



## THE MODERN APPRENTICESHIP IN CUSTOMER SERVICES FRAMEWORK

To achieve the qualification the candidate must complete the following,

**SVQ/NVQ LEVEL 3** in Customer Services

### CORE SKILLS

Numeracy	Intermediate 1/SCQF Level 4 F429 04
Information Technology	Intermediate 1/SCQF Level 4 F42E 04
Communication	Intermediate 1/SCQF Level 4 F426 04
Problem Solving	Intermediate 1/SCQF Level 4 F42J 04
Working with others	Intermediate 1/SCQF Level 4 F42N 04

*The candidate may have achieved core skills while at school and if they are at the required level they will be exempt.*

### TWO ADDITIONAL UNITS

These can be taken from any other single SVQ at level 2 or 3

*If the candidate has achieved units from one of the above they will be exempt.*





## **NVQ/SVQ in Customer Service Level 3**

*This qualification is appropriate for anyone delivering customer services to internal or external customers, not just those involved in specific customer-service functions. It encourages the development of individual skills in problem solving, developing good customer service and supporting new improvements in customer service.*

### **Unit Titles**

***Candidates must successfully complete a total of seven units in all.***

### **Mandatory Core Units (2 Mandatory units must be achieved and 5 optional units)**

- FE2R 04 Demonstrate understanding of customer service
- FE2T 04 Demonstrate Understanding of the rules that impact on improvements in customer service

### **Optional Units (Total of 5 Optional units). Must include at least 1 unit from each Group) (5 Units must be at SCQF Level 6 and only One unit can be selected at SCQF Level 7 or 8)**

#### **Optional Units: Group A**

- FE2V 04 Deal with customers in writing or electronically (SCQF Level 6)
- FE2W 04 Use customer service as a competitive tool (SCQF Level 7)
- FE2X 04 Organise the promotion of additional services or products to customers (SCQF Level 6)
- FE2Y 04 Build a customer service knowledge set (SCQF Level 7)

#### **Optional Units: Group B**

- FE30 04 Deliver customer service using service partnerships (SCQF Level 6)
- FE31 04 Organise the delivery of reliable customer service (SCQF Level 6)
- FE32 04 Improve the customer relationship (SCQF Level 6)

#### **Optional Units: Group C**

- FE2E 04 Monitor and solve customer service problems (SCQF Level 6)
- FE2F 04 Apply risk assessment to customer service (SCQF Level 6)
- FE2G 04 Process customer service complaints (SCQF Level 6)

#### **Optional Units: Group D**

- FE36 04 Work with others to improve customer service (SCQF Level 6)
- FE37 04 Promote continuous improvement (SCQF Level 7)
- FE39 04 Develop your own and others' customer service skills (SCQF Level 6)
- FE3A 04 Lead a team to improve customer service (SCQF Level 7)
- FE3C 04 Gather analyse and interpret customer feedback (SCQF Level 7)
- FE3D 04 Monitor the quality of customer service transactions (SCQF Level 6)
- FE3R 04 Implement Quality improvements to customer service (SCQF Level 8)
- FE3T 04 Plan and organise the development of customer service staff (SCQF Level 8)
- FE3V 04 Develop a customer service strategy for a part of an organisation (SCQF Level 8)
- FE3W 04 Manage a customer service award program (SCQF Level 8)
- FE3X 04 Apply technology or other resources to improve customer service (SCQF Level 8)
- FE3Y 04 Review and re-engineer customer service processes (SCQF Level 8)
- FE40 04 Manage customer service performance (SCQF Level 7)