2026

SKILLS DEVELOPMENT

LEARN & PROSPER



Funded by UK Government

SKILLS FOR LIFE

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 from Level 1 – Level 5, including Apprenticeships and Diplomas. We are a prime contractor with the Department for Education (DfE) and Mayoral Authorities and work closely with the Department of Work & Pensions, Job Centres, Local Authorities and other funding services, to make training accessible.

Funding for skills provision shown in this document comes from the DfE via Norfolk County Council.

Norfolk County Council

CONTENTS

GROWING POTENTIAL FOR ALL

Work in Schools..... 5
Work in Schools & Colleges..... 6
Warehousing & Storage 7
Basic IT Course..... 8
Self-Employment..... 9
Early Years..... 10
Help with Finding a Job..... 11
Digital Contact Centre Operations..... 12
Adult Social Care..... 13
Health & Safety in Construction..... 14
Personal Wellbeing..... 15
Personal Finance..... 16

PERSONAL DEVELOPMENT

Customer Service..... 17
Retail 18
Business Administrator..... 19
Hospitality..... 20

Are you...

- 19+
- Living in Norfolk
- Currently receiving benefits

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 513050

Norfolk County Council



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



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

ENQUIRE NOW



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

ENQUIRE NOW



BASIC IT COURSE

LEVEL 1

Duration: 1 Week

This course is for candidates with very basic IT skills. It will help to improve learners' understanding of the basic principles of using digital devices and the relevant technology required to access, use and exchange online information and data, to communicate digitally and to understand how ICT underpins their personal development.

COURSE OBJECTIVES AND SUBJECTS COVERED:

- Setting up and manage an email account, attach and send documents
- Opening, closing and saving MS Word and Excel documents
- Creating folders and store/move/delete files; use removable storage
- Finding specific information on the Internet; demonstrate awareness of threats/security issues and the importance of online safety
- Creating an account on the 'Find a Job' website and use it to upload a CV and search for job opportunities
- Learning how to effectively use video calls, including TEAMS and ZOOM
- Learning how to deal with problems when accessing ICT

ENQUIRE NOW



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



EARLY YEARS

LEVEL 1 AWARD

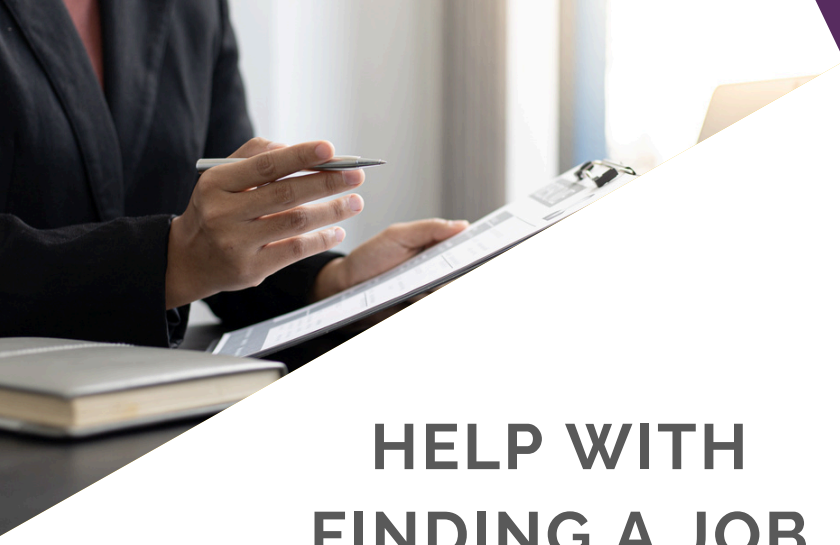
Duration: 1 Week

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



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

ENQUIRE NOW



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

ENQUIRE NOW



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



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 Certificate 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

ENQUIRE NOW



PERSONAL WELLBEING

LEVEL 1

Duration: 1 Week

This course is for people who want to improve their knowledge and understanding of personal wellbeing. It has been designed to make learners aware of the principles of personal well-being and some of the ways of maintaining it. It also explores the impact of positive behaviour, healthy-eating, mindfulness and meditation on mental well-being.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Understand the principles of personal well-being
- Understand the principles of mental well-being
- Understand the principles of healthy eating

As this course is delivered via Zoom, you would need access to a laptop/tablet with Wi-Fi

ENQUIRE NOW



MANAGING PERSONAL FINANCE

LEVEL 1

Duration: 1 Week

This qualification has been designed to meet the needs of learners who wish to gain a knowledge and understanding of the principles of saving and borrowing money, sources of income and expenditure, the need to manage income and expenditure, financial products and services, how to budget and the use of
credit.

COURSE OBJECTIVES AND SUBJECTS COVERED

- Introduction to personal finance
- Introduction to the principles of money management
- Understanding the use of credit to borrow money

As this course is delivered via Zoom, you would need access to a laptop/tablet with Wi-Fi

ENQUIRE NOW



CUSTOMER SERVICE

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

ENQUIRE NOW



EMPLOYABILITY WITH RETAIL PATHWAY

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 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

ENQUIRE NOW



BUSINESS ADMINISTRATION

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

ENQUIRE NOW



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 and Hot & Cold Drinks
- Health & Safety in the Workplace
- Principles of Resolving Customer Service Problems

ENQUIRE NOW

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 legitimise terrorism. We work proactively to buildour learners' resilience to radicalisation 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?

Contact Us

CALL US ON: 01775 513050

EMAIL US ON: upskill@steadfasttraining.co.uk

Funded by UK Government

SKILLS FOR LIFE

Norfolk County Council