

2026

# SKILLS DEVELOPMENT

LEARN & PROSPER



# ABOUT US

## STEADFAST TRAINING LTD

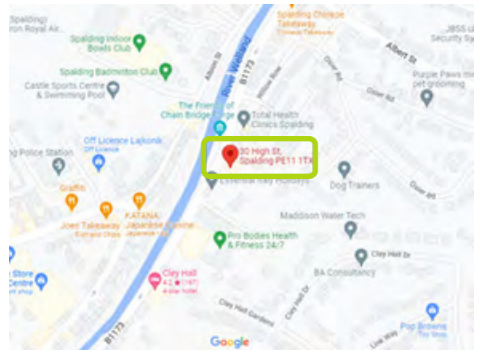
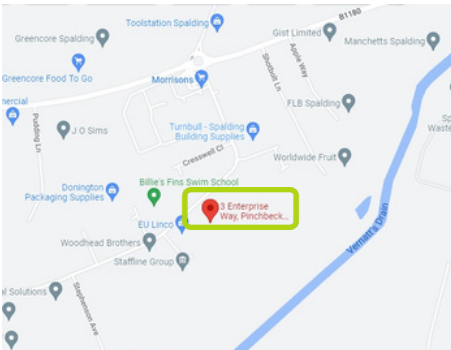
We are a training provider that delivers first class skills, employability and training solutions to create better futures for individuals, families, employers and communities. We deliver quality vocational training including Apprenticeships and Diplomas. We are a prime contractor with the Skills Funding 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

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

## Interested?

Bookaplace on one of our courses.

- **Email us on:** [upskill@steadfasttraining.co.uk](mailto:upskill@steadfasttraining.co.uk)
- **Phone us on:** 01775 513050



# 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:

- 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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# WAREHOUSING & STORAGE PRINCIPLES

LEVEL 2 CERTIFICATE

**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.

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# 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

## 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

**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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# 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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# 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

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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

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# DIGITAL CALL CENTRE OPERATIONS

**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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# 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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## 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.



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# INTERESTED?

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or contact us on...

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UK Government



Lincolnshire  
COUNTY COUNCIL  
*Working for a better future*

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