



Nathan Cookson
Sector Manager (Business)
Pearson
One90 High Holborn
London
WC1V 7BH

8th August 2016

Dear Nathan

Letter of support for the Pearson BTEC level 2 Technical Certificate in Customer Service Operations

As an employer in the sector, we recognise the following qualification as being fit for purpose:

Pearson BTEC level 2 Technical Certificate in Customer Service Operations

We confirm that this qualification will provide learners with the specialist knowledge, and give them the opportunities to develop the skills and behaviours that employers in the industry are looking for.

The qualification ensures that the learner can demonstrate relevant skills, behaviours and knowledge of the industry to progress to employment in a range of job roles across the industry within the following occupational areas:

- Customer Service Assistant
- Call Centre Advisor
- Sales Assistant
- Customer Service Operator

The qualification will also support the individual, should they chose to progress into further training, via a level 3 qualification or an apprenticeship, and is a good preparation for either progression route.

Yours sincerely

A handwritten signature in blue ink that reads 'Kate Mooney'.

Kate Mooney
Programme Design Lead
BT Apprenticeship Programmes
BT Group