



## GL0D 23 Customer Service at SCQF level 6

To attain the qualification candidates must complete 7 Units in total. This comprises:

- ◆ 2 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
  - Minimum of one Unit from Group E
  - One further Unit can be selected from any of the Groups B, C, D, and E
  - A maximum of two Optional Units can be selected from the Optional Units at SCQF level 7 and/or 8

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.

<b>Mandatory Units: Candidates must complete 2 Units from this group</b>				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9YY 04	CFACSF3	Show Understanding of Customer Service	7	6
HA00 04	CFACSF4	Show Understanding of the Rules that Impact on Improvements in Customer Service	6	6

<b>Optional Units B: Candidates must complete 1 Unit from this group</b>				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9XW 04	CFACSA13	Deal with Customers in Writing or Electronically	6	6
H9XX 04	CFACSA14	Use Customer Service as a Competitive Tool	7	8
FE2X 04	CFACSA15	Organise the Promotion of Additional Services or Products to Customers	6	7
H9XY 04	CFACSA16	Build a Customer Service Knowledge Base	7	7

<b>Optional Units C: Candidates must complete 1 Unit from this group</b>				
<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
H9Y4 04	CFACSB9	Deliver customer service using service partnerships	6	6
FE31 04	CFACSB10	Organise the delivery of reliable customer service	6	6
H9Y5 04	CFACSB11	Improve the customer relationship	6	7
H9Y9 04	CFACSB17	Deliver customer service in an environmentally friendly and sustainable way	5	3

<b>Optional Units D: Candidates must complete 1 Unit from this group</b>				
<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
H9YF 04	CFACSC5	Monitor and Solve Customer Service Problems	6	6
FE2F 04	CFACSC6	Apply Risk Assessment to Customer Service	7	10
H9YG 04	CFACSC7	Process Customer Service Complaints	7	6

<b>Optional Units E: Candidates must complete 1 Unit from this group</b>				
<b>SQA code</b>	<b>SSC code</b>	<b>Title</b>	<b>SCQF level</b>	<b>SCQF credits</b>
FE36 04	CFACSD8	Work with Others to Improve Customer Service	6	8
H9YM 04	CFACSD9	Promote Continuous Improvement	7	7
FE39 04	CFACSD10	Develop Your Own and Others' Customer Service Skills	6	8
FE3A 04	CFACSD11	Lead a Team to Improve Customer Service	7	7
H9YN 04	CFACSD12	Gather, Analyse and Interpret Customer Feedback	7	10
FE3D 04	CFACSD13	Monitor the Quality of Customer Service Transactions	6	7
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