

# SVQ IN CUSTOMER SERVICE (SCQF LEVEL 6)



## ACCREDITATION

Upon successful achievement learners will be issued with a SQA in Customer Service at SCQF level 6

## CREDIT AND HOURS

Total SCQF credits. Min 36 Max 55  
Grading Pass

## TYPE, LEVEL AND GRADING

Regulated qualification SCQF level 6

## QUALIFICATION CODE

Qualification code GP4L 46

## PRE-REQUISITE

This qualification is available to anyone over the age of 16 who is capable of reaching the required standard. There are no barriers that restrict access or progression thereby promoting equal opportunity. It is expected however that learners will have a level of literacy adequate to cope with the assessment.

## ENTRY REQUIREMENTS

There are no formal entry requirements and Smart Awards will not restrict access on the grounds of prior academic attainment, age, employment, geographic location or any other grounds. There are no barriers that restrict access or progression thereby promoting equal have a level of literacy adequate to cope with the examination.

## SECTOR SUBJECT AREA (SSA)

15.2 Adminsitration

## AGE RANGE

16yrs plus

## SAFE PRACTICE

It is the responsibility of the centre in consultation with the assessor to ensure that risk assessments have been carried out for classroom settings.

## INTRODUCTION

This qualification has been developed to ensure that those that wok in any occupation that includes customer service can meet minimum requirements for competency. Successful completion of this qualification will allow learners to show they have sufficient knowledge, understanding and skills to demonstrate competency in a customer service environment.

## Structure

To achieve this Qualification, learners must attain in total a minimum of 36 SCQF credits and a maximum of 55 SCQF credits.

- Two units must be completed from group A: Mandatory core units
- One unit must be selected from group B – Optional units
- One unit must be selected from group C- Optional units
- One unit must be selected from group D- Optional units
- One unit must be selected from unit E- Optional units
- One further unit can be selected from any optional groups
- A maximum of two optional units can be selected at level 7/8

## Purpose

Prepare for further learning or training and/or develop knowledge and/or skills in a subject area.

## EXPECTATIONS AT LEVEL 2

### Summary

Achievement at level 2 reflects ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problems. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgement subject to overall direction or guidance.

### Knowledge and Understanding

- Use understanding of facts, procedures and ideas to complete well-defined tasks and address straightforward problems.
- Interpret relevant information and ideas.
- Be aware of the types of information that are relevant to the area of study or work.
- Demonstrate and/or work with knowledge and understanding of basic processes, materials and terminology.

### Application and Action

- Complete well-defined, generally routine tasks and address straightforward problems.
- Select and use relevant skills and procedures
- Select appropriate tools and materials and use safely and effectively (for example without waste)
- Adjust tools where necessary following safe practices
- Plan and organise both familiar and new tasks
- Identify, gather and use relevant information to inform actions
- Identify how effective actions have been

### Autonomy and Accountability

- Take responsibility for completing tasks and procedures
- Exercise autonomy and judgement subject to overall direction or guidance
- Show an awareness of others' roles, responsibilities and requirements in carrying out work

### ASSESSMENT

Competency is demonstrated through ongoing assessment. This can involve a range of different methods, but direct observation of skills should constitute a significant part of this.

## Learning Outcomes

### Mandatory units

- Show understanding of customer service
- Show understanding of the rules that impact on improvements in customer service

### Group B units (optional)

- Deal with customers in writing or electronically
- Use customer service as a competitive tool
- Organise the promotion of additional services or products to Customers
- Build a customer service knowledge base

### Group C units (optional)

- Deliver customer service using service partnerships
- Organise the delivery of reliable customer service
- Improve customer relationships
- Deliver customer service in an environmentally friendly and sustainable way

### Group D units (optional)

- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process customer service complaints

### Group E units (optional)

- Work with others to improve customer service
- Promote continuous improvement
- Develop your own and others customer service skills
- Lead a team to improve customer service
- Gather analyse and interpret customer feedback
- Monitor the quality of customer service transactions
- Implement quality improvements to customer service
- Plan and organise the development of customer service staff
- Develop a customer service strategy for a part of an organisation
- Manage a customer service award programme
- Apply technology or other resources to improve customer service
- Review and re-engineer customer service processes
- Manage customer service performance
- Analyse and report on the content of customer service feedback posted on social media