## Customer Service Resources on SQA’s Website

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| Customer Service NOS and SVQs |
| [Home page for SVQs in Customer Service](http://www.sqa.org.uk/sqa/16732.html) |
| [Qualification structures](http://www.sqa.org.uk/sqa/16732.html) The SVQ structure for each level can be found on the home page under the heading ‘Qualification Structure’. The structures include hyperlinks to the units making up the SVQs. |
| [Accredited Qualification Unit Search](http://www.sqa.org.uk/sqa/controller?p_service=Front.searchAQ&pContentID=2&pMenuID=4544)The ‘Accredited Unit Search’ can be found on SQA’s open website. There is also a link on the [SVQ Customer Service home page](https://www.sqa.org.uk/sqa/16732.html). |
| [Customer Service National Occupational Standards](https://www.skillscfa.org/images/pdfs/National%20Occupational%20Standards/Customer%20Service/2010/Customer%20Service.pdf) |
| [Assessment Strategy for the SVQs in Customer Service](http://www.sqa.org.uk/sqa/16732.html)Found under the ‘Assessment Strategy’ tab.  |
| Assessment guidance  |
| [SVQ Customer Service Assessor Guidelines](http://www.sqa.org.uk/sqa/files_ccc/DB6227_SVQ_Customer_Service_Assessor%20Guidelines.pdf)Found under the ‘Assessor’s Guidelines’ tab.  |
| Candidate guidance and portfolio |
| [Candidate guidance and blank forms for portfolio building](https://www.sqa.org.uk/sqa/16732.html)Found under the ‘Candidate Guidance and Portfolio’ tab.  |
| Candidate support materials for SVQ Customer Service at SCQF level 5 and SCQF level 6 |
| The candidate support packs for the two mandatory units are on [SQA’s secure site](https://secure.sqa.org.uk/secure/SVQ/SVQ_Subjects/Customer_Service). A secure login and password are needed to access the materials.  |
| There is an online question bank for the mandatory units at [www.sqasolar.org.uk](http://www.sqasolar.org.uk).The [SVQ Customer Service Assessor Guidelines](http://www.sqa.org.uk/sqa/files_ccc/DB6227_SVQ_Customer_Service_Assessor%20Guidelines.pdf) include guidance on the SOLAR materials. |
| General support — Ushare  |
| Ushare provides links to open learning resources which support learners and practitioners of SQA qualifications. See the list at the foot of the [Customer Service home page](http://www.sqa.org.uk/sqa/16732.html). Users can rate links, comment, and submit new resources. |
| Workplace Assessor/Verifier |
| There is guidance on assessor/verifier qualifications on our [Learning and Development web pages.](http://www.sqa.org.uk/sqa/6861.679.html)Also see [Choosing Appropriate Assessor and/or Verifier Qualifications](http://www.sqa.org.uk/sqa/files_ccc/Choosing_Appropriate_Assessor_and_Verifier_Qualifications.pdf). |