



GL0C 24 SVQ Customer Service at SCQF level 8

To attain the qualification candidates must complete 8 Units in total. This comprises:

- ◆ 3 mandatory Units
- ◆ 5 optional Units
 - Minimum of one Unit from Group B
 - Minimum of one Unit from Group C
 - Minimum of one Unit from Group D
 - A further two Units can be selected from any of the Optional Groups.

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA Unit codes. It is important that the SQA Unit codes are used in all your recording documentation and when your results are communicated to SQA.

| Mandatory Units: Candidates must complete 3 Units from this group | | | | |
|--|----------|--|------------|--------------|
| SQA code | SSC code | Title | SCQF level | SCQF credits |
| HA01 04 | CFACSF5 | Show Understanding of Customer Service Management | 8 | 10 |
| FE3F 04 | CFACSF6 | Follow Organisational Rules, External Regulations and Legislation when Managing Customer Service | 8 | 10 |
| H9YH 04 | CFACSC8 | Handle Referred Customer Complaints | 8 | 10 |

| Optional Units B: Candidates must complete 1 Unit from this group | | | | |
|--|----------|--|------------|--------------|
| SQA code | SSC code | Title | SCQF level | SCQF credits |
| FE3G 04 | CFACSA17 | Champion Customer Service | 8 | 10 |
| FE3H 04 | CFACSA18 | Make Customer Service Environmentally Friendly and Sustainable | 8 | 11 |

| Optional Units C: Candidates must complete 1 Unit from this group | | | | |
|--|----------|--|------------|--------------|
| SQA code | SSC code | Title | SCQF level | SCQF credits |
| FE3J 04 | CFACSB12 | Maintain and Develop a Healthy and Safe Customer Service Environment | 8 | 8 |

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|---------|----------|--|---|----|
| H9Y6 04 | CFACSB13 | Plan, Organise and Control Customer Service Operations | 8 | 10 |
| H9Y7 04 | CFACSB14 | Review the Quality of Customer Service | 8 | 8 |
| H9Y8 04 | CFACSB15 | Build and Maintain Effective Customer Relations | 8 | 8 |
| FE3N 04 | CFACSB16 | Deliver Seamless Customer Service with a Team | 8 | 8 |

| Optional Units D: Candidates must complete 1 Unit from this group | | | | |
|--|-----------------|---|-------------------|---------------------|
| SQA code | SSC code | Title | SCQF level | SCQF credits |
| FE3R 04 | CFACSD14 | Implement Quality Improvements to Customer Service | 8 | 10 |
| FE3T 04 | CFACSD15 | Plan and Organise the Development of Customer Service Staff | 8 | 9 |
| FE3V 04 | CFACSD16 | Develop a Customer Service Strategy for a Part of an Organisation | 8 | 11 |
| H9YP 04 | CFACSD17 | Manage a Customer Service Award Programme | 8 | 7 |
| H9YR 04 | CFACSD18 | Apply Technology or Other Resources to Improve Customer Service | 8 | 11 |
| FE3Y 04 | CFACSD19 | Review and Re-engineer Customer Service Processes | 8 | 11 |
| FE40 04 | CFACSD20 | Manage Customer Service Performance | 7 | 7 |
| H9YT 04 | CFACSD21 | Analyse and Report on the Content of Customer Service Feedback Posted on Social Media | 6 | 4 |
| H9YV 04 | CFACSD22 | Develop a Customer Service Network Through Social Media Platforms | 7 | 5 |