

2025

SKILLS DEVELOPMENT

LEARN & PROSPER



Funded by
UK Government



Norfolk
County Council

ABOUT US

STEADFAST TRAINING LTD

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



Norfolk

County Council

Registered Address: 3-5 Enterprise Way, Spalding, PE11 3YR • 01775 513050

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Are you...

- ✓ 19+
- ✓ Living in Norfolk
- ✓ Currently receiving benefits

If so, these
courses are
FREE to
you!

What we offer

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

Interested?

Book a place on one of our courses.

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

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PREPARING TO WORK IN SCHOOLS

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 that full or part time support staff may fulfil including administrative roles, site support, technical roles and volunteers, as well as roles that work directly with children and young people in the learning environment.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Understand the different types of schools.
- Understand policies and procedures in schools.
- Understand different areas of learning in schools.
- Understand the main stages of development from birth to 19 years of age.
- Understand how to keep individuals safe in the learning environment.
- Understand how to protect children and young people.
- Understand how to encourage individuals in a learning environment.
- Understand healthy eating.
- Understand equality, diversity and inclusion.

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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:

- To understand the different types of schools and colleges
- To explore different types of schools and colleges
- To consider the role of staff and the governing body
- To understand educational programmes and strategies for effective teaching and learning
- To understand the role of policies and procedures in schools and colleges
- To understand areas of child and young person development
- To explore the range of activities and experiences for children and young people
- To consider holistic development
- To understand the effects of health, background and the environment on development
- To explore the effects of transition
- To appreciate different methods of communication

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LIVING & WORKING IN THE UK

ENTRY LEVEL 3

Duration: 1 Week

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.

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WAREHOUSING & STORAGE PRINCIPLES

LEVEL 2 CERTIFICATE

Duration: 1 Week

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

COURSE OBJECTIVES AND SUBJECTS COVERED:

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

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HEALTH & SAFETY IN CONSTRUCTION

LEVEL 1 CERTIFICATE

Duration: 1 Week

This course is for people who want to work within the Construction industry and require the Level 1 award in Health & Safety in Construction in order to apply for the CSCS Labourer Card, which a growing number of contractors in the UK state as a requirement in their essential criteria for those applying for a job on-site.

Learners who complete the course will:

- Complete the test for Health & Safety Level 1 in Construction
- Understand the next steps to obtain the CSCS Card (including how to book the CITB Operative Health, Safety & Environment test).

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Legislation
- Hazards
- Manual Handling
- Working at Heights
- Hazardous substances

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PREPARING FOR SELF-EMPLOYMENT

LEVEL 1 AWARD

Duration: 1 Week

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

COURSE OBJECTIVES AND SUBJECTS COVERED

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

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BUSINESS ADMINISTRATION

EMPLOYABILITY & PERSONAL DEVELOPMENT

LEVEL 1 CERTIFICATE

Duration: 1 Week

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

COURSE OBJECTIVES AND SUBJECTS COVERED

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

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PREPARING TO WORK IN ADULT SOCIAL CARE

LEVEL 1 CERTIFICATE

Duration: 1 Week

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

COURSE OBJECTIVES AND SUBJECTS COVERED

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

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CUSTOMER SERVICE

EMPLOYABILITY & PERSONAL DEVELOPMENT

LEVEL 1 CERTIFICATE

Duration: 1 Week

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

COURSE OBJECTIVES AND SUBJECTS COVERED

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

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DIGITAL CALL CENTRE OPERATIONS

LEVEL 1 AWARD

Duration: 1 Week

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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EARLY YEARS

LEVEL 1 AWARD

Duration: 1 Week

This qualification will allow learners to gain a basic knowledge of childcare in early years environments. This includes the value of play, roles and responsibilities of carers and volunteers, and the importance of developing links in the local community. The qualification considers childcare and development from birth–5 years 11 months. It is aimed at learners, parents and volunteers wishing to participate in the provision made by early years environments, such as pre-schools.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Know how to improve own practice in the early years setting.
- Know the role of the team in an early years setting.
- Know the roles and responsibilities within an early years setting.
- The roles and responsibilities of carers and volunteers in early years settings.
- The importance of developing links in the local community that could enhance children's learning and development.

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HELP WITH FINDING A JOB

AWARD IN EMPLOYABILITY SKILLS

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

PERSONAL DEVELOPMENT

Duration: 1 Week

This course is designed for individuals aiming to enhance their hospitality skills and earn a qualification that validates their expertise and knowledge. It covers a broad range of hospitality skills, addressing the diverse needs of industries within the region.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Principles of Providing a Counter and Takeaway Service
- Food Safety in Catering
- Giving Customers a Positive Impression
- Service of Alcoholic and Non-Alcoholic Drinks
- Health & Safety in the Workplace
- Principles of Resolving Customer Service Problems

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

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

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

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

Safeguarding

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

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

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

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

01775 513050



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

Ofsted is a non-ministerial department.

Steadfast's Most Recent Ofsted Visit:

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



**THE CHARTERED INSTITUTION
FOR FURTHER EDUCATION**

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.

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