

Structure of the SVQ 3 Contact Centre Operations SCQF level 6 (GF06 23)

Qualification Structure

To achieve the SVQ 3 in Contact Centre Operations at SCQF level 6 you must complete **nine units**, of which:

1. **Two units** must be completed from **Group A: Mandatory Units**
2. **Four units** must be completed from **Group B: Contact Centre Units**
3. A further **three units** must be completed from either **Group B: Contact Centre units and/or Group C: Optional Units**
4. At least **six units** must be at **SCQF Level 6 or above**
5. You may take one or other units from CFACSB7 and ESKBS3 but not both

Group A - Mandatory Units

SQA Ref	SCQF level	SSC Ref	Title
H12P 04	4	CFACC4	Comply with relevant health and safety procedures in a contact centre
H125 04	6	CFACC2	Seek opportunities to develop your own personal effectiveness at work in a contact centre

Group B – Contact Centre Optional Units

SQA Ref	SCQF level	SSC Ref	Title
H11V 04	5	CFACC19	Carry out direct sales activities in a contact centre
H11Y 04	5	CFACC38	Deal with incidents through a contact centre
H120 04	6	CFACC32	Support customers and colleagues when providing contact centre services
H126 04	7	CFACC5	Monitor health and safety procedures in a contact centre
H127 04	6	CFACC10	Support team use of contact centre systems and technology
H128 04	6	CFACC15	Supervise customer service activities in a contact centre team
H129 04	6	CFACC20	Lead direct sales activities in a contact centre team
H12A 04	5	CFACC24	Communicate information to customers in different but familiar contexts through a contact centre
H12B 04	7	CFACC27	Contribute to performance management in a contact centre
H12C 04	7	CFACC35	Contribute to resource plan development in contact centre operations
H12D 04	7	CFACC39	Manage incidents referred to a contact centre
H12E 04	8	CFACC16	Manage customer service delivery in a contact centre
H12F 04	8	CFACC21	Monitor and oversee direct sales activities in a contact centre

H12G 04	8	CFACC26	Coordinate customer communication processes in a contact centre
H12H 04	8	CFACC33	Review and maintain customer support operations in a contact centre

Group C - Optional Units

SQA Ref	SCQF level	SSC Ref	Title
FE2N 04	5	CFACSD6	Develop your own customer service skills through self-study
FE20 04	5	CFACSB7	Deal with customers using bespoke software
FE944 04	5	CFACSB8	Maintain customer service through effective handover
FE2M 04	5	CFACSD5	Buddy a colleague to develop their customer service skills
FE2L 04	5	CFACSD4	Support customers using on-line customer services
FD3H 04	6	CFAMLD1	Develop productive working relationships with colleagues
F9A4 04	5	ESKEML2	Using Email 2
F9A7 04	5	ESKUCT2	Using Collaborative Technologies 2
F9A0 04	5	ESKINT2	Using the Internet 2
F99W 04	4	ESKINT1	IT Communication Fundamentals 1
FE2G 04	7	CFACSC7	Process customer service complaints
FE36 04	6	CFACSD8	Work with others to improve customer service
F9AR 04	6	ESKBS3	Bespoke Software 3
H12J 04	7	CFAS4.1	Lead a sales team
H122 04	6	CFAS7.6	Handle objections and close sales
H12K 04	6	CFAS2.9	Contribute to the development of new products and services
DR67 04	7	CFAMLA2	Manage your own resources and professional development
FM4N 04	6	CFAMLC1	Encourage innovation in your team
FM52 04	5	CFAMLD5	Allocate and check work in your team
FM62 04	6	CFAMLF17	Manage the delivery of customer service in own area of responsibility
FM4L 04	8	CFAMLB11	Promote equality of opportunity, diversity and inclusion in your area of responsibility
FM55 04	7	CFAMLD10	Reduce and manage conflict in your team
F2H2 04	7	CFAMLD11	Lead Meetings
FY7H 04	6	CFACSB10	Organise the delivery of reliable customer service
FE3A 04	7	CFACSD11	Lead a team to improve customer service
FE3C 04	7	CFACSD12	Gather, analyse and interpret customer feedback
FE3D 04	6	CFACSD13	Monitor the quality of customer service transactions
FE2Y 04	7	CFACSA16	Build a customer service knowledge set
FE3P 04	8	CFACS C8	Handle referred customer complaints
FE3G 04	8	CFACSA17	Champion customer service
FM63 04	5	CFAMLF18	Prepare sales proposals and deliver sales presentations
FM64 04	5	CFAMLF19	Sell products/services to customers

FM4J 04	7	CFAMLB5	Provide leadership for your team
---------	---	---------	----------------------------------