

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

Group Award Code: GV66 46

SCQF overall credit: Minimum: 48 Maximum: 77

To attain the qualification, candidates must complete 10 units. All 3 mandatory units must be completed, plus 5 to 7 units from group A and 0 to 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 3 units

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points**  | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8CE 04 | INSCS009 | [Provide Customer Centric Service](https://www.sqa.org.uk/sqa/files/aq/J8CE04.pdf) | 6 | 6 | 1 |
| J875 46 | US0213 | [Monitoring Health, Safety and Security](https://www.sqa.org.uk/sqa/files/nq/J87546.pdf) | 6 | 8 | 1 |
| J7JR 46 | US0194 | [Developing Meta-Skills and Personal Practice](https://www.sqa.org.uk/sqa/files/nq/J7JR46.pdf) | 6 | 5 | 1 |

# Optional group A (Retail): Minimum 5 to Maximum 7 must be completed from this group

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points** | **SQA****Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J0AB 04 | PPL.E335 | [Support Effective Team Working in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J0AB04.pdf) | 6 | 4 | 1 |
| J8E7 04 | PPL.C355 | [Help Retail Customers to Choose Specialist Products in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J8E704.pdf) | 6 | 7 | 1 |
| J0BA 04 | PPL.C356 | [Demonstrate Specialist Products to Customers in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J0BA04.pdf) | 6 | 6 | 1 |
| J0F6 04 | PPL.MCR15 | [Use In-Store Online Facilities to Achieve Retail Sales](https://www.sqa.org.uk/sqa/files/aq/J0F604.pdf) | 5 | 9 | 1 |
| J0F3 04 | PPL.E211 | [Monitor and Support Secure Use of the Payment Register and Service Area in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J0F304.pdf) | 5 | 3 | 1 |
| J8D7 46 | SDS 0455 | [Selling Products and Services](https://www.sqa.org.uk/sqa/files/nq/J8D746.pdf) | 6 | 7 | 1 |
| J8DR 46 | SDS 0450 | [Processing Returns, Refunds and Exchanges](https://www.sqa.org.uk/sqa/files/nq/J8DR46.pdf) | 6 | 6 | 1 |
| J8ED 46 | SDS 0486 | [Processing Part-Exchange Transactions](https://www.sqa.org.uk/sqa/files/nq/J8ED46.pdf) | 6 | 6 | 1 |
| J0B0 04 | PPL.B308 | [Monitor and Contribute to Improving Food Safety in a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J0B004.pdf) | 6 | 8 | 1 |
| J8E6 04 | PPL.A004 | [Plan Marketing Activities for a Retail Organisation](https://www.sqa.org.uk/sqa/files/aq/J8E604.pdf) | 8 | 7 | 1 |
| J8EC 46 | SDS 0483 | [Evaluating Promotional Displays](https://www.sqa.org.uk/sqa/files/nq/J8EC46.pdf) | 6 | 4 | 1 |

# Optional group B (Other related units): minimum 0 to maximum 2 units can be taken from this group

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points** | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8DL 46 | SDS 0479 | [Allocating and Checking Work](https://www.sqa.org.uk/sqa/files/nq/J8DL46.pdf) | 6 | 6 | 1 |
| FE2M 04 | CFACSD5 | [Buddy a Colleague to Develop Their Customer Service Skills](https://www.sqa.org.uk/sqa/files/aq/FE2M04.pdf) | 5 | 5 | 1 |
| J8E5 04 | INSML030 | [Coach or Mentor Employees](https://www.sqa.org.uk/sqa/files/aq/J8E504.pdf)  | 7 | 12 | 1 |
| J87K 47 | US0192 | [Contributing to Developing Individuals](https://www.sqa.org.uk/sqa/files/nq/J87K47.pdf) | 7 | 6 | 1 |
| J6X2 04 | INSBA010 | [Deliver and Evaluate Customer Service](https://www.sqa.org.uk/sqa/files/aq/J6X204.pdf) | 6 | 3 | 1 |
| J8DD 46 | SDS 0439 | [Leading Meeting Agenda Items](https://www.sqa.org.uk/sqa/files/nq/J8DD46.pdf) | 6 | 4 | 1 |
| J888 04 | CCSCVO13 | [Maintain Good Environmental Practice in Day to Day Work Activities](https://www.sqa.org.uk/sqa/files/aq/J88804.pdf) | 7 | 8 | 1 |
| J8CV 04 | INSCS029 | [Monitor the Quality of Customer Service Transactions](https://www.sqa.org.uk/sqa/files/aq/J8CV04.pdf)  | 6 | 7 | 1 |
| J8E8 04 | PPL2GEN2 | [Order Stock](https://www.sqa.org.uk/sqa/files/aq/J8E804.pdf)  | 5 | 3 | 1 |
| J8DA 45 | SDS 0438 | [Receiving Stock](https://www.sqa.org.uk/sqa/files/nq/J8DA45.pdf) | 5 | 6 | 1 |