



Funded by
UK Government

BUSINESS ADVICE SERVICE

CUSTOMER JOURNEY

1 CHECK ELIGIBILITY

- You are a trading business (min 6 mths)
- You are micro, small or medium
- You are B2B or B2C
- You have a barrier to growth



2 APPLY

You have checked you are eligible to apply and you now complete the online application form. Please give as much detail as you can as this will speed up the process.

3 ASSESSMENT

Your application will be assessed to ensure eligibility and to find the right consultant for your needs. More info may be gathered from you at this stage if needed.



4 ACCEPTANCE

If you meet the criteria you will be accepted onto the programme and you will be matched with a consultant. After the initial conversation with them; you will receive an 'Offer Letter' stating the **terms, value & likely outcomes** to the support you will receive. Once this has been signed off support can begin.



5 SUPPORT SIGN OFF

When support is concluded, the consultant will complete the 'Support & Outcomes Record' to document. This will log the actual outcomes delivered to be reported. You will view this record and also be sent a 'Feedback Form' for completion.