



## Energy Saving Trust & SQA – National Recognition for Customer Service

**energy  
saving  
trust**

SQA's Credit Rating service allows organisations to enhance their training programmes by formally placing these on the Scottish Credit and Qualifications Framework (SCQF), Scotland's national framework for qualifications.

Awards on the framework are allocated an SCQF level, reflecting the level of difficulty, and SCQF credits, which indicate length of time taken to complete the training.

In 2017, Energy Saving Trust worked with SQA to have the Scottish Government's Home Energy Scotland service credit rated on the SCQF.

Home Energy Scotland is a free energy advice service, delivering telephone and face to face advice directly to households across Scotland.

As a Scottish Government funded service, the advice delivered by Home Energy Scotland must be impartial and factually correct. Customers must also be informed of all options available to them and should be empowered by advisors to make informed decisions.

 UK CUSTOMER  
EXPERIENCE AWARDS **16**  
FINALIST

 UK CUSTOMER  
EXPERIENCE AWARDS **17**  
FINALIST

Energy Saving Trust wanted a consistent training programme that:

- Allows advisors to achieve a qualification comparable to other qualifications
- Supports Energy Saving Trust's business aims and objectives
- Prepares advisors to deliver an excellent standard of customer service
- Instils trust among partner organisations, funders and customers

SQA's extensive experience made this a straightforward process, reviewing the Trust's requirements and the HES programme in consultation with SQA's network of subject experts to ensure that SCQF credit rating criteria were met.

A dedicated SQA point of contact was constantly on hand to deliver invaluable support and advice on quality assurance at each step of the process.

Nicola Robbins, Energy Saving Trust's Customer Experience and Quality Manager said:

***'We absolutely see the value in continuing to work with SQA, who have supported us immensely on our journey so far.'***

***'Having Home Energy Scotland SCQF Credit Rated has supported our overall business objectives, and allows us to confidently meet relevant compliance related contractual requirements.'***

Energy Saving Trust is benefiting from increased skills and knowledge amongst staff and from greater consistency and control in their training, leading to improved working practices.

***'Our staff (both candidates and facilitators) now gain the recognition they deserve for their professional development.'***

As Scotland's national awarding body, and a founding member of the SCQF Partnership, SQA is uniquely placed to advise on credit rating and qualifications development. SQA's Credit Rating service helps all types of organisation across Scotland benefit from positioning their in-house qualifications and training programmes on a national framework.

Natalie Tweedie, SQA Credit Rating Manager said: ***'SQA is delighted to have built a strong relationship with Energy Saving Trust. Working together, we've managed to bring positive change to a key sector in Scotland. The Home Energy Scotland service is now recognised on the SCQF and provides clear development opportunities for their staff.'***

***'Our Credit Rating service can be applied to any organisation with their own in-house training programmes or qualifications.'***

### Energy Saving Trust

Energy Saving Trust is a social enterprise with offices in England, Scotland, Wales and Northern Ireland. They work with householders, governments and businesses across the UK and internationally.

The Home Energy Scotland service is funded by the Scottish Government and managed by the Energy Saving Trust to provide free, impartial advice and support to help Scottish householders save energy, reduce fuel bills, keep warm and help the environment.

The Energy Saving Trust is extremely proud of the exceptional customer service delivered as part of the Home Energy Scotland service — and were finalists at the UK Customer Experience Awards in both 2016 and 2017.

To find out more about SQA's Credit Rating service visit: [www.sqa.org.uk/creditrating](http://www.sqa.org.uk/creditrating)  
e-mail [mycentre@sqa.org.uk](mailto:mycentre@sqa.org.uk) or call **0303 333 0330**