



# **NPAs in Customer Service at SCQF levels 4, 5 and 6**

## **Approval Guidance for Centres**

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# Approval to deliver the NPAs in Customer Service

SQA has developed three National Progression Awards (NPAs) in Customer Service, one at SCQF level 4, 5 and 6. Each NPA is made up of three units:

- ◆ Communication Skills for Customer Service
- ◆ Customer Service: Product and Service Requirements
- ◆ Social Media for Customer Service

Schools and colleges wishing to offer one or more of the following NPAs are required to submit a Qualification Approval form:

- ◆ NPAs in Customer Service SCQF levels 4 GP84 44
- ◆ NPAs in Customer Service SCQF levels 5 GP85 45
- ◆ NPAs in Customer Service SCQF levels 6 GP86 46

The three units making up each NPA are mandatory and all are auto approved, so a streamlined approval process has been developed.

Schools/Colleges who hold auto approval wishing to deliver any of the above NPAs should complete **SECTIONS 1–6 ONLY** of the Qualification Approval form. You can find the qualification approval form for all National Qualifications on SQA Connect.

Colleges wishing to deliver any of the above NPAs should follow the process for approval under devolved authority for National Qualifications.

Employers/Training Providers wishing to offer any of the above NPAs and currently approved by SQA to offer other Customer Service qualifications, eg SVQs in Customer Service, need only complete **SECTIONS 1–6** of the qualification approval form.

Employers/Training Providers not currently delivering SQA's Customer Service qualifications are required to complete the full Qualification Approval form.

Your SQA Co-ordinator will be able to provide you with the relevant forms and assistance. Alternatively, you can contact your SQA [Business Development Manager](#).

## Administrative information

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## History of changes

Unit details	Version	Description of change	Authorised by	Date

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