



Amy Rogers
Business Manager - IT and Computing
Qualifications Product Management
UK Schools
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05 September 2016

Dear Amy,

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

As a leading trade body representing small and medium sized enterprises in the Technology, IT and Digital sectors, we recognise the following qualification as being fit for purpose:

BTEC National 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 this qualification provides an appropriate level of knowledge and skills, meeting the needs of SME businesses and the individual, ensuring employees are appropriately skilled for the job and able to deliver to the standard that our sector expects.

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

The SME IT sector makes up 98% of the Tech & IT companies in the UK and really needs access to employment candidates who can come in at the bottom of the organisation and immediately contribute by taking some load off more experienced staff. First-line customer support is an ideal position for them to start in and progress from. SME employers are very busy people and don't have time to engage with the terminology of the world's of training and awarding bodies. The focus on the words 'IT Support' will go

a long way to helping employers to quickly understand the value of the holder of the qualification within their own business.

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

*Andrew Corbett
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