



Northamptonshire County Council

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

13 January 2015

Dear David

Letter of recognition for the Pearson Edexcel Level 4 NVQ 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 Edexcel Level 4 NVQ Diploma in Customer Service (QCF) 601/3479/3

More specifically, for the role of Service Delivery Manager, Client Services Manager, Customer Operations Manager, and Communications Manager 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 Senior Manager, Area Manager and Stakeholder Relations Manager.

We are happy for Pearson to use this letter in support of its work with the Skills Funding Agency, to ensure that this invaluable qualification can continue to be funded.

Yours sincerely

Sue Cooper

Sue Cooper
Head of Training

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