

Level 1 Customer Service SVQ – GA38 21

Qualification Structure

To achieve a Level 1 qualification you must complete **five** 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 Units**
- 4. One unit** must be selected from **Group D: Optional Units**

Group A	Mandatory Units - Customer Service Foundations	SCQF Level
FD8C 04	Communicate using customer service language	4
FE1N 04	Follow the rules to deliver customer service	5
Group B	Optional Units - Impression and Image	SCQF Level
FE1P 04	Maintain a positive and customer-friendly attitude	4
FE1R 04	Adapt your behaviour to give a good customer service impression	4
Group C	Optional Units - Delivery	SCQF Level
FE1T 04	Do your job in a customer-friendly way	4
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
Group D	Optional Units - Handling Problems	SCQF Level
FE21 04	Recognise and deal with customer queries, requests and problems	4
FE22 04	Take details of customer service problems	4