

Modern Apprenticeship
SCQF 6 Customer Service
(GL0D 23)

TARFF VALLEY
LIMITED

TARFF
AGRICULTURAL MERCHANTS

ESTABLISHED 1903

Contents

1.0 Information Brief – Modern Apprenticeship SCQF 6 Customer Service GL0D 23	2
2.0 Mandatory Units	3
2.1 Group B Optional Units	3
2.2 Group C Optional Units	3
2.3 Group D Optional Units	4
2.4 Group E Optional Units	4

1.0 Information Brief – Modern Apprenticeship SCQF 6 Customer Service GL0D 23

Modern Apprenticeships in Customer Service (SCQF 6) 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 31

Maximum 41

**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 FROM ANY OF THE OPTIONAL GROUPS

A MAXIMUM OF 2 OPTIONAL UNITS CAN BE SELECTED FROM SCQF LEVEL 7 AND/OR 8

2.0 Mandatory Units

Mandatory Units: Candidates must complete 2 Units from this group				
SQA Code	SSC code	Title	SCQF level	SCQF credits
H9YY 04	CFACSF3	Show understanding of customer service	7	6
HA00 04	CFACSF4	Show understanding of the rules that impact on improvements in customer service	6	6

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
H9XW 04	CFACSA13	Deal with customers in writing or electronically	6	6
H9XX 04	CFACSA14	Use customer service as a competitive tool	7	8
FE2X 04	CFACSA15	Organise the promotion of additional services or products to customers	6	7
H9XY 04	CFACSA16	Build a customer service knowledge base	7	7

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
H9Y9 04	CFACSB9	Deliver customer service using service partnerships	6	6
FE31 04	CFACSB10	Organise the delivery of reliable customer service	6	6
H9Y5 04	CFACSB11	Improve the customer relationship	6	7
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
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
FE36 04	CFACSD8	Work with others to improve customer service	6	8
H9YM 04	CFACSD9	Promote continuous improvement	7	7
FE39 04	CFACSD10	Develop your own and others' customer service skills	6	8
FE3A 04	CFACSD11	Lead a team to improve customer service	7	7
H9YN 04	CFACSD12	Gather, analyse, and interpret customer feedback	7	10
FE3D 04	CFACSD13	Monitor the quality of customer service transactions	6	7
FE3R 04	CFACSD14	Implement quality improvements to customer service	8	10
FE3T 04	CFACSD15	Plan and organise the development of customer service staff	8	9
FE3V 04	CFACSD16	Develop a customer service strategy for part of an organisation	8	11
H9YP 04	CFACSD17	Manage a customer service award programme	8	7

H9YR 04	CFACSD18	Apply technology or other resources to improve customer service	8	11
FE3Y 04	CFACSD19	Review and re-engineer customer service processes	8	11
FE40 04	CFACSD20	Manage customer service performance	7	7
H9YT 04	CFACSD21	Analyse and report on the content of customer service feedback posted on social media	6	4
H9YV 04	CFACSD22	Develop a customer service network through social media platforms	7	5