Level 3 Customer Service SVQ – GA52 23

Qualification Structure

To achieve a Level 3 qualification you must complete **seven** units**,** of which**:**
1. **Two units** must be completed from **Group A: Mandatory Core Units**
2. **One unit** must be selected from **Group B: Optional Units**
3. **One unit** must be selected from **Group C: Optional Units**
4. **One unit** must be selected from **Group D: Optional Units**
5. **One unit** must be selected from **Group E: Optional Units**
6. **One** further unit can be selected from any of **Groups B**, **C**, **D** and **E**
7. At least **five units** must be at **SCQF Level 6**
8. **Only one unit** can be selected from the **Optional Units** at **Level 7 or 8**

Group A	Mandatory Units - Customer Service Foundations	SCQF Level
FE2R 04	Demonstrate understanding of customer service	7
FE2T 04	Demonstrate understanding of the rules that impact on improvements in customer service	6
Group B	**Optional Units - Impression and Image**	**SCQF Level**
FE2V 04	Deal with customers in writing or electronically	6
FE2W 04	Use customer service as a competitive tool	7
FE2X 04	Organise the promotion of additional services or products to customers	6
FE2Y 04	Build a customer service knowledge set	7
Group C	**Optional Units - Delivery**	**SCQF Level**
FE30 04	Deliver customer service using service partnerships	6
FE31 04	Organise the delivery of reliable customer service	6
FE32 04	Improve the customer relationship	6
Group D	**Optional Units - Handling Problems**	**SCQF Level**
FE2E 04	Monitor and solve customer service problems	6
FE2F 04	Apply risk assessment to customer service	7
FE2G 04	Process customer service complaints	7
Group E	**Optional Units - Development and Improvement**	**SCQF Level**
FE36 04	Work with others to improve customer service	6
FE37 04	Promote continuous improvement	7
FE39 04	Develop your own and others' customer service skills	6
FE3A 04	Lead a team to improve customer service	7
FE3C 04	Gather, analyse and interpret customer feedback	7
FE3D 04	Monitor the quality of customer service transactions	6
FE3R 04	Implement quality improvements to customer service	8
FE3T 04	Plan and organise the development of customer service staff	8
FE3V 04	Develop a customer service strategy for a part of an organisation	8
FE3W 04	Manage a customer service award programme	8
FE3X 04	Apply technology or other resources to improve customer service	8
FE3Y 04	Review and re-engineer customer service processes	8
FE40 04	Manage customer service performance	7