apprentices learn to establish mentoring contracts, plan sessions, and assess mentee progress.

Key areas also include communication techniques, feedback methods, record-keeping, and reflective practice. Apprentices are trained to identify development barriers, offer vocational and pastoral guidance, and maintain sustainable mentoring practices. By the end of the apprenticeship, they will be equipped to support mentees in achieving their goals and ensuring continuous professional growth.

End Point Assessment

This EPA has 2 assessment methods.

- Observation with questions
- Professional discussion underpinned by a portfolio of evidence

Non-levy Employer Contribution*

£250 (5%)

Typical Job Roles

Academic mentor

Training mentor

Learning mentor

Occupational mentor

Vocational mentor

Tutor

Technical mentor

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Level 5 Operations Manager

TYPICAL DURATION: 24 MONTHS

FUNDING VALUE: £9000*



Role Profile

An Operations 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

Awarding Body

Innovate

Non-levy Employer Contribution*

£450 (5%)

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.

Progression Routes

Leadership & Management

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

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

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.

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

End Point Assessment

Highfields

Non-levy Employer Contribution*

£350 (5%)

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.

Progression Routes

Operations Manager

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

Level 3

Team Leader

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

Awarding Body

Innovate

Non-levy Employer Contribution*

£250 (5%)

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.

Progression Routes

Operations Manager

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **01775 513050**, or e-mail us at **info@steadfasttraining.co.uk**

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:

01775 513050

Email us at:

info@steadfasttraining.co.uk

