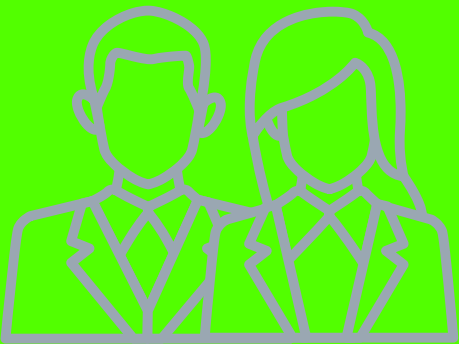


Limelight Careers



Customer Service SVQ SCQF 6

Limelight Careers offer Scottish Vocational Qualifications (SVQ) and Modern Apprenticeships in Customer Services. Funding may be available from Skills Development Scotland (SDS) to support professional development.



Who does this qualification suit?

These SVQs are suitable for:

- individuals who are currently in employment and who wish to obtain a formal qualification
- staff who are in direct contact with customers, including roles such as customer service relations officers and customer service team leaders
- Candidates should be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence in the workplace.



Is this SVQ right for you?

The SVQ covers communicating in a customer service environment and delivering customer service within best practice guidelines, including understanding of customer service and the rules that impact on improvements in customer service.



SVQ - Customer Services at SCQF level 6

This qualification is for candidates who work in customer service. It consists of

- 2 mandatory units
- 5 optional units from various themes

2 Mandatory Units

→ Show understanding of customer service principles

→ Show understanding of the rules that impact on improvements in customer service

There is a wide range of optional units that can be selected. The units facilitate personal & professional development in a range of **themes** including:

