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**SVQ Customer Service Event – Prompts for Discussion Groups**

The discussion groups are intended mainly as an opportunity for delegates to network, discuss issues and share good practice. You do not need to stick rigidly to the topics suggested. This is your opportunity to raise delivery issues you have faced- as well as obtaining ideas from others. Please note:

* + Each group will be facilitated by a SVQ Customer Service External Verifier.
  + Groups are requested to note the main points raised and select two or three key issues for feedback to the main plenary.

**Topics for Discussion**

**Social Media**  
Following on from the Social Media presentation:

* How do you keep up to date with the use of social media in customer service?
* How do learners demonstrate their social media skills, knowledge and understanding relating to customer service?
* In addition to those covered earlier, are there other case studies/useful documents/websites that you use to highlight to learners the importance of social media in customer service?

**Maintaining standards and *e*nhancing quality of delivery and assessment**

* Cuts in funding can affect the quality of delivery. In these challenging times, how do you ensure standards are maintained and sufficiency of evidence from learners?
* What are your biggest challenges in the standardisation process?
* Do you have any innovative approaches in your delivery and assessment which you feel work well?
* Are there any additional ways in which SQA could support centres in the delivery of the qualifications?

**Knowledge requirements**

* How does your centre cover the knowledge requirements?
* How do you ensure sufficient evidence is presented to cover the knowledge requirements?
* How do you ensure that learners have an appropriate depth of knowledge for the level of their qualification?
* Should there be a balance between inferred knowledge and evidenced knowledge?
* Do you have any examples of innovative or unusual approaches your centre has taken to cover knowledge requirements?
* Do you have any feedback on SQA’s Support Packs, which cover the knowledge requirements for the mandatory units?

**CPD**

The Assessment Strategy requires Assessors to be occupationally competent. Occupational competence must be demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualification(s) at a commensurate level, relevant to the areas being assessed.

* Are there useful resources you have come across which you have found beneficial in maintaining your CPD?
* How do you decide which CPD activities to undertake?
* Are there particular CPD activities you would recommend to other Assessors/ IVs?

**General Data Protection Requirements (GDPR)**

The GDPR will apply from 25 May 2018 and while many of the GDPR’s main concepts and principles are much the same as those in the current Data Protection Act there are enhancements and new requirements.

* Are you ready for the changes?
* What are the main implications for your centre?
* How will you ensure learners are aware of the requirements of GDPR?