



David Phillips  
VP, Pearson Work Based Learning & Colleges  
Pearson Work Based Learning and Colleges  
Halley Court  
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12 June 2015

**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 Level 2 Diploma in Customer Service (QCF) 601/3424/0**

This qualification covers the skills and knowledge needed for entry into a customer service role within the IT sector. This qualification will place a young person in a favourable position when applying for jobs within our sector, or to progress onto apprenticeship programme 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

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