

Group Award Title: Diploma in Providing Retail Services at SCQF Level 5

Group Award Code: GV65 45

SCQF overall credit: Minimum: 41 Maximum: 55

To attain the qualification, candidates must complete 8 units in total. All 4 mandatory units must be completed plus 2 to 4 units from group A and a maximum of 2 units from group B.

[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 4 units

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points**  | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J0CL 04 | PPL.E105 | [Work Effectively as Part of a Team in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J0CL04.pdf) | 5 | 9 | 1 |
| J8DE 45 | SDS 0452 | [Providing Customer Service](https://www.sqa.org.uk/sqa/files/nq/J8DE45.pdf) | 5 | 5 | 1 |
| J8D3 04 | PPLTT07 | [Make Sure Your Own Actions Reduce Risks to Health and Safety and Promote Well-Being](https://www.sqa.org.uk/sqa/files/aq/J8D304.pdf) | 5 | 6 | 1 |
| J86E 45 | US 0434 | [Developing Meta-Skills and Personal Practice](https://www.sqa.org.uk/sqa/files/nq/J86E45.pdf) | 5 | 9 | 1 |

# Optional group A (Retail): minimum 2/ maximum 4 units must be taken from group A

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points** | **SQA****Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J0D5 04 | PPL.C204 | [Help Retail Customers Find Products](https://www.sqa.org.uk/sqa/files/aq/J0D504.pdf) | 5 | 4 | 1 |
| J0B2 04 | PPL.C205 | [Help Retail Customers Choose Products](https://www.sqa.org.uk/sqa/files/aq/J0B204.pdf) | 6 | 5 | 1 |
| J0BE 04 | PPL.B207 | [Check the Availability of Goods for Customer Orders](https://www.sqa.org.uk/sqa/files/aq/J0BE04.pdf) | 6 | 6 | 1 |
| J0DH 04 | PPL.B245 | Pick Goods to Fulfil Customer Orders in a Retail Organisation  | 5 | 3 | 1 |
| J095 04 | PPL.C207 | [Promote Particular Retail Products](https://www.sqa.org.uk/sqa/files/aq/J09504.pdf)  | 4 | 3 | 1 |
| J8EA 45 | SDS 0437 | [Setting Up Promotional Displays](https://www.sqa.org.uk/sqa/files/nq/J8EA45.pdf) | 5 | 4 | 1 |
| J8D7 46 | SDS 0455 | [Selling Products and Services](https://www.sqa.org.uk/sqa/files/nq/J8D746.pdf) | 6 | 7 | 1 |
| J8DP 45 | SDS 0449 | [Processing Customer Payments](https://www.sqa.org.uk/sqa/files/nq/J8DP45.pdf) | 5 | 5 | 1 |
| J8DR 46 | SDS 0450 | [Processing Returns, Refunds and Exchanges](https://www.sqa.org.uk/sqa/files/nq/J8DR46.pdf) | 6 | 6 | 1 |
| J0CH 04 | PPL.C269 | [Cash Up One or More Payment Registers](https://www.sqa.org.uk/sqa/files/aq/J0CH04.pdf) | 5 | 4 | 1 |
| J0DX 04 | PPL.B235 | [Maintain Food Safety While Working with Food in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J0DX04.pdf)  | 5 | 5 | 1 |
| J8DA 45 | SDS 0438 | [Receiving Stock](https://www.sqa.org.uk/sqa/files/nq/J8DA45.pdf) | 5 | 6 | 1 |
| J8DC 45 | SDS0454 | [Replenishing Stock](https://www.sqa.org.uk/sqa/files/nq/J8DC45.pdf) | 5 | 5 | 1 |
| J8CD 04 | INSCS004 | [Develop Customer Relationships](https://www.sqa.org.uk/sqa/files/aq/J8CD04.pdf) | 6 | 7 | 1 |
| J8E9 45 | SDS 0435 | [Cleaning Areas](https://www.sqa.org.uk/sqa/files/nq/J8E945.pdf) | 5 | 4 | 1 |
| J8DN 45 | SDS 0453 | [Providing Reception Services](https://www.sqa.org.uk/sqa/files/nq/J8DN45.pdf)  | 5 | 4 | 1 |

# Optional group B: Other related units - a maximum of 2 units can be taken from group B

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points** | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8D8 45 | SDS 0485 | [Planning and Monitoring Own Workload](https://www.sqa.org.uk/sqa/files/nq/J8D845.pdf) | 5 | 4 | 1 |
| J8DH 46 | SDS 0451 | [Providing Customer Focused Information and Advice](https://www.sqa.org.uk/sqa/files/nq/J8DH46.pdf) | 6 | 6 | 1 |
| J8DG 45 | SDS 0444 | [Maintaining Customer Records](https://www.sqa.org.uk/sqa/files/nq/J8DG45.pdf) | 5 | 5 | 1 |
| J8DJ 46 | SDS 0448 | [Processing Customer Feedback](https://www.sqa.org.uk/sqa/files/nq/J8DJ46.pdf) | 6 | 6 | 1 |
| J8E8 04 | PPL2GEN2 | [Order Stock](https://www.sqa.org.uk/sqa/files/aq/J8E804.pdf)  | 5 | 3 | 1 |
| J8D4 04 | PPLTT59 | [Undertake Your Duties in a Sustainable Way in Your Workplace](https://www.sqa.org.uk/sqa/files/aq/J8D404.pdf) | 4 | 4 | 1 |
| J8CC 04 | INSCS023 | [Use Bespoke Software for Dealing with Customers](https://www.sqa.org.uk/sqa/files/aq/J8CC04.pdf) | 5 | 3 | 1 |