



GL0E 21 SVQ 1 Customer Service at SCQF level 4

To attain the qualification candidates must complete 5 Units in total. This comprises:

- ◆ 2 mandatory Units
- ◆ 3 optional Units

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA Unit codes. It is important that the SQA Unit codes are used in all your recording documentation and when your results are communicated to SQA.

Mandatory Units: Candidates must complete 2 Units from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9YW 04	CFACSF1	Communicate in a customer service environment	4	4
H9YX 04	CFACSF2	Deliver customer service within the rules	5	4

Optional Units B: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9XG 04	CFACSA1	Maintain a positive and customer-friendly attitude	4	5
H9XH 04	CFACSA2	Behave in a Way that Gives a Good Customer Service Impression	4	5

Optional Units C: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
FE1T 04	CFACSB1	Do Your Job in a Customer Friendly Way	4	5
FE1V 04	CFACSB2	Deliver reliable customer service	5	5
FE1W 04	CFACSB3	Deliver customer service on your customer's premises	5	5
FE1X 04	CFACSB4	Recognise diversity when delivering customer service	5	5
F943 04	CFACSB5	Deal with customers across a language divide	5	8
H9Y1 04	CFACSB6	Use questioning techniques when delivering customer service	5	4

H9Y2 04	CFACSB7	Deal with customers using bespoke software	5	5
H9Y3 04	CFACSB8	Maintain customer service through effective handover	5	4
H9Y9 04	CFACSB17	Deliver customer service in an environmentally friendly and sustainable way	5	3

Optional Units D: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9YA 04	CFACSC1	Recognise and Deal with Customer Queries, Requests and Problems	4	5
H9YC 04	CFACSC2	Take Details of Customer Service Problems	4	4
H9YF 04	CFACSC5	Monitor and solve customer service problems	6	6
FE2F 04	CFACSC6	Apply risk assessment to customer service	7	10
H9YG 04	CFACSC7	Process customer service complaints	7	6