

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

09.09.2016

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 / Agent**

**Customer Service Operator**

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

Yours sincerely



Erica Farmer

Customer Service Training Manager, Centrica Learning and Development