

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

Group Award Code: GV67 45

SCQF overall credit: Minimum: 39 Maximum: 58

To attain the qualification, candidates must complete 8 units in total. This consists of:4 mandatory units and 4 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 4 units

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points**  | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8F2 04 | PPLTT02 | [Process travel services bookings](https://www.sqa.org.uk/files/aq/J8F204.pdf) | 5 | 4 | 1 |
| J8DE 45 | SDS 0452 | [Providing customer service](https://www.sqa.org.uk/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/files/aq/J8D304.pdf) | 5 | 6 | 1 |
| J86E 45 | US 0434 | [Developing meta-skills and personal practice](https://www.sqa.org.uk/files/nq/J86E45.pdf) | 5 | 9 | 1 |

# Additional information

# 4 units must be completed across Group A and Group B

# Optional group A: Travel (1 to 2 units must be completed)

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****Level** | **SCQF****Credit Points** | **SQA****Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8F3 04 | PPLTT08 | [Research travel and tourism destination and product information](https://www.sqa.org.uk/files/aq/J8F304.pdf) | 5 | 4 | 1 |
| J8F4 04 | PPLTT01 | [Sell travel-related products and services](https://www.sqa.org.uk/files/aq/J8F404.pdf) | 6 | 14 | 1 |

# Optional group B: Other Related Units (2 to 3 units must be completed)

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points** | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8DF 46 | SDS 0441 | [Creating customer records](https://www.sqa.org.uk/files/nq/J8DF46.pdf) | 6 | 7 | 1 |
| J8CD 04 | INSCS004 | [Develop customer relationships](https://www.sqa.org.uk/files/aq/J8CD04.pdf) | 6 | 7 | 1 |
| J8DG 45 | SDS 0444 | [Maintaining customer records](https://www.sqa.org.uk/files/nq/J8DG45.pdf) | 5 | 5 | 1 |
| J8DJ 46 | SDS 0448 | [Processing customer feedback](https://www.sqa.org.uk/files/nq/J8DJ46.pdf) | 6 | 6 | 1 |
| J8DP 45 | SDS 0449 | [Providing customer payments](https://www.sqa.org.uk/files/nq/J8DP45.pdf) | 5 | 5 | 1 |
| J8DH 46 | SDS 0451 | [Providing customer focused information and advice](https://www.sqa.org.uk/files/nq/J8DH46.pdf) | 6 | 6 | 1 |
| J8DA 45 | SDS 0438 | [Receiving stock](https://www.sqa.org.uk/files/nq/J8DA45.pdf)  | 5 | 6 | 1 |
| J8EA 45 | SDS 0437 | [Setting up promotional displays](https://www.sqa.org.uk/files/nq/J8EA45.pdf)  | 5 | 4 | 1 |
| J8DK 45 | SDS 0481 | [Using social media to engage with customers](https://www.sqa.org.uk/files/nq/J8DK45.pdf) | 5 | 4 | 1 |
| J8D4 04 | PPLTT59 | [Undertake your duties in a sustainable way in your workplace](https://www.sqa.org.uk/files/aq/J8D404.pdf)  | 4 | 4 | 1 |
| J8CC 04 | INSCS023 | [Use bespoke software for dealing with customers](https://www.sqa.org.uk/files/aq/J8CC04.pdf) | 5 | 3 | 1 |
| J8D6 45 | SDS 0461 | [Working as part of a team](https://www.sqa.org.uk/files/nq/J8D645.pdf) | 5 | 5 | 1 |