

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

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**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 passenger transport and logistics 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

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Tutu Adebisi

*Director of Skills & Employment*



**HCT Group**  
Ash Grove Bus Depot  
Mare Street  
London E8 4RH

**tel**  
020 7275 2400  
**fax**  
020 7275 2450

**e-mail**  
info@hctgroup.org

HCT Group is a company registered in England and Wales.  
Company number 1747483. Registered charity number 1091318.  
VAT number 805311274. Our registered and main correspondence address is:  
Ash Grove Bus Depot, Mare Street, London E8 4RH