

Modern Apprenticeship
SCQF 5 Customer Service
(GLOF 22)

TARFF VALLEY
LIMITED

TARFF
AGRICULTURAL MERCHANTS

ESTABLISHED 1903

Contents

1.0 Information Brief – Modern Apprenticeship SCQF 5 Customer Service GLOF 22.....	2
2.0 Mandatory Units	3
2.1 Group B Optional Units	3
2.2 Group C Optional Units	4
2.3 Group D Optional Units	4
2.4 Group E Optional Units	5

1.0 Information Brief – Modern Apprenticeship SCQF 5 Customer Service GLOF 22

Modern Apprenticeships in Customer Service (SCQF 5) typically take around 12 months to complete. Whilst undertaking the Modern Apprenticeship, you will have workplace assessments to complete.

Start dates may vary. Whether you are leaving school, in current employment, seeking an apprenticeship, an employer, a careers advisor or are a parent or carer, in the first instance, please contact Tarff Services Service Coordinator.

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As a Modern Apprentice in Customer Service, you will be employed within a Customer Service role and study part time to reach the standards set by the Scottish Qualifications Authority (SQA). You will cover a range of topics and complete workplace assessments to show competence in specific tasks.

SCQF overall credit

Minimum 25

Maximum 38

TO ATTAIN THE QUALIFICATION CANDIDATES MUST COMPLETE 7 UNITS IN TOTAL.

THIS COMPRISES:

2 MANDATORY UNITS

5 OPTIONAL UNITS WITH A MINIMUM OF 1 UNIT FROM GROUPS B, C, D, E AND ONE FURTHER UNIT MUST FROM ANY OF THE OPTIONAL GROUPS

2.0 Mandatory Units

Mandatory Units: Candidates must complete 2 Units from this group				
SQA Code	SSC code	Title	SCQF level	SCQF credits
H9YW 04	CFACSF1	Communicate in a customer service environment	4	4
H9YX 04	CFACSF2	Deliver customer service within the rules	5	4

2.1 Group B Optional Units

Optional Units B: Candidates must complete 1 Unit from this group				
SQA Code	SSC code	Title	SCQF level	SCQF credits
H9XJ 04	CFACSA3	Communicate effectively with customers	5	5
H9XK 04	CFACSA4	Give customers a positive impression of yourself and your organisation	5	5
H9XL 04	CFACSA5	Promote additional services or products to customers	5	6
FE25 04	CFACSA6	Process information about customers	5	5
H9XM 04	CFACSA7	Live up to the brand promise when delivering customer service	5	6
H9XN 04	CFACSA8	Make customer service personal	5	6
H9XP 04	CFACSA9	Go the extra mile in customer service	5	6
H9XR 04	CFACSA10	Deal with customers face to face	5	5
H9XT 04	CFACSA11	Deal with incoming telephone calls from customers	5	5
H9XV 04	CFACSA12	Make telephone calls to customers	5	6
H9Y0 04	CFACSA13	Deal with customers using a social media platform	5	3

2.2 Group C Optional Units

Optional Units C: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
FE1V 04	CFACSB2	Deliver reliable customer service	5	5
FE1W 04	CFACSB3	Deliver customer service on your customer's premises	5	5
FE1X 04	CFACSB4	Recognise diversity when delivering customer service	5	5
F943 04	CFACSB5	Deal with customers across a language divide	5	8
H9Y1 04	CFACSB6	Use questioning techniques when delivering customer service	5	4
H9Y2 04	CFACSB7	Deal with customers using bespoke software	5	5
H9Y3 04	CFACSB8	Maintain customer service through effective handover	5	4
H9Y9 04	CFACSB17	Deliver customer service in an environmentally friendly and sustainable way	5	3

2.3 Group D Optional Units

Optional Units D: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9YD 04	CFACSC3	Resolve customer service problems	5	6
H9YE 04	CFACSC4	Deliver customer service to challenging customers	5	6
H9YF 04	CFACSC5	Monitor and solve customer service problems	6	6
FE2F 04	CFACSC6	Apply risk assessment to customer service	7	10
H9YG 04	CFACSC7	Process customer service complaints	7	6

2.4 Group E Optional Units

Optional Units E: Candidates must complete 1 Unit from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
H9YJ 04	CFACSD1	Develop customer relationships	5	6
FE2J 04	CFACSD2	Support customer service improvements	5	5
FE2K 04	CFACSD3	Develop personal performance through delivering customer service	5	6
H9YK 04	CFACSD4	Support customers using online customer services	5	5
FE2M 04	CFACSD5	Buddy a colleague to develop their customer service skills	5	5
H9YL 04	CFACSD6	Develop your own customer service skills through individual learning	5	6
FE2P 04	CFACSD7	Support customers using self-service technology	5	5