

Laura Hall
Business Manager for Vocational Business and Enterprise
Pearson
One90 High Holborn
London
WC1V 7BH

16 August 2016

Dear Laura

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

As a professional body 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 customer service to progress to employment in a range of job roles within the following occupational areas:

Telephone sales advisor
Customer service advisor
Receptionist (all businesses and industries)
Customer contact centre advisor

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



Victoria Winkler
Head of Assessment and Qualifications