## Support for Customer Service SVQ, NQ and HN Units

### SVQ units

Learner support packs are available for the mandatory units of the SVQs in Customer Service at SCQF levels 4, 5 and 6. These packs cover the general knowledge and understanding requirements of the mandatory units.

* Communicate in a Customer Service Environment (H9YW 04)
* Deliver Customer Service Within the Rules (H9YX 04)
* Show Understanding of Customer Service (H9YY 04)
* Show Understanding of the Rules that Impact on Improvements in Customer Service (HA00 04)

The packs can be downloaded from [SQA’s secure SVQ Customer Service web page](https://secure.sqa.org.uk/secure/SVQ/SVQ_Subjects/Customer_Service).

There are also [SOLAR](http://www.sqa.org.uk/mini/33493.html) assessments available for these units. (Please see Appendix 1 below for guidance on the SOLAR assessments.)

### NQ units

##### F38W 10 Skills for Customer Care

There are three assessment support packs:

* one for [Business](https://secure.sqa.org.uk/files/etp/F38W_10_ASP001_Bus.pdf)
* one for [Hospitality](https://secure.sqa.org.uk/files/etp/F38W_10_ASP002.pdf)
* one for both Business and Hospitality — a Skills Development Scotland Tutor Pack and Learner Pack for F38W 10 are available to download from the [Certificate in Work Readiness secure web page](https://secure.sqa.org.uk/secure/Awards/Certificate_of_Work_Readiness)

##### F38X 11 Skills for Customer Care

There are two assessment support packs:

* [Travel and Tourism](https://secure.sqa.org.uk/files/etp/F38X_11_ASP001.pdf)
* [Business](https://secure.sqa.org.uk/files/etp/F38X_11_ASP001_Bus.pdf)

##### F38Y 12 Skills for Customer Care

There is one assessment support pack for:

* [Travel and Tourism](https://secure.sqa.org.uk/files/etp/F38Y_12_ASP001.pdf)

##### H315 11 Customer Service: Principles and Practice

There is one [assessment support pack](https://secure.sqa.org.uk/files/etp/H315_11_ASP001.pdf) and one [learner support pack](https://secure.sqa.org.uk/files/etp/Learner_Support_Pack_H315_11__final_.pdf).

##### FN93 10 Basic Customer Service Skills

There is one assessment support pack for:

* [Tourism](https://secure.sqa.org.uk/files/snabs/FN93_10_ASP001.pdf)

##### D04H 11 Customer Service

Three NABs are available for Hairdressing and Beauty:

[Salon Service Skills NAB 1](https://secure.sqa.org.uk/files/snabs/D04H_11_NAB001.pdf)

[Salon Service Skills NAB 2](https://secure.sqa.org.uk/files/snabs/D04H_11_NAB002.pdf)

[Salon Service Skills NAB 3](https://secure.sqa.org.uk/files/snabs/D04H_11_NAB003.pdf)

### HN units

##### H1F0 34 Creating a Culture of Customer Care

There are three assessment support packs:

* [Business, Administration, Accounting and Finance](https://secure.sqa.org.uk/files/snabs/HN_ASPs/Business_Administration_Accounting_and_Finance/H1F0_34_AEX001.pdf)
* [e-portfolio based on a customer care programme](https://secure.sqa.org.uk/files/snabs/HN_ASPs/Management/H1F0_34_AEX001eportfolio.pdf)
* [an ASP integrating H1F0 34 with H7TK 34 Communication: Business Communication](https://secure.sqa.org.uk/files/snabs/HN_ASPs/Business_Administration_Accounting_and_Finance/H7TK_34_and_H1F0_34_ASP001.pdf)

and one [Learner support pack](https://secure.sqa.org.uk/files/snabs/DP_Candidate_Support_Pack-H1F0_34_Creating_a_Culture_of_Customer_Care.pdf).

