

2025

SKILLS DEVELOPMENT

LEARN & PROSPER



Funded by
UK Government



CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY

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

PETERBOROUGH OFFICE

Steadfast Training Ltd
2 North Street
Peterborough
PE1 2RA



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

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

CONTENTS

GROWING POTENTIAL FOR ALL

Eligibility	4
Preparing to Work in Schools	5
Support Work in Schools & Colleges.....	6
Living & Working in the UK.....	7
Warehousing & Storage Principles.....	8
Health & Safety in Construction.....	9
Preparing for Self Employment.....	10
Business Administration	11
Preparing to Work in Adult Social Care.....	12
Customer Service.....	13
Digital Call Centre Operations.....	14
Early Years	15
Help with finding a job.....	16
ESOL.....	17
Hospitality.....	18

Are you...

- ✓ 19+
- ✓ Unemployed
- ✓ Employed or Self-Employed? Speak to us directly!
- ✓ Have access to a computer/laptop/tablet with Wi-Fi

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

Scan me



facebook.com/steadfasttraining

All our Level 1, 2 and 3 courses are free of charge for learners earning below the income threshold of £30,491 per annum.



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.

Enquire Now



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

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



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

Enquire Now



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

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

upskill@steadfasttraining.co.uk



Tel: 01775 513050

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.

This course is delivered as face-to-face provision in our Peterborough centre, with some remote delivery available for other Cambridgeshire residents

Enquire Now



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

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



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

Enquire Now



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

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



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
- Understanding Domestic Retrofit

Enquire Now



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

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



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

Enquire Now



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

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



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

Enquire Now



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

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



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

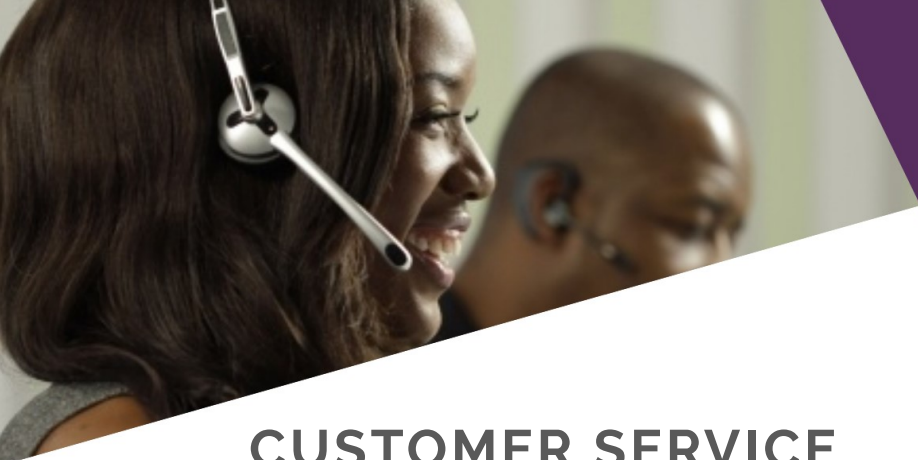
- An introduction to different adult care services
- Preparing to work with vulnerable adults
- Understanding the values and principles of adult social care
- Awareness of the skills and attitudes required for adult social care
- The importance of communication in the adult social care sector
- Roles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

Enquire Now



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

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



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

Enquire Now



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

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



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

Enquire Now



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

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



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.

Enquire Now



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

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

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

Enquire Now



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

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



ESOL

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

PRE-ENTRY & ENTRY LEVELS

Duration: 2-5 Weeks

This course is specifically designed for non-native English speakers who are looking to start learning English or to improve their skills. It is ideal for adults who have recently moved to the UK or want to start learning the English language.

Our English classes will improve your English to help you find work, speak to your child's schoolteacher, understand what your doctor is saying and talk to people every day. Learning English will make your life in the UK so much easier!

Location: Steadfast's Training Centre at 2 North Street, Peterborough, PE1 2RA

Enquire Now



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

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



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

Enquire Now



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

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

PREVENT

At **Steadfast Training Ltd**, we are committed to safeguarding learners and promoting British Values as part of our duty under the **Prevent Strategy**, which forms part of the **Counter-Terrorism and Security Act 2015**. Our role is not to prevent learners from holding political or religious views, but to support them in expressing those views in safe, lawful, and non-extremist ways.

The **Prevent Duty** requires us to have “due regard to the need to prevent people from being drawn into terrorism.” This includes addressing all forms of extremism, including non-violent extremism, and challenging ideas that may encourage or legitimize terrorism.

We work proactively to build our learners’ resilience to radicalization by promoting tolerance, respect, and inclusive values throughout our training delivery.

SAFEGUARDING

Steadfast Training Ltd is fully committed to the **safeguarding of all learners**. We work in partnership with employers to ensure that learners are supported and protected in their working and learning environments.

As an employer, you also have a duty of care. We offer advice and guidance to help you understand and fulfill your safeguarding responsibilities.

For further information or support, please contact us at **01775 513050**.

OUR STANDARDS OF EXCELLENCE

Ofsted

Steadfast Training Ltd was rated **Good** by Ofsted in our most recent inspection in **May 2023**, reaffirming the standard first achieved in **September 2017**. Ofsted inspects and regulates services that provide education and skills for learners of all ages.



Chartered Institution for Further Education (CIFE)

We are proud to hold **Chartered Status**, awarded in **February 2017** by the Chartered Institution for Further Education. This prestigious recognition reflects our commitment to excellence in governance, leadership, teaching practice, and learner outcomes. Chartered status marks Steadfast as a leading provider in the UK’s further education sector.



INTERESTED?

Enquire Now



or contact us on...

CALL US ON:

01775 513050

EMAIL US ON:

Upskill@steadfasttraining.co.uk



**Funded by
UK Government**



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

upskill@steadfasttraining.co.uk



Tel: 01775 513050