

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

12 September 2016

Dear Amy,

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

CompTIA is the voice of the world's information technology (IT) industry. As a non-profit trade association, we advance the global interests of IT professionals and IT channel organisations and enable them to be more successful with industry-leading IT certifications and IT business credentials, IT education, resources and the ability to connect with like-minded, leading IT industry experts. We have an active, vibrant membership community here in the UK and work across multiple initiatives to support the skills development of the IT workforce.

We support the submission of this qualification, as Pearson continue to signpost to industry recognised certification within their qualifications to support the needs of learners seeking employment in the IT sector. I can confirm that you have consulted with CompTIA during the development of the qualification and the units making up the pathways listed below:

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 entry-level job roles/apprenticeships 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 choose 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 qualification can continue to be recognised for college performance tables and 19+ funding.

Yours sincerely,



Graham Hunter
Vice President, Skills Certification - Europe & Middle East