

Laura Hall
Business Manager for Vocational Business and Enterprise
Pearson
One90 High Holborn
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29 June 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 the industry to progress to employment in a range of job roles across the industry within the following occupational areas:

- Administration Assistant
- Purchasing Assistant
- Contracts Administrator
- Stock Controller

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

Yours sincerely



Kevin Hickman
Head of Education Development and Standards

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