

# Has your organisation considered the Business Administrator or Customer Service Apprenticeship Standards?

Your apprentice will develop a set of highly transferable skills, knowledge and behaviours to help your business succeed.

## Business Administration Apprenticeship (L3 Standard) features

Specifically, this qualification will develop their understanding and skills in:

- Effective business practices and operations
- Data management, analysis and digital skills
- Professional practices including record keeping, meetings and project management
- Communication methods
- Positive and professional working relationships with customers and colleagues

## Customer Service Apprenticeship (L2 Standard) features

Specifically, this qualification will develop their understanding and skills in:

- Effective and adaptable customer communication methods, establishing customer needs and managing expectations
- Your organisation's full range of products and services
- Achieving targets and goals
- Use of technology and systems to positively aid the customer experience
- Importance of protecting the brand and reputation

## Why London Skills for Growth?

London Skills for Growth are one of the largest training providers in London & the South East and have been delivering Apprenticeships for over 30 years.

### High quality

We help employers find the young people they need for their future workforce

### Supportive

We ensure the relationship between you & the apprentice remains strong & productive

### What we can offer you:

- .....→ Vocationally trained specialist assessors and trainers
- .....→ Wide range of programmes and levels to suit your business needs
- .....→ We can train new and existing staff over the age of 16

**LONDON  
SKILLS FOR  
GROWTH** 

Find out  
more:



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London Skills for Growth is part of LSEC,  
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