

Level 2 Customer Service SVQ

Qualification Structure

To achieve a Level 2 qualification you must complete **seven** units, of which:

1. **Two units** must be completed from **Group A: Mandatory Core Units**
2. **One unit** must be selected from **Group B: Optional Units**
3. **One unit** must be selected from **Group C: Optional Unit**
4. **One unit** must be selected from **Group D: Optional Units**
5. **One unit** must be selected from **Group E: Optional Units**
6. **One** further unit can be selected from any of **Groups B, C,D and E**

Group A Mandatory Units - Customer Service Foundations		SCQF Level
F1	Communicate using customer service language	4
F2	Follow the rules to deliver customer service	5
Group B Optional Units - Impression and Image		SCQF Level
A3	Communicate effectively with customers	5
A4	Give customers a positive impression of yourself and your organisation	5
A5	Promote additional services or products to customers	5
A6	Process information about customers	5
A7	Live up to the customer service promise	5
A8	Make customer service personal	5
A9	Go the extra mile in customer service	5
A10	Deal with customers face to face	5
A11	Deal with incoming telephone calls from customers	5
A12	Make telephone calls to customers	5
Group C Optional Units - Delivery		SCQF Level
B2	Deliver reliable customer service	5
B3	Deliver customer service on your customer's premises	5
B4	Recognise diversity when delivering customer service	5
B5	Deal with customers across a language divide	5
B6	Use questioning techniques when delivering customer service	5
B7	Deal with customers using bespoke software	5
B8	Maintain customer service through effective hand over	5
Group D Optional Units - Handling Problems		SCQF Level
C3	Resolve customer service problems	5
C4	Deliver customer service to difficult customers	5
C5	Monitor and solve customer service problems	6
C6	Apply risk assessment to customer service	7
C7	Process customer service complaints	7
Group E Optional Units - Development and Improvement		SCQF Level
D1	Develop customer relationships	5
D2	Support customer service improvements	5
D3	Develop personal performance through delivering	5

	customer service	
D4	Support customers using on-line customer services	5
D5	Buddy a colleague to develop their customer service skills	5
D6	Develop your own customer service skills through self-study	5
D7	Support customers using self-service technology	5