



If you're looking to progress in your career here are some areas to explore with your employer or apprentice trainer

### Further Training

- Customer Service Specialist apprenticeship
- Business Admin or Leadership apprenticeships
- Industry-related Professional Qualifications e.g. Institute of Customer Service
- Cross-industry training e.g. First Aid, Fire Marshal, Mental Health Support

### Potential Roles

Customer Services, HR & Recruitment, Business Development/Sales Representative, Marketing, Business Administration, Help Desk, Retail, Account Manager, Customer Success Manager, Team Leader

### Skills you have gained

- Interpersonal Skills
- Communication
- Organisation/Planning
- IT Skills
- Decision Making
- Influencing
- Conflict Management
- Positive Attitude
- Teamwork
- Self-management
- Willingness to Learn
- "Right-First-Time"
- Time Management
- Respect



### Lucy - Churchill China

Lucy started at Churchill China as a Customer Service Practitioner apprentice. She quickly developed her skills and was soon working with both the French and German accounts, eventually managing both.

Lucy achieved a distinction grade for her apprenticeship and continually exceeded her manager's expectations. Lucy was taken on full-time by Churchill after her apprenticeship and is keen to develop her career with such a supportive company.

### Get More Information

- Speak to your trainer
- Speak to your employer or mentor
- Visit [Institute for Apprenticeships](https://www.institute-for-apprenticeships.org.uk)
- Discuss in your next appraisal

### Industry Bodies



### NATIONAL CAREERS SERVICE

Get even more advice and guidance, complete a skills survey and discover alternative career options at [nationalcareers.service.gov.uk](https://nationalcareers.service.gov.uk)