

MA in Customer Service SCQF Level 6

To achieve the SVQ in Customer Service at SCQF Level 6 you must complete seven units. Two Mandatory Units must be achieved with Five Optional units. One unit must be achieved from each Group and an additional unit from any group. To achieve the MA, certification for all five Core Skills at SCQF Level 5 is required. Certification for two enhancement units from a VQ at SCQF Level 6 is also required.

Mandatory

Candidates must complete both these units

Group A - Customer Service Foundations

	<u>SCQF Level</u>	<u>SCQF Credits</u>
• Show Understanding of Customer Service	7	6
• Show Understanding of the Rules that Impact on Improvements in Customer Service	6	6

Optional Units

Candidates must complete 5 Optional Units: one from each Group plus one unit from any Group.

Group B – Impression and Image

	<u>SCQF Level</u>	<u>SCQF Credits</u>
• Deal with Customers in Writing or Electronically	6	6
• Use Customer Service as a Competitive Tool	7	8
• Organise the Promotion of Additional Services or Products to Customers	6	7
• Build a Customer Service Knowledge Base	7	7

Group C - Delivery

	<u>SCQF Level</u>	<u>SCQF Credits</u>
• Deliver Customer Service Using Service Partnerships	6	6
• Organise the Delivery of Reliable Customer Service	6	6
• Improve the Customer Relationship	6	7
• Deliver Customer Service in an Environmentally Friendly and Sustainable Way	5	3

Group D – Handling Problems

	<u>SCQF Level</u>	<u>SCQF Credits</u>
• Monitor and Solve Customer Service Problems	6	6
• Apply Risk Assessment to Customer Service	7	10
• Process Customer Service Complaints	7	6



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Group E – Development and Improvement

	<u>SCQF Level</u>	<u>SCQF Credits</u>
Work with Others to Improve Customer Service	6	8
Promote Continuous Improvement	7	7
Develop Your Own and Others' Customer Service Skills	6	8
Lead a Team to Improve Customer Service	7	7
Gather, Analyse and Interpret Customer Feedback	7	10
Monitor the Quality of Customer Service Transactions	6	7
Implement Quality Improvements to Customer Service	8	10
Plan and Organise the Development of Customer Service Staff	8	9
Develop a Customer Service Strategy for a Part of an Organisation	8	11
Manage a Customer Service Award Programme	8	7
Apply Technology or Other Resources to Improve Customer Service	8	11
Review and Re-engineer Customer Service Processes	8	11
Manage Customer Service Performance	7	7
Develop a Customer Service Network through Social Media Platforms	7	5
Analyse and Report on the Content of Customer Service Feedback Posted on Social Media	6	4

Enhancement Units

Two enhancement units must be achieved for the Customer Service MA at SCQF level 6: Certification for Two Additional Units from any SVQ at SCQF Level 6 is required e.g.

Business & Administration
Customer Service
Management
Providing Financial Services

The Enhancement units must be separately assessed and certified.

Core Skills

The Core Skills shown below must be achieved for the Customer Service MA at SCQF level 6:

- Communication SCQF Level 5
- Numeracy SCQF Level 5
- Information and Communication Technology SCQF Level 5
- Problem Solving SCQF Level 5
- Working with Others SCQF Level 5

The Core Skills must be separately assessed and certified.