



SVQ 1 Customer Service at SCQF Level 4

Awarded by **Scottish Qualifications Authority**

Accredited from 01/12/2010 to 31/12/2015

Group award number GA38 21

Standards

This SVQ is based on standards developed by the Council for Administration. The Council for Administration represents a wide variety of people working in a broad range of occupations.

Structure of the SVQ

The way the SVQ is made up is shown below. The unit title appears in bold and the elements that make up each unit are listed under the unit title.

Candidates must complete 5 units to achieve this qualifications.

Mandatory Units

Group A

Candidates must complete the following units:

FD8C 04

Communicate Using Customer Service Language (SCQF level 4, SCQF credit 4)

1. Identify customers and their characteristics and expectations
2. Identify your organisation's services and products

FE1N 04

Follow the Rules to Deliver Customer Service (SCQF level 5, SCQF credit 4)

1. Follow your organisation's customer service practices and procedures
2. Follow legislation and external regulation that relate to customer service

Optional Units

Candidates must select one unit from Groups B, C and D.

Group B

FE1P 04

Maintain a Positive and Customer-friendly Attitude (SCQF level 4, SCQF credit 5)

1. Show the right attitude for customer service
2. Show appropriate and positive behaviours to customers

FE1R 04

Adapt Your Behaviour to Make a Good Customer Service Impression (SCQF level 4, SCQF credit 5)

1. Look and act the part
2. Relate to your customers and to colleagues effectively

Group C

FE1T 04

Do Your Job in a Customer-Friendly Way (SCQF level 4, SCQF credit 5)

1. Do your job in a customer-friendly way

FE1V 04

Deliver Reliable Customer Service (SCQF level 5, SCQF credit 5)

1. Prepare to deal with your customers
2. Give consistent service to customers
3. Check customer service delivery

FE1W 04

Deliver Customer Service on Your Customer's Premises (SCQF level 5, SCQF credit 5)

1. Establish a rapport with your customer
2. Combine customer service with your other skills and expertise

FE1X 04

Recognise Diversity When Delivering Customer Service (SCQF level 5, SCQF credit 5)

1. Respect customers as individuals and promote equality in customer service
2. Adapt customer service to recognise the different needs and expectations of diverse groups of customers

F943 04

Deal with Customers Across a Language Divide (SCQF level 5, SCQF credit 8)

1. Prepare to deal with customers with a different first language
2. Deal with customers who speak a different language from your own

FE1Y 04

Use Questioning Techniques When Delivering Customer Service (SCQF level 5, SCQF credit 4)

1. Establish rapport and identify customer concerns
2. Seek detailed information from customers using questioning techniques

FE20 04

Deal with Customers Using Bespoke Software (SCQF level 5, SCQF credit 5)

1. Prepare to deliver customer service using bespoke software
2. Deliver customer service using bespoke software

F944 04

Maintain Customer Service Through Effective Hand Over (SCQF level 5, SCQF credit 4)

1. Agree joint responsibilities in a customer service team

2. Check that customer service actions are seen through by working together with colleagues

Group D

FE21 04

Recognise and Deal with Customer Queries, Requests and Problems (SCQF level 4, SCQF credit 5)

1. Recognise and deal with customer queries and requests
2. Recognise and deal with customer problems

FE22 04

Take Details of Customer Service Problems (SCQF level 4, SCQF credit 4)

1. Respond to customers who raise a problem
2. Gather details from customers who raise a problem
3. Pass details of problems raised by customers to the colleague who can deal with them

There may be publications available to support this qualification. For more information, please contact:

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