

Group Award Title: Diploma in Providing Customer Services at SCQF Level 6

Group Award Code: GV60 46

SCQF overall credit: Minimum: 49 Maximum: 71

To attain the qualification, candidates must complete 10 units. This consists of:

* 2 mandatory units
* 8 optional units

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA unit codes. It is important that SQA unit codes are used in all your recording documentation, and when your results are communicated to SQA.

# Mandatory units: Candidates must complete all two units

| **SQA code** | **SSC code /****SDS code** | **Title** | **SCQF****level** | **SCQF****credits** | **SQA****credits** |
| --- | --- | --- | --- | --- | --- |
| J8CE 04 | INSCS009 | Provide Customer Centric Service | 6 | 6 | 1 |
| J7JR 46 | US0194 | Developing Meta-skills and Personal Practice | 6 | 5 | 1 |

# Optional group:

**Eight units must be completed across Group A, Group B and Group C. At least three of the options selected must be at SCQF Level 6.**

# Group A: Delivering Customer Service (A minimum of four and a maximum of five units must be completed from this group.)

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit points** | **SQA****Unit credits** |
| --- | --- | --- | --- | --- | --- |
| J8CF 04 | CFACSB10 | Organise the Delivery of Reliable Customer Service | 6 | 6 | 1 |
| J8CJ 04 | INSCS016 | Deliver Customer Service to Challenging Customers | 7 | 7 | 1 |
| J8CK 04 | CFACSA13 | Deal with Customers in Writing or Electronically | 6 | 6 | 1 |
| J8CL 04 | INSCS026 | Monitor and Solve Customer Service Problems | 6 | 6 | 1 |
| J8CM 04 | INSCS041 | Use Service Partnerships for Customer Service Delivery | 7 | 7 | 1 |
| J8CA 04 | PPL2GEN8 | Promote Additional Services or Products to Customers | 6 | 5 | 1 |
| J8DK 45 | SDS 0481 | Using Social Media to Engage with Customers | 5 | 4 | 1 |
| J8DR 46 | SDS 0450 | Processing Returns, Refunds and Exchanges | 6 | 6 | 1 |
| J8CN 04 | CFACSD5 | Buddy A Colleague to Improve Their Customer Service Skills | 5 | 5 | 1 |

# Group B: Improving Customer Service (A minimum of two and a maximum of three units must be completed from this group.)

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit points** | **SQA****Unit credits** |
| --- | --- | --- | --- | --- | --- |
| J8CR 04 | INSBA010 | Deliver and Evaluate Customer Service | 6 | 3 | 1 |
| J8CV 04 | INSCS029 | Monitor The Quality of Customer Service Transactions | 6 | 7 | 1 |
| J8CX 04 | INSCS040 | Gather, Analyse and Interpret Customer Feedback | 7 | 7 | 1 |
| J8CY 04 | INSCS039 | Improve Customer Relationships and Services | 8 | 8 | 1 |
| J8D0 04 | CFACSD8 | Work With Others to Improve Customer Service | 6 | 8 | 1 |
| J8C9 04 | INSCS038 | Promote Continuous Improvement | 7 | 7 | 1 |
| J8DL 46 | SDS 0479 | Allocating and Checking Work | 6 | 6 | 1 |

# Group C: Professional Development (A minimum of zero and a maximum of two units may be completed if not taken from Group A and Group B.)

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit points** | **SQA****Unit credits** |
| --- | --- | --- | --- | --- | --- |
| J8D1 04 | INSCS027 | Assess The Risks in Customer Service | 7 | 10 | 1 |
| J8D5 04 | CCSCVO13 | Maintain Good Environmental Practice in Day to Day Work Activities | 7 | 8 | 1 |
| J8DD 46 | SDS 0439 | Leading Meeting Agenda Items | 6 | 4 | 1 |
| J8DT 47 | US0192 | Contributing to Developing Individuals | 7 | 6 | 1 |
| J875 46 | US0213 | Monitoring Health, Safety and Security | 6 | 8 | 1 |
| J8D2 04 | INSCS030 | Lead A Team to Develop and Improve Customer Service | 8 | 7 | 1 |
| J8DM 46 | SDS 0484 | Handling Customer Complaints | 6 | 5 | 1 |

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