

Curricular Area: Social Subjects		Subject: Customer Service	
		NPA (SCQF Level 6)	
Course Content	Course Content	Course Content	Course Content
		The NPA in customer service aims to prepare young people for work. It focuses on three areas: 1) Communication Skills for Customer Service 2) Social Media for Customer Service 3) Product and Service Requirements This qualification was designed in conjunction with employers.	
How will the course be assessed?	How will the course be assessed?	How will the course be assessed?	How will the course be assessed?
		Assessment will be a combination of practical and knowledge-based assessments under open-book conditions.	
Career Pathways			
Customer Service is helpful for further education or careers in many different fields. Some directly related and many through transferrable skills like critical thinking, literacy, and research. Below are some examples of careers that are benefitted by the study of Customer Service:			
Retail	Hospitality	Receptionist	Sales Consultant
Social Media Manager	Travel Agent	Technical Support	Events Co-ordinator
			Banking
			Real Estate
			Flight Attendant
			Call Centre

