

Amendment Notification – August 2015**Pearson BTEC Level 1 Award in Principles for Carrying and Delivering Goods By Road (QCF)**

The Pearson BTEC Level 1 Award in Principles for Carrying and Delivering Goods By Road (QCF), was recently reviewed to ensure that it was current and fit for purpose. As a result of the review, the customer service unit:

Principles of Customer Service When Carrying and Delivering Goods by Road | Y/503/7929 | Level 1 | 1

Has been replaced by:

Principles of Professional Image and Customer Service When Carrying and Delivering Goods by Road | M/507/3223 | Level 1 | 2

This now includes a Learning Outcome on the role of professional image in customer service.

As the new unit has a greater credit value than its predecessor, the qualification shown below has been withdrawn:

Pearson BTEC Level 1 Award in Principles for Carrying and Delivering Goods By Road (QCF)-600/4676/4

And has been replaced by:

Pearson BTEC Level 1 Award in Principles for Carrying and Delivering Goods By Road (QCF)-601/6695/2

Please telephone Pearson WBL Customer Services on 0844 576 0045 if you have further queries about this qualification.