

2025

SKILLS DEVELOPMENT

LEARN & PROSPER



Funded by
UK Government



Lincolnshire
COUNTY COUNCIL



ABOUT US

STEADFAST TRAINING LTD

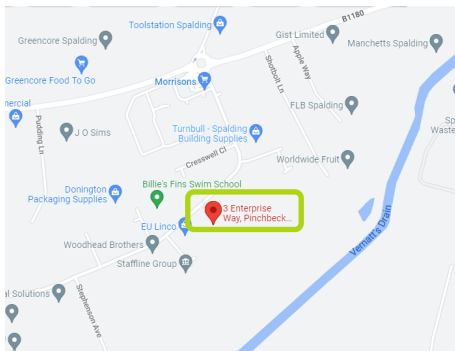
We are a training provider that delivers first class skills, employability and training solutions to create better futures for individuals, families, employers and communities. We deliver quality vocational training including Apprenticeships and Diplomas. We are a prime contractor with the Skills Funding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

HEAD OFFICE

Steadfast Training Ltd
5 Enterprise Way
Spalding
Lincolnshire
PE11 3YR

WELLAND HOUSE

30 High Street
Spalding
Lincolnshire
PE11 1UB



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Are you...

- ✓ 19+
- ✓ Unemployed
- ✓ If you are employed or self-employed - speak to us to check eligibility
- ✓ Living in Lincolnshire

Contact us
to find out
more!

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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Tel: 01775 513050



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
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WAREHOUSING & STORAGE PRINCIPLES

Duration: 2 Weeks

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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LIVING & WORKING IN THE UK

Duration: 2 Weeks

Throughout this Living & Working in the UK courses learners will develop an understanding of the government and law in the UK including the British Constitution, UK system of government, UK involvement with international institutions.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Learn about the United Kingdom, its geography, history and political system;
- Get to know people and places in the local area where you live;
- Find out about your rights and responsibilities when working and living in the United Kingdom;
- Learn about the British Education system.

Enquire Now



ICT FOR USERS

Duration: 2 Weeks

This course will help you to develop an understanding of how data can be safely stored, negating threats from a number of online sources. The course also outlines the legal protections afforded to bolster digital security. The course will help learners develop an understanding of the basic principles of using digital devices and the relevant technology required to online information and data, communicate digitally and understand how it underpins their personal development.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Understand the importance of secure data access, maintenance and storage
- Understand the threats to personal security when using the internet
- Demonstrate how to protect digital devices against threats to personal security
- Understand the consequences of sharing personal data in a digital environment
- Know how to select and use IT to communicate and exchange information

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PREPARING FOR SELF-EMPLOYMENT

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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BUSINESS ADMINISTRATION

EMPLOYABILITY & PERSONAL DEVELOPMENT

Duration: 2 Weeks

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

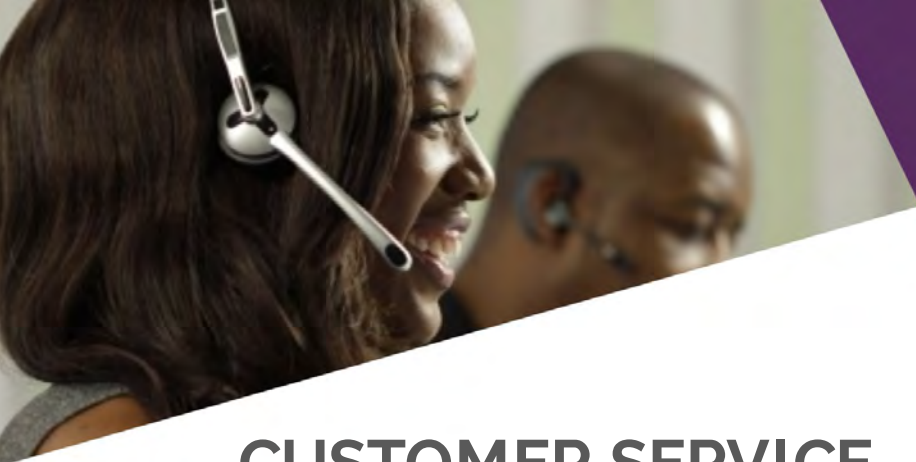
- Self - assessment
- Developing effective communication for the workplace
- Using filing systems
- Recognise and deal with customer queries, requests and problems
- Make and receive telephone calls and enquiries

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CUSTOMER SERVICE

EMPLOYABILITY & PERSONAL DEVELOPMENT

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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HELP WITH FINDING A JOB

Duration: 1 Week

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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HOSPITALITY

Duration: 1 Week

Enhance your hospitality skills and earn a qualification. Cover a broad range of hospitality skills, which help to address the needs of industries.

COURSE OBJECTIVES AND SUBJECTS COVERED

The course is designed to answer the question “What hospitality skills do I need?” and will explore

- Food Safety in Catering
- Giving Customers a Positive Impression
- Principles of Providing a Counter and Takeaway Service
- Health & Safety in the Workplace

After the course completion, each claimant will be able to book in for a 1-2-1 session for additional support.

*This course is held at our Spalding delivery hub.
Welland House, 30 High Street, PE11 1UB*

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EMPLOYABILITY WITH RETAIL PATHWAY

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
- Understanding the Business of Retail
- Understanding the Retail Selling Process

The training will incorporate group and 1-2-1 supported sessions, as well as additional self-learning.

*This course is held at our Spalding delivery hub.
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DIGITAL CALL CENTRE OPERATIONS

LEVEL 1 AWARD

Duration: 2 Weeks

This qualification informs and guides learners through the process of sourcing, applying for and securing employment in a digital call centre environment. It provides a structured route with knowledge and skills in both the generic skills required and the specific industry introduction skills and knowledge

COURSE OBJECTIVES AND SUBJECTS COVERED

- Behaviour and Standards at Work
- Digital presence, awareness and safety
- Provide contact centre customer service
- Portray a customer-friendly and positive attitude in a call centre environment
- Incoming telephone communication and sales
- Supporting customers by working with others in a contact centre
- Outgoing telephone communication and sales

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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 and CIFE

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.



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.

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 have been awarded Chartered Status in February 2017.



**THE CHARTERED INSTITUTION
FOR FURTHER EDUCATION**

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