



Northamptonshire County Council

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

Please ask for: Jayne Low
Tel: 01604 365853
Our ref:
Your ref:
Date: 20th July 2015

Dear David

RE: Letter of recognition to support Pearson qualification inclusion for DfE performance tables

As an employer in the sector we recognise the following qualification as suitable for a young person between the ages of 16-19 who is studying full time / part time:

Pearson BTEC Extended Certificate in Principles of Working in Customer Service (QCF)

This qualification covers the skills and knowledge needed for entry into a customer service role within Work Based Learning for our Organisational Workforce Development Team.

This qualification will place a young person in a favourable position when applying for jobs within our sector, or to progress onto apprenticeship programmes such as an Intermediate Apprenticeship in Customer Service.

We support the inclusion of the above qualification for inclusion for the DfE performance tables and give our consent for this support letter to be made publicly available on the Pearson and DfE websites.

Yours sincerely

Jayne Low

Lead Verifier for Customer Service

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