



LEVEL 2

# CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP

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TRAINING

## What is this role / apprenticeship?

Great customer service is a key part of any business, and is one of the most valuable skills a working individual can acquire. Providing exceptional customer service will allow you to excel in the workplace, especially in customer-facing roles such as those of shop attendants, estate agents, and a sales and service team. The Customer Service Practitioner Apprenticeship will teach you a range of practical skills that are transferable to almost any role. You will build these skills in a real-world customer service environment by actively taking part in some of the following duties:

- Communicating with customers both verbally and in writing
- Making and receiving phone calls with customers
- Developing relationships with customers and resolving customer service issues
- Gather, analyse and interpret customer feedback

## How long does the apprenticeship take?

The apprenticeship will take between 18-24 months to complete.

## What qualifications will the learner receive?

- Level 2 Certificate in Functional Skills English
- Level 2 Certificate in Functional Skills Mathematics
- Institute for Apprenticeships Customer Service Practitioner Level 2, achievable at Pass or Distinction.

## What are the entry requirements?

There are no formal requirements to apply to do this apprenticeship. However, you will be required to deal with customers face-to-face, so good communication skills, respect, and a desire to help the customer to get the best outcome are desirable.

## Why choose Acorn Training?

We put our learners at the heart of everything we do. All of our apprentices receive tailored one to one support from both a dedicated learning tutor and a learning mentor to ensure they are well-supported throughout their apprenticeship journey with us. We are an award-winning training provider renowned for our diversity and inclusion values and have recently been awarded a 'Good' rating in our first full Ofsted Inspection.

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## Contact us

**Telephone:** 01782 827 827

**Email:** [info@acorntraining.co.uk](mailto:info@acorntraining.co.uk)

**Visit:** [www.acorntraining.co.uk](http://www.acorntraining.co.uk)

