



Amy Rogers
Business Manager - IT and Computing
Qualifications Product Management
UK Schools
One90 High Holborn
London
WC1V 7BH

30th August 2016

Dear Amy

Letter of support for the Pearson BTEC Level 2 Technical Certificate in IT Support

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

Pearson BTEC Level 2 Technical Certificate in IT Support

This qualification will support learners to progress to employment or within employment in a range of job roles in the occupational area of IT support, for example as an IT support technician, a helpdesk administrator, IT service desk support or customer support technician.

For such roles, we believe that these qualifications provide an appropriate level of knowledge and skills, meeting the needs of the business and the individual, ensuring employees are appropriately skilled for the job and able to deliver to the standards of service that the sector expects.

The qualification will also support the individual, should they chose to progress in to further training.

We are happy for Pearson to use this letter in support of its work with government and its agencies, to ensure that this invaluable qualification can continue to be recognised for college performance tables and 19+ funding.

Yours Sincerely

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

Kate Mooney
Programme Design Lead, BT Apprenticeship Programmes
BT Group