

# KICKSTARTING CAREERS.

with Steadfast Training Ltd

Steadfast Training offer a comprehensive package of pre-employment and in-work support, including non-accredited training and accredited qualifications in Employability; ICT and Social Media; Customer Service; Retail; Business Admin; Warehousing; Health Care, Mental Health & Wellbeing; LGBT in the Workplace, as well as Team Leading & Management.

**All training we deliver to support young people develop their skills in the workplace is fully funded and comes at no cost to the employer.**

Training can be offered as block provision (Monday – Friday) or 1 day per week over several weeks



**KICKSTART  
SCHEME**



**European Union**  
European  
Social Fund



# OUR COURSES <EXPLAINED>

## >> Employability Certificate

### Course Objectives and Subjects Covered

- Self – Management Skills
- Assessing myself for work
- Making Informed Career and Progression Choices
- Preparing for an Interview
- Effective Team Work
- Developing a professional CV and applying for a job
- Interview Skills

## >> IT

### Course Objectives and Subjects Covered

- Provide learners with basic ICT skills
- Improve learners' understanding of how to deal with problems when accessing ICT
- Improve learners understanding of security when using ICT
- Provide support with navigating the Universal Credit website
- Provide support with job search activities

## >> Retail

### Course Objectives and Subjects Covered

- Investigating Rights and Responsibilities at Work
- Understanding the Business of Retail & how a Retail Business Maintains Health, Safety and Security on its Premises
- Understanding the Control Handling and Replenishment of Stock in a Retail Business
- Understanding the Retail Selling Process
- Understanding Customer Service in the Retail Sector
- Understanding how Teams Contribute to the Effectiveness of a Retail Unit

## >> Warehousing

### 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

## >> Mental Health & Wellbeing

### Course Objectives and Subjects Covered

- Raise awareness and outline different mental health problems
- Share practical tips for supporting people
- Explore how mental health & wellbeing interact with our daily lives
- Highlight stigma and discrimination, and how to tackle them
- Share tips on how to have supportive conversations about mental health
- Provide sources of support and information.

## >> Customer Service

### Course Objectives and Subjects Covered

- Self - Assessment
- Investigating Rights and Responsibilities at Work
- Developing Personal Presentation Skills
- Building Working Relationships with Customers
- Recognising and dealing with customer queries, requests and problems
- Making and receiving telephone calls

## >> Social Media for Business

### Course Objectives and Subjects Covered

- Explain what social media is
- Describe how it can be used to build a brand
- Explain what target groups are and how to prepare a marketing plan.
- Identify social media channels.
- Identify best practice for social media marketing

## >> 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
- The roles and responsibilities of the adult social care worker

## >> Business Administration

### Course Objectives and Subjects Covered

- Developing effective communication skills for the workplace
- Using a filing system
- Storing and retrieving information
- Recognising and dealing with customer queries, requests and problems
- Making and receiving telephone calls

## >> LGBT in the Workplace

### Course Objectives and Subjects Covered

- Lesbian, gay, bisexual and trans history and culture
- Language, stereotyping and assumptions
- Policies and legislation affecting LGBT people in the workplace
- Contributing to a supportive workplace environment

For more information please contact **0845 223 2401** or email us on **[ssw@steadfasttraining.co.uk](mailto:ssw@steadfasttraining.co.uk)** or **[kickstart@steadfasttraining.co.uk](mailto:kickstart@steadfasttraining.co.uk)**