GL0C 24   SVQ 4 Customer Service at SCQF level 8

To attain the qualification candidates must complete **8** Units in total. This comprises:

♦ 3 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
  - A further two Units can be selected from any of the Optional Groups.

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 3 Units from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
HA01 04	CFACSF5	Show Understanding of Customer Service Management	8	10
FE3F 04	CFACSF6	Follow Organisational Rules, External Regulations and Legislation when Managing Customer Service	8	10
H9YH 04	CFACSC8	Handle Referred Customer Complaints	8	10

Optional Units B: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
FE3G 04	CFACSA17	Champion Customer Service	8	10
FE3H 04	CFACSA18	Make Customer Service Environmentally Friendly and Sustainable	8	11

Optional Units C: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
FE3J 04	CFACSB12	Maintain and Develop a Healthy and Safe Customer Service Environment	8	8
H9Y6 04	CFACSB13	Plan, Organise and Control Customer Service Operations	8	10

SQA code	SSC code	Title	SCQF level	SCQF credits
H9Y7 04	CFACSB14	Review the Quality of Customer Service	8	8
H9Y8 04	CFACSB15	Build and Maintain Effective Customer Relations	8	8
FE3N 04	CFACSB16	Deliver Seamless Customer Service with a Team	8	8

Optional Units D: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
FE3R 04	CFACSD14	Implement quality improvements to customer service	8	10
FE3T 04	CFACSD15	Plan and Organise the Development of Customer Service Staff	8	9
FE3V 04	CFACSD16	Develop a Customer Service Strategy for a Part of an Organisation	8	11
H9YP 04	CFACSD17	Manage a customer service award programme	8	7
H9YR 04	CFACSD18	Apply technology or other resources to improve customer service	8	11
FE3Y 04	CFACSD19	Review and re-engineer customer service processes	8	11
FE40 04	CFACSD20	Manage Customer Service Performance	7	7
H9YT 04	CFACSD21	Analyse and report on the content of customer service feedback posted on social media	6	4
H9YV 04	CFACSD22	Develop a customer service network through social media platforms	7	5