

# Structure of the SVQ 2 Contact Centre Operations SCQF level 5 (GF05 22)

To achieve the SVQ 2 in Contact Centre Operations at SCQF level 5, you must complete **eight units**, of which:

1. **Two units** must be completed from **Group A: Mandatory Units**
2. **Three units** must be completed from **Group B: Contact Centre Units**
3. A further **three units** must be completed from either **Group B: Contact Centre units and/or Group C: Optional Units**
4. At least **five units** must be at **SCQF Level 5 or above**
5. **No more than 2 IT** units may be taken from units (ESKEML1 or ESKEML2), (ESKUCT1 or ESKUCT2), (ESKICF:FS1 or ESKICF:FS2), (ESKINT1 or ESKINT2)
6. You may take one or other unit from CFACSB7 and ESKBS2 but not both.

## Group A - Mandatory Units

| SQA Ref | SCQF level | SSC Ref | Title                                                                 |
|---------|------------|---------|-----------------------------------------------------------------------|
| H12P 04 | 4          | CFACC4  | Comply with relevant health and safety procedures in a contact centre |
| H12S 04 | 5          | CFACC1  | Improve your personal effectiveness at work in a contact centre       |

## Group B Contact Centre Optional Units

| SQA Ref | SCQF level | SSC Ref | Title                                                                           |
|---------|------------|---------|---------------------------------------------------------------------------------|
| H11S 04 | 5          | CFACC9  | Use systems and technology during customer contact in a contact centre          |
| H11T 04 | 5          | CFACC14 | Deliver customer service through a contact centre                               |
| H11V 04 | 5          | CFACC19 | Carry out direct sales activities in a contact centre                           |
| H11W 04 | 4          | CFACC23 | Communicate information in customer contact through a contact centre            |
| H11X 04 | 5          | CFACC31 | Provide support through a contact centre for specified services and/or products |
| H11Y 04 | 5          | CFACC38 | Deal with incidents through a contact centre                                    |
| H120 04 | 6          | CFACC32 | Support customers and colleagues when providing contact centre services         |

## Group C Optional Units

| SQA Ref | SCQF level | SSC Ref | Title         |
|---------|------------|---------|---------------|
| F9A3 04 | 4          | ESKEML1 | Using Email 1 |

|         |   |                |                                                                         |
|---------|---|----------------|-------------------------------------------------------------------------|
| F9A6 04 | 4 | ESKUCT<br>1    | Using Collaborative Technologies 1                                      |
| F99W 04 | 4 | ESKICF:F<br>S1 | IT Communication Fundamentals 1                                         |
| F99Y 04 | 4 | ESKINT1        | Using the Internet 1                                                    |
| FE2N 04 | 5 | CFA<br>CSD6    | Develop your own customer service skills through self-study             |
| H121 04 | 5 | CFAS7.3        | Sell products or services over the telephone                            |
| F9D7 04 | 5 | ESKWP2         | Word Processing Software 2                                              |
| FE20 04 | 5 | CFACSB<br>7    | Deal with customers using bespoke software                              |
| FE2A 04 | 5 | CFAC<br>SA11   | Deal with incoming telephone calls from customers                       |
| F942 04 | 5 | CFACSA<br>5    | Promote additional services or products to customers                    |
| F944 04 | 5 | CFACSB<br>8    | Maintain customer service through effective handover                    |
| F941 04 | 5 | CFA<br>CSC3    | Resolve customer service problems                                       |
| FE25 04 | 5 | CFA<br>CSAA6   | Process information about customers                                     |
| FE2D 04 | 5 | CFA<br>CSC4    | Deliver customer service to difficult customers                         |
| FE2M 04 | 5 | CFA<br>CSD5    | Buddy a colleague to develop their customer service skills              |
| F940 04 | 5 | CFA<br>CSA4    | Give customers a positive impression of yourself and your organisation. |
| FE2L 04 | 5 | CFA<br>CSD4    | Support customers using on-line customer services                       |
| FE1N 04 | 5 | CFACSF2        | Follow the rules to deliver customer service                            |
| FD3H 04 | 6 | CFA<br>MLD1    | Develop productive working relationships with colleagues                |
| F9A4 04 | 5 | ESKEML<br>2    | Using Email 2                                                           |
| F9A7 04 | 5 | ESKUCT<br>2    | Using Collaborative Technologies 2                                      |
| F9AP 04 | 5 | ESKBS2         | Bespoke Software 2                                                      |
| F9A0 04 | 5 | ESKINT2        | Using the Internet 2                                                    |
| F99X 04 | 5 | ESKICF:<br>FS2 | IT Communication Fundamentals 2                                         |
| H122 04 | 6 | CFAS7.6        | Handle objections and close sales                                       |
| H123 04 | 8 | CFAS2.1        | Prioritise information for sales planning                               |
| H124 04 | 5 | CFAS8.1        | Input and access sales data in your organisation's information system   |
| FE2G 04 | 7 | CFA<br>CSC7    | Process customer service complaints                                     |
| FE36 04 | 6 | CFA<br>CSD8    | Work with others to improve customer service                            |