



## GL0D 23 SVQ 3 Customer Service at SCQF level 6

To attain the qualification candidates must complete 7 Units in total. This comprises:

- ◆ 2 mandatory Units
- ◆ 5 optional Units
  - Minimum of one Unit from Group B
  - Minimum of one Unit from Group C
  - Minimum of one Unit from Group D
  - Minimum of one Unit from Group E
  - One further Unit can be selected from any of the Groups B, C, D, and E
  - A maximum of two Optional Units can be selected from the Optional Units at SCQF level 7 and/or 8

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.

<b>Mandatory Units: Candidates must complete 2 Units from this group</b>				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9YY 04	CFACSF3	<a href="#">Show understanding of customer service</a>	7	6
HA00 04	CFACSF4	<a href="#">Show understanding of the rules that impact on improvements in customer service</a>	6	6

<b>Optional Units B: Candidates must complete 1 Unit from this group</b>				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9XW 04	CFACSA13	<a href="#">Deal with customers in writing or electronically</a>	6	6
H9XX 04	CFACSA14	<a href="#">Use customer service as a competitive tool</a>	7	8
FE2X 04	CFACSA15	<a href="#">Organise the promotion of additional services or products to customers</a>	6	7
H9XY 04	CFACSA16	<a href="#">Build a customer service knowledge base</a>	7	7

<b>Optional Units C: Candidates must complete 1 Unit from this group</b>				
<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
H9Y4 04	CFACSB9	<a href="#">Deliver customer service using service partnerships</a>	6	6
FE31 04	CFACSB10	<a href="#">Organise the delivery of reliable customer service</a>	6	6
H9Y5 04	CFACSB11	<a href="#">Improve the customer relationship</a>	6	7
H9Y9 04	CFACSB17	<a href="#">Deliver customer service in an environmentally friendly and sustainable way</a>	5	3

<b>Optional Units D: Candidates must complete 1 Unit from this group</b>				
<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
H9YF 04	CFACSC5	<a href="#">Monitor and solve customer service problems</a>	6	6
FE2F 04	CFACSC6	<a href="#">Apply risk assessment to customer service</a>	7	10
H9YG 04	CFACSC7	<a href="#">Process customer service complaints</a>	7	6

<b>Optional Units E: Candidates must complete 1 Unit from this group</b>				
<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
FE36 04	CFACSD8	<a href="#">Work with others to improve customer service</a>	6	8
H9YM 04	CFACSD9	<a href="#">Promote continuous improvement</a>	7	7
FE39 04	CFACSD10	<a href="#">Develop your own and others' customer service skills</a>	6	8
FE3A 04	CFACSD11	<a href="#">Lead a team to improve customer service</a>	7	7
H9YN 04	CFACSD12	<a href="#">Gather, analyse and interpret customer feedback</a>	7	10
FE3D 04	CFACSD13	<a href="#">Monitor the quality of customer service transactions</a>	6	7
FE3R 04	CFACSD14	<a href="#">Implement quality improvements to customer service</a>	8	10
FE3T 04	CFACSD15	<a href="#">Plan and Organise the Development of Customer Service Staff</a>	8	9
FE3V 04	CFACSD16	<a href="#">Develop a Customer Service Strategy for a Part of an Organisation</a>	8	11
H9YP 04	CFACSD17	<a href="#">Manage a customer service award programme</a>	8	7
H9YR 04	CFACSD18	<a href="#">Apply technology or other resources to improve customer service</a>	8	11

FE3Y 04	CFACSD19	<a href="#">Review and re-engineer customer service processes</a>	8	11
FE40 04	CFACSD20	<a href="#">Manage Customer Service Performance</a>	7	7
H9YT 04	CFACSD21	<a href="#">Analyse and report on the content of customer service feedback posted on social media</a>	6	4
H9YV 04	CFACSD22	<a href="#">Develop a customer service network through social media platforms</a>	7	5