

## Level 2 Customer Service SVQ – GA39 22

### Qualification Structure

To achieve a Level 2 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 Unit**
- 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**

<b>Group A Mandatory Units - Customer Service Foundations</b>		<b>SCQF Level</b>
FD8C 04	Communicate using customer service language	4
FE1N 04	Follow the rules to deliver customer service	5
<b>Group B Optional Units - Impression and Image</b>		<b>SCQF Level</b>
FE24 04	Communicate effectively with customers	5
F940 04	Give customers a positive impression of yourself and your organisation	5
F942 04	Promote additional services or products to customers	5
FE25 04	Process information about customers	5
FE26 04	Live up to the customer service promise	5
FE27 04	Make customer service personal	5
FE28 04	Go the extra mile in customer service	5
FE29 04	Deal with customers face to face	5
FE2A 04	Deal with incoming telephone calls from customers	5
FE2C 04	Make telephone calls to customers	5
<b>Group C Optional Units - Delivery</b>		<b>SCQF Level</b>
FE1V 04	Deliver reliable customer service	5
FE1W 04	Deliver customer service on your customer's premises	5
FE1X 04	Recognise diversity when delivering customer service	5
F943 04	Deal with customers across a language divide	5
FE1Y 04	Use questioning techniques when delivering customer service	5
FE20 04	Deal with customers using bespoke software	5
F944 04	Maintain customer service through effective hand over	5
<b>Group D Optional Units - Handling Problems</b>		<b>SCQF Level</b>
F941 04	Resolve customer service problems	5
FE2D 04	Deliver customer service to difficult customers	5
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
<b>Group E Optional Units - Development and Improvement</b>		<b>SCQF Level</b>
FE2H 04	Develop customer relationships	5
FE2J 04	Support customer service improvements	5
FE2K 04	Develop personal performance through delivering	5

	customer service	
FE2L 04	Support customers using on-line customer services	5
FE2M 04	Buddy a colleague to develop their customer service skills	5
FE2N 04	Develop your own customer service skills through self-study	5
FE2P 04	Support customers using self-service technology	5