

Level 4 Customer Service SVQ – GA3R 24

Qualification Structure

To achieve a Level 4 qualification you must complete **eight** 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 completed in **Group D: Optional Unit**
- 5. One unit** must be selected from **Group E: Optional Units**
- 6. Two** further units can be selected from any of **Groups B, C, and E**

Group A Mandatory Units - Customer Service Foundations		SCQF Level
FE3E 04	Demonstrate understanding of customer service management	8
FE3F 04	Follow organisational rules, legislation and external regulations when managing customer service	8
Group B Optional Units - Impression and Image		SCQF Level
FE3G 04	Champion customer service	8
FE3H 04	Make customer service environmentally friendly and sustainable	8
Group C Optional Units - Delivery		SCQF Level
FE3J 04	Maintain and develop a healthy and safe customer service environment	8
FE3K 04	Plan, organise and control customer service operations	8
FE3L 04	Review the quality of customer service	8
FE3M 04	Build and maintain effective customer relations	8
FE3N 04	Deliver seamless customer service with a team	8
Group D Optional Units - Handling Problems		SCQF Level
FE3P 04	Handle referred customer complaints	8
Group E Optional Units - Development and Improvement		SCQF Level
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