##### H49P 33 Customer Care

There are two centre-devised ASPs:

* [HN prior verified ASP for H49P 33 ID1](https://secure.sqa.org.uk/files/snabs/HN_Prior_Verified/H49P_33_ID1_PVIA.pdf)
* [HN prior verified ASP for H49P 33 ID2](https://secure.sqa.org.uk/files/snabs/HN_Prior_Verified/H49P_33_ID2_PVIA.pdf)

##### FE6V 35 Promoting Excellent Customer Service within a Public Sector Organisation

There is one ASP available:

* [Customer Service within a Public Sector Organisation](https://secure.sqa.org.uk/files/snabs/HN_ASPs/PDA_Customer_Service_within_a_Public_Sector_Organisation/FE6V_35_AEX001.pdf)

##### FE6X 35 Implementing Best Practice in Customer Complaint Handling within a Public Sector Organisation

There is one ASP available:

* [Implementing Best Practice in Customer Complaint Handling within a Public Sector Organisation](https://secure.sqa.org.uk/files/snabs/HN_ASPs/PDA_Customer_Service_within_a_Public_Sector_Organisation/FE6X_35_AEX001.pdf)

##### FE6W 35 Applying the Principles of Customer Service within a Public Sector Organisation

There is one ASP available:

* [Applying the Principles of Customer Service within a Public Sector Organisation](https://secure.sqa.org.uk/files/snabs/HN_ASPs/PDA_Customer_Service_within_a_Public_Sector_Organisation/FE6W_35_AEX001.pdf)

### Support for Contact Centre NQ units

##### DN8E 10 Contact Centre Skills: Call Handling

There is one ASP available:

* [Contact Centre Skills: Call Handling](https://secure.sqa.org.uk/files/etp/DN8E_10_ASP001.pdf)

##### DN8F 10 Contact Centre Skills: Customer Care

There is one ASP available:

* [Contact Centre Skills: Customer Care](https://secure.sqa.org.uk/files/etp/DN8F_10_ASP001.pdf)

### Appendix 1

**SVQ Customer Service – Solar Assessments**

Assessments for the following SVQ units are available for delivery through Solar:

* *Communicate in a Customer Service Environment (H9YW 04)*
* *Deliver Customer Service Within the Rules (H9YX 04)*
* *Show Understanding of Customer Service (H9YY 04)*
* *Show Understanding of the Rules that Impact on Improvements in Customer Service (HA00 04)*

The first two units are mandatory units of *SVQ in Customer Service at SCQF level 4 (GL0E 21)* and *SCQF level 5 (GL0F 22)* and the second two mandatory in the *SVQ Customer Service at SCQF level 6 (GL0D 23).*

Each of the four units are assessed by a generic online multiple choice test. The on-screen e-assessment is available to SQA approved centres via Solar.

Each test consists of a set number of generic questions for each of the four units. It provides a broad assessment of the key principles and typical circumstances/ situations which may face those involved in providing excellent customer service. To successfully pass the test, the learner must achieve 70% of the marks available.

**What is Solar?**

Solar is SQA’s secure quality assured e-assessment system that can be delivered across various devices (PC/Tablet via App). It is an online assessment tool that provides both summative and formative assessments. These e-assessments cover a wide range of subject areas from SCQF levels 2-9. Solar offers two different types of e-assessments:

1. Computer Based Tests – These are based on banks of quality assured question items which can either be set as dynamically generated or fixed version assessments. These can be fully automatically marked, online human marked or a combination of both.
2. Computer Based Projects – Open ended assessments which support digitally submitted evidence and which are tutor-marked online within Solar.

**Why use Solar?**

* System is free to all SQA approved centres
* Browser based software allows access anywhere to manage assessment delivery
* A range of secure delivery options (including offline delivery if required)
* Prior-verified, quality assured content
* Offers a variety of question types
* Automatic marking and results available on completion (depending on assessment type)
* Comprehensive reporting and analysis
* Formative content for selected subjects available 24/7 from our [OpenAssess](http://www.sqa.org.uk/mini/33142.1578.1580.html) software
* Instant feedback to learners on result and review of completed assessments (depending on assessment type)
* Tablet delivery for selected subjects available through SurPass app (available from all online App stores)

**What is available?**

Assessments are constantly being updated. A list of available assessments can be viewed on the Solar homepage [here](http://www.sqa.org.uk/mini/33147.1598.1601.html).

**How do I get access?**

SQA approved centres can obtain access to the subject they are delivering. If you are not a current Solar centre or if you wish to check if you have already have existing Solar users within your centre (who can create your account and request new subject access), you can access this information [here](http://www.sqasolar.org.uk/mini/33151.1598.1600.html).

New users/ centres must view the training materials before requesting access. These materials are interactive ‘how to’ videos which last approximately 2 minutes and give an overview on all aspects of the system. For those who have used Solar previously and wish to refer to the training materials, these can be accessed [here](http://www.sqasolar.org.uk/mini/33534.html).

Solar is not linked to the SQA registration and certification systems so learner progress must be uploaded to the Solar system as well as submitted to SQA through official channels for registration and certification purposes.