

Core Skills Signposting for SVQs in Customer Service

<b>SVQ 1 in Customer Service at SCQF Level 4</b>						
		<b>C</b>	<b>N</b>	<b>PS</b>	<b>WWO</b>	<b>ICT</b>
F1	Communicate in a customer service environment	4	-	-	4	4
F2	Deliver customer service within the rules	5	-	-	5	5
A1	Maintain a positive and customer-friendly attitude	4	-	-	4	4
A2	Behave in a way that gives a good customer service impression	4	-	-	4	4
B1	Do your job in a customer friendly way	4	4	-	4	4
B2	Deliver reliable customer service	5	5	5	5	5
B3	Deliver customer service on your customer's premises	5	5	5	5	5
B4	Recognise diversity when delivering customer service	5	-	-	5	5
B5	Deal with customers across a language divide	5	-	5	5	5
B6	Use questioning techniques when delivering customer service	5	5	5	5	5
B7	Deal with customers using bespoke software	5	5	5	5	5
B8	Maintain customer service through effective handover	5	-	5	5	5
B17	Deliver customer service in an environmentally friendly and sustainable way	5	5	5	5	5
C1	Recognise and deal with customers' queries, requests and problems	4	-	4	4	4
C2	Take details of customer service problems	4	4	4	4	4
C5	Monitor and solve customer service problems	6	-	6	6	6
C6	Apply risk assessment to customer service	6	6	6	6	6
C7	Process customer service complaints	6	-	6	6	6

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<b>SVQ 2 in Customer Service at SCQF Level 5</b>		<b>C</b>	<b>N</b>	<b>PS</b>	<b>WWO</b>	<b>ICT</b>
F1	Communicate in a customer service environment	4	-	-	4	4
F2	Deliver customer service within the rules	5	-	-	5	5
A3	Communicate effectively with customers	5	-	5	5	5
A4	Give customers a positive impression of yourself and your organisation	5	-	5	5	5
A5	Promote additional services or products to customers	5	5	-	5	5
A6	Process information about customers	5	5	5	5	5
A7	Live up to the brand promise when delivering customer service	5	5	-	5	5
A8	Make customer service personal	5	5	-	5	5
A9	Go the extra mile in customer service	5	5	-	5	5
A10	Deal with customers face to face	5	5	-	5	5
A11	Deal with incoming telephone calls from customers	5	-	5	5	5
A12	Make telephone calls to customers	5	-	5	5	5
A19	Deal with customers using a social media platform	5	5	5	5	5
B2	Deliver reliable customer service	5	5	5	5	5
B3	Deliver customer service on your customer's premises	5	5	5	5	5
B4	Recognise diversity when delivering customer service	5	-	-	5	5
B5	Deal with customers across a language divide	5	-	5	5	5
B6	Use questioning techniques when delivering customer service	5	5	5	5	5
B7	Deal with customers using bespoke software	5	5	5	5	5
B8	Maintain customer service through effective handover	5	-	5	5	5
B17	Deliver customer service in an environmentally friendly and sustainable way	5	5	5	5	5
C3	Resolve customer service problems	5	-	5	5	5
C4	Deliver customer service to challenging customers	5	-	5	5	5
C5	Monitor and solve customer service problems	6	-	6	6	6
C6	Apply risk assessment to customer service	6	6	6	6	6
C7	Process customer service complaints	6	-	6	6	6
D1	Develop customer relationships	5	-	5	5	5
D2	Support customer service improvements	5	-	-	5	5
D3	Develop personal performance through delivering customer service	5	5	5	5	5
D4	Support customers using on-line customer services	5	5	5	5	5
D5	Buddy a colleague to develop their customer service skills	5	-	5	5	5
D6	Develop your own customer service skills through individual learning	5	-	5	5	5
D7	Support customers using self service technology	5	-	5	5	5

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<b>SVQ 3 in Customer Service at SCQF Level 6</b>						
		<b>C</b>	<b>N</b>	<b>PS</b>	<b>WWO</b>	<b>ICT</b>
F3	Show understanding of customer service	6	-	-	6	6
F4	Show understanding of the rules that impact on improvements in customer service	6	-	-	6	6
A13	Deal with customers in writing or electronically	6	6	6	6	6
A14	Use customer service as a competitive tool	6	6	6	6	6
A15	Organise the promotion of additional services or products to customers	6	6	6	6	6
A16	Build a customer service knowledge base	6	6	6	6	6
B9	Deliver customer service using service partnerships	6	6	6	6	6
B10	Organise the delivery of reliable customer service	6	6	6	6	6
B11	Improve the customer relationship	6	6	6	6	6
B17	Deliver customer service in an environmentally friendly and sustainable way	5	5	5	5	5
C5	Monitor and solve customer service problems	6	-	6	6	6
C6	Apply risk assessment to customer service	6	6	6	6	6
C7	Process customer service complaints	6	-	6	6	6
D8	Work with others to improve customer service	6	-	6	6	-
D9	Promote continuous improvement	6	6	6	6	6
D10	Develop your own and others' customer service skills	6	6	6	6	6
D11	Lead a team to improve customer service	6	6	-	6	6
D12	Gather analyse and interpret customer feedback	6	6	-	6	6
D13	Monitor the quality of customer service transactions	6	6	6	6	6
D14	Implement quality improvements to customer service	6	6	6	6	6
D15	Plan and organise the development of customer service staff	6	6	6	6	6
D16	Develop a customer service strategy for a part of an organisation	6	6	6	6	6
D17	Manage a customer service award programme	6	6	6	6	6
D18	Apply technology or other resources to improve customer service	6	6	6	6	6
D19	Review and re-engineer customer service processes	6	6	6	6	6
D20	Manage customer service performance	6	6	6	6	6
D21	Analyse and report on the content of customer service feedback posted on social media	6	6	6	6	6
D22	Develop a customer service network through social media platforms	6	6	6	6	6

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<b>SVQ 4 in Customer Service at SCQF Level 8</b>		<b>C</b>	<b>N</b>	<b>PS</b>	<b>WWO</b>	<b>ICT</b>
F5	Show understanding of customer service management	6	6	6	6	6
F6	Follow organisational rules, external regulations and legislation when managing customer service	6	6	6	6	6
A17	Champion customer service	6	6	6	6	6
A18	Make customer service environmentally friendly and sustainable	6	6	6	6	6
B12	Maintain and develop a healthy and safe customer service environment	6	6	6	6	6
B13	Plan, organise and control customer service operations	6	6	6	6	6
B14	Review the quality of customer service	6	6	6	6	6
B15	Build and Maintain effective customer relations	6	6	6	6	6
B16	Deliver seamless customer service with a team	6	6	6	6	6
C8	Handle referred customer complaints	6	6	6	6	6
D14	Implement quality improvements to customer service	6	6	6	6	6
D15	Plan and organise the development of customer service staff	6	6	6	6	6
D16	Develop a customer service strategy for a part of an organisation	6	6	6	6	6
D17	Manage a customer service award programme	6	6	6	6	6
D18	Apply technology or other resources to improve customer service	6	6	6	6	6
D19	Review and re-engineer customer service processes	6	6	6	6	6
D20	Manage customer service performance	6	6	6	6	6
D21	Analyse and report on the content of customer service feedback posted on social media	6	6	6	6	6
D22	Develop a customer service network through social media platforms	6	6	6	6	6