

Level 3 Customer Service SVQ

Qualification Structure

To achieve a Level 3 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 Units**
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**
7. At least **five units** must be at **Level 6**
8. **Only one unit** can be selected from the **Optional Units** at **Level 7 or 8**

Group A	Mandatory Units - Customer Service Foundations	SCOF Level
F3	Demonstrate understanding of customer service	7
F4	Demonstrate understanding of the rules that impact on improvements in customer service	6
Group B	Optional Units - Impression and Image	SCOF Level
A13	Deal with customers in writing or electronically	6
A14	Use customer service as a competitive tool	7
A15	Organise the promotion of additional services or products to customers	6
A16	Build a customer service knowledge set	7
Group C	Optional Units - Delivery	SCOF Level
B9	Deliver customer service using service partnerships	6
B10	Organise the delivery of reliable customer service	6
B11	Improve the customer relationship	6
Group D	Optional Units - Handling Problems	SCOF Level
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	SCOF Level
D8	Work with others to improve customer service	6
D9	Promote continuous improvement	7
D10	Develop your own and others' customer service skills	6
D11	Lead a team to improve customer service	7
D12	Gather, analyse and interpret customer feedback	7
D13	Monitor the quality of customer service transactions	6
D14	Implement quality improvements to customer service	8
D15	Plan and organise the development of customer service staff	8
D16	Develop a customer service strategy for a part of an organisation	8
D17	Manage a customer service award programme	8
D18	Apply technology or other resources to improve customer service	8
D19	Review and re-engineer customer service processes	8
D20	Manage customer service performance	7