

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

Group Award Code: GV68 46

SCQF overall credit: Minimum: 47 Maximum: 59

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** |
| --- | --- | --- | --- | --- | --- |
| J8F4 04 | PPLTT01 | [Sell travel-related products and services](https://www.sqa.org.uk/files/aq/J8F404.pdf) | 6 | 24 | 1 |
| J8CE 04 | INSCS009 | [Provide customer centric service](https://www.sqa.org.uk/files/aq/J8CE04.pdf) | 6 | 6 | 1 |
| J875 46 | US0213 | [Monitoring health, safety and security](https://www.sqa.org.uk/files/nq/J87546.pdf) | 6 | 8 | 1 |
| J7JR 46 | US0194 | [Developing meta-skills and personal practice](https://www.sqa.org.uk/files/nq/J7JR46.pdf) | 6 | 5 | 1 |

# Additional information

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

# Optional group A: A minimum of 2 and up to a maximum of 4 units must be completed

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****Level** | **SCQF****Credit Points** | **SQA****Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8EY 04 | PPLTT55 | [Advise customers on the implications of information which impacts on their travel arrangements](https://www.sqa.org.uk/files/aq/J8EY04.pdf) | 6 | 5 | 1 |
| J8F0 04 | PPLTT58 | [Monitor and communicate information which impacts on customers' travel arrangements](https://www.sqa.org.uk/files/aq/J8F004.pdf) | 6 | 4 | 1 |
| J8F1 04 | PPLTT17 | [Process foreign exchange transactions in travel and tourism](https://www.sqa.org.uk/files/aq/J8F104.pdf) | 6 | 6 | 1 |
| J8F3 04 | PPLTT08 | [Research travel and tourism destination and product information](https://www.sqa.org.uk/files/aq/J8F304.pdf) | 5 | 4 | 1 |
| J8F2 04 | PPLTT02 | [Process travel services bookings](https://www.sqa.org.uk/files/aq/J8F204.pdf) | 5 | 4 | 1 |
| J8F6 04 | PPLTT23 | [Collect and analyse customer feedback](https://www.sqa.org.uk/files/aq/J8F604.pdf) | 5 | 5 | 1 |
| J8DT 47 | US0192 | [Contributing to developing individuals](https://www.sqa.org.uk/files/nq/J8DT47.pdf) | 7 | 6 | 1 |
| J8EC 46 | SDS 0483 | [Evaluating promotional displays](https://www.sqa.org.uk/files/nq/J8EC46.pdf) | 6 | 4 | 1 |
| J8D5 04 | CCSCVO13 | [Maintain good environmental practice in day to day work activities](https://www.sqa.org.uk/files/aq/J8D504.pdf) | 7 | 8 | 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 |
| J8CL 04 | INSCS026 | [Monitor and solve customer service problems](https://www.sqa.org.uk/files/aq/J8CL04.pdf) | 6 | 6 | 1 |
| J8F5 04 | PPLTT50 | [Monitor business performance](https://www.sqa.org.uk/files/aq/J8F504.pdf) | 6 | 5 | 1 |

# Optional group B: A minimum of 0 and a maximum of 2 units may be completed from this group

| **SQA code** | **SSC code / SDS code** | **Title** | **SCQF****level** | **SCQF****Credit Points** | **SQA Unit****credits** |
| --- | --- | --- | --- | --- | --- |
| J8F7 04 | PPLTT56 | [Review and improve the customer experience](https://www.sqa.org.uk/files/aq/J8F704.pdf) | 6 | 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 |
| J8CC 04 | INSCS023 | [Use bespoke software for dealing with customers](https://www.sqa.org.uk/files/aq/J8CC04.pdf) | 5 | 3 | 1 |
| J8E8 04 | PPL2GEN2 | [Order stock](https://www.sqa.org.uk/files/aq/J8E804.pdf) | 5 | 3 | 1 |
| J8CN 04 | CFACSD5 | [Buddy a colleague to develop their customer service skills](https://www.sqa.org.uk/files/aq/J8CN04.pdf) | 5 | 5 | 1 |
| J8DD 46 | SDS 0439 | [Leading meeting agenda items](https://www.sqa.org.uk/files/nq/J8DD46.pdf) | 6 | 4 | 1 |