



Apprenticeships **Business Professions**



Associate Project Manager Level 4
Business Administrator Level 3
Customer Service Practitioner Level 2
Customer Service Specialist Level 3
Team Leader Level 3
Operations Manager Level 5



Empowering businesses and employees to flourish with our meticulously designed professional services apprenticeship programmes, tailored to enhance skills, knowledge and growth.

Apprenticeships Business Professions

To take a look
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apprenticeship
offer...



Business professions apprenticeships offer both businesses and employees invaluable chances to develop a comprehensive base of skills and knowledge in this ever-changing sector.

» Our apprenticeship offer

Our thorough apprenticeship programmes in business professions present invaluable opportunities for businesses and employees alike to build a robust base of skills and knowledge in this ever-changing sector. Through these initiatives, participants gain essential tools and expertise to confidently manoeuvre through the complexities of the professional services landscape. This empowers them to effectively adapt to changes and propel sustained success and growth within their organisations.



Associate Project Manager Level 4

This programme is designed for business and management professionals, emphasising planning, organisation, leadership, and communication skills. Associate Project Managers oversee projects, ensuring clarity on goals, strategies, timelines, and budgets while collaborating with teams for successful outcomes.



Business Administrator Level 3

Focused on cross-departmental engagement and stakeholder interaction, this programme underscores the importance of business administration in boosting efficiency. By supporting functions, collaboration, and promptly addressing operational challenges, it aims to optimise organisational performance.



Customer Service Practitioner

Level 2

Professionals in this role are entrusted with the crucial responsibility of delivering high-quality services to customers. They achieve this through the effective utilisation of workplace, digital, and local engagement channels. Their duties encompass a wide range of activities, including but not limited to, processing orders, offering expert guidance, and providing comprehensive aftercare support. Serving as the frontline representatives of their organisation, these professionals act as the initial point of contact for customers across various sectors and settings. Their primary objective is to ensure that customer needs are addressed promptly and efficiently, thereby enhancing overall customer satisfaction and loyalty.



Customer Service Specialist

Level 3

This comprehensive programme is meticulously designed to develop excellence in customer service. These individuals play a pivotal role as referral points, adept at resolving complex or technical customer issues and complaints that often require escalated attention. Their expertise enables them to handle such matters with proficiency and care. Furthermore, as recognised experts in the organisation's range of products and services, they impart their extensive knowledge to colleagues and the wider team. This sharing of expertise not only enhances the overall competency of the team but also fosters a collaborative environment where high standards of customer service can be consistently maintained.



Team Leader

Level 3

This extensive training programme is specifically designed for first-line management roles who are responsible for operational tasks or project-based duties, as well as those overseeing teams with the objective of achieving specific goals. Team Leaders or Supervisors, who are integral to this target audience, play a crucial role in providing direction, instructions, and ongoing support to their team. Their responsibilities and influence extend across a diverse array of sectors, including the private sector, public sector, and third sector, and are applicable within organisations of all sizes. By participating in this training programme, professionals will be equipped to handle the multifaceted challenges of their roles.



Operations Manager

Level 5

This training programme is designed to cater to a wide spectrum of organisations of varying sizes and sectors, encompassing private enterprises, public institutions, and third-sector entities. It addresses an extensive array of responsibilities and job titles, ensuring that it is relevant to a diverse group of professionals. Participants in this programme are often tasked with critical duties such as supervising teams and leading projects, with the primary goal of achieving specific operational or departmental objectives. By engaging in this programme, participants will gain valuable skills and insights that will enhance their ability to effectively manage teams and drive projects to successful completion.

Specialised programmes

We've created specialised add-on programmes to our existing apprenticeship offerings, responding to employer feedback. These programmes cover mental wellbeing and climate change awareness, addressing topics like stress and sustainability. They're tailored to enhance the overall apprenticeship experience, promoting both personal and environmental responsibility. Speak to one of our apprenticeship specialists who will guide you through adding this to your apprenticeship journey.

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Apprenticeships for employers



At Learning Curve Group, we specialise in delivering successful apprenticeships. Whether you want to upskill your employees or bring in enthusiastic new starters, an apprenticeship can be the right option for your business's future.

What do Apprenticeships include?

Each apprenticeship programme is structured around a specific 'Standard' corresponding to a particular occupation. These standards are robust, demanding, and typically involve at least one year of intensive training, culminating in an End-Point Assessment (EPA) to evaluate the apprentice's competency.

Furthermore, many of our business professions apprenticeships come with additional benefits. These may include relevant licenses or professional qualifications integrated seamlessly into the programme curriculum, all provided at no extra cost to the apprentice.

Benefits to Apprenticeships

Apprenticeships offer mutual benefits for businesses and individuals. For businesses, they provide a cost-effective means to attract and retain talent, customise training, and develop a skilled workforce. Meanwhile, individuals gain hands-on experience, recognised qualifications, and opportunities for personal and professional growth.



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