

My ref:  
Your ref: 27976  
Date: 7 July 2015  
Contact: Angie Fox  
Direct dial: 01223 699336  
E Mail: Angie.fox@cambridgeshire.gov.uk



David Phillips  
VP, Pearson Work Based Learning & Colleges  
c/o Business Support and Improvement Team  
International House  
Middlemarch Business Park  
Siskin Parkway East  
Coventry  
CV3 4PE

Box OCT1105  
Shire Hall  
Cambridge  
CB3 0AP

Dear David

**Letter of recognition for the Pearson BTEC Level 2 Diploma in Customer Service (QCF)**

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

More specifically, for the role of Customer Service Advisor, Customer Service Operator, Call Centre Advisor, Help Desk Operative and Service Agent we expect our employees to be occupationally competent and we can confirm that this qualification provides the right level of competence, 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 that we expect.

The qualification will also support the employee, should they choose to progress in to further training, to assist them with their own development and progression in the workplace, into roles such as Customer Relationship Manager, Customer Support Officer, Customer Service Team Leader and Customer Service Supervisor.

We support the above qualification for inclusion in 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

*Louise Hobbs*

Louise Hobbs  
Programme Manager

