

## Customer Service

West Lothian College

### Content

The Scottish Vocational Qualification (SVQ) in Customer Service at SCQF Level 6 allows candidates to demonstrate competence in job related skills in their particular area of work.

These qualifications have been designed in partnership and are jointly awarded with the Skills CFA Sector Skills Council to ensure relevance to the sector.

Upon successful completion, learners will gain an international recognised qualification which guarantees that they have the skills, knowledge and abilities required to carry out their role successfully.

### Start Date

Flexible

### Qualification

SVQ

### Study Method

Part time (work based)

### Award Title

at SCQF Level 6

### Course Length

1 year

### Department

Business & Management

### Entry Requirements

Candidates must be in a work place where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence. No prior qualifications are required to undertake this qualification, although a minimum of six months experience in this sector is required.

### SCQF Level

6

### Cost

£800.00

## Progression Routes

Relevant HNC

## Address

Almondvale Crescent  
Livingston  
West Lothian  
EH54 7EP

## Website

[www.west-lothian.ac.uk](http://www.west-lothian.ac.uk)