**NPA in Customer Service at SCQF levels 4, 5 and 6 – Resource Sheet**

The following tables provide details of the resources available to support teachers/lecturers in the teaching and delivery of the NPAs in Customer Service at SCQF levels 4, 5 and 6. Please remember that a secure login and password are required for SQA’s secure webpage. These can be provided by your centre’s SQA co-ordinator.

**Qualification Aims**

The National Progression Awards (NPAs) in Customer Service cover the skills and knowledge needed for working in the customer service sector:

* practical communication skills — including how to deal with complex customer complaints
* an understanding of how organisations can measure the effectiveness of customer service
* knowledge of how to engage with customers using social media
* employability skills

**Qualification Structures**

*NPA in Customer Service (SCQF level 4) (GP84 44)*

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| J2GA 44 | [Communication Skills for Customer Service](https://www.sqa.org.uk/sqa/files/nq/J2GA44.pdf)  |
| J2GG 44 | [Social Media for Customer Service](https://www.sqa.org.uk/sqa/files/nq/J2GG44.pdf)  |
| J2GD 44 | [Customer Service: Product and Service Requirements](https://www.sqa.org.uk/sqa/files/nq/J2GD44.pdf)  |

*NPA in Customer Service (SCQF level 5) (GP85 45)*

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| J2GB 45 | [Communication Skills for Customer Service](https://www.sqa.org.uk/sqa/files/nq/J2GB45.pdf) |
| J2GK 45 | [Social Media for Customer Service](https://www.sqa.org.uk/sqa/files/nq/J2GK45.pdf) |
| J2GE 45 | [Customer Service: Product and Service Requirements](https://www.sqa.org.uk/sqa/files/nq/J2GE45.pdf) |

*NPA in Customer Service (SCQF level 6) (GP86 46)*

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| J2GC 46 | [Communication Skills for Customer Service](https://www.sqa.org.uk/sqa/files/nq/J2GC46.pdf) |
| J2GL 46 | [Social Media for Customer Service](https://www.sqa.org.uk/sqa/files/nq/J2GL46.pdf)  |
| J2GF 46 | [Customer Service: Product and Service Requirements](https://www.sqa.org.uk/sqa/files/nq/J2GF46.pdf) |

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| **Resource** | **SQA Webpage** | **Further information** |
| **SQA Open Webpage** |
| **Group Award specifications**  | [NPA in Customer Service at SCQF level 4](https://www.sqa.org.uk/sqa/91477.html)[NPA in Customer Service at SCQF level 5](https://www.sqa.org.uk/sqa/91479.html)[NPA in Customer Service at SCQF level 6](https://www.sqa.org.uk/sqa/91480.html) | The group award specifications can be found under the ‘Teach’ and ‘Qualification Structure’ tabs. |
| **Unit specifications**  | These are available via the SQA unit search function [here](https://www.sqa.org.uk/sqa/controller?p_service=Front.searchUnits&t=nq_unit,hn_unit,aq_unit,acd_unit,qcf_unit&g=0&q=&r=) or by clicking on the hyperlinks above. |  |
| **SQA Secure Webpage** |
| **Assessment Support Packs** | ASPs are available on the SQA Secure Customer Service webpage [here](https://secure.sqa.org.uk/secure/NQGA_NCs_and_NPAs/NQGA_Subjects/Customer_Service). | ASPs are available for all units. You will need a secure login and password to access this material. |