



David Phillips
VP, Pearson Work Based Learning & Colleges
Pearson Work Based Learning and Colleges
Halley Court
Jordan Hill
Oxford
OX2 8EJ

13th June 2014

RE: Letter of recognition

As an employer in the sector we recognise the following qualification as being fit for purpose and appropriate for our employees to undertake:

Pearson BTEC Level 3 Certificate in Principles of Customer Service 601/5399/4

More specifically for the role of call centre advisor we expect our employees to be occupationally competent and we can confirm that this qualification provides the right level of competence and knowledge, meeting the needs of our business and the employee.

For this reason we value the qualification and see it as important to our business to ensure our employees in this role are appropriately skilled for the job and able to deliver to the standard we expect.

We are happy for Pearson to use this letter in support of its work with the Skills Funding Agency, to ensure that this invaluable qualification can continue to be funded.

Yours Sincerely

A handwritten signature in blue ink that reads 'Kate Mooney'. The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Kate Mooney

Programme Design Lead
BT Apprenticeship Programmes
BT Group