

## Erratum Notice

### March 2015

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#### **Pearson BTEC Level 2 in Principles of Customer Service (QCF) - 601/5359/3**

#### **T/506/9013 – Unit 3: Communicating with Customers**

In the assessment guidance for this unit, there is an incorrect reference to AC1.4.

The paragraph on page 45 currently reads:

*To achieve assessment criterion 1.2, learners should describe at least three different ways of communicating with customers, also describing when it is appropriate to use each of the ways. At least one way should be written and at least one should be verbal. For 1.3, learners should describe at least one benefit and at least one drawback of each of the following: face-to-face, telephone and written communication. For 1.4, learners should describe at least four types of information needed when communicating with customers. Learners could use a report or a presentation to present their evidence.*

This paragraph should be amended to read:

*To achieve assessment criterion 1.2, learners should describe at least three different ways of communicating with customers, also describing when it is appropriate to use each of the ways. At least one way should be written and at least one should be verbal. Learners should describe at least one benefit and at least one drawback of each of the following: face-to-face, telephone and written communication. For 1.3, learners should describe at least four types of information needed when communicating with customers. Learners could use a report or a presentation to present their evidence.*

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