

Supporting you to lead on standards

Direct access to the help you need

I'm writing to give you advance notice of new BTEC Quality Nominee support services launching on 4th April 2016.

We've been listening to your experiences across the UK to understand how we can improve the support we offer Quality Nominees to lead on BTEC standards in your centre. You've told us how important it is to have flexibility: instant access to the answer when you have general queries, and – when you do need to talk to someone – a single point of contact which gets you straight through to the right quality expert, and a swift resolution to your query.

In response to your feedback, from 4th April 2016, we are improving our support services by:

- creating a **single point of contact** (email and phone) where a named Account Specialist will direct your query straight to the right team in Pearson – and follow up to make sure you receive an answer within 48 hours
- developing the Quality Nominee website pages into a "quick answer" **Support Hub**
- introducing a team of specialist **Vocational Quality Advisors** who will develop your new Support Hub – and help with regular updates on hot topics.

We're also preparing the next series of BTEC Quality Nominee Networks. We'll be offering online sessions in addition to your traditional face-to-face events, so it's easier to pick the time and place that best suits you to meet with our Quality teams and share experiences with your colleagues.

We also want to let you know that these new services will replace the Regional Quality Manager team as your point of contact from 4th April 2016.

We'll send more information in March, plus news on updates to your BTEC Quality Assurance processes which will go live in September 2016. In the meantime, we look forward to working with you to ensure these new services do improve the level of support you receive from Pearson to lead on BTEC standards.

Yours faithfully

A handwritten signature in blue ink, appearing to read "Lesley", written in a cursive style.

Lesley Davies, OBE
Senior Vice President, BTEC and Apprenticeships