



02 February 2017

Charlotte Bosworth

Director

OCR (Oxford Cambridge and RSA Examinations)

Skills and Employment

Westwood Way

Coventry

CV4 8JQ

Dear Charlotte

Many thanks for giving me the opportunity to review the content of the qualifications listed below:

- Level 2 Cambridge Technical Diploma in Retail
- Level 2 Cambridge Technical Diploma in Business Administration
- Level 2 Cambridge Technical Diploma in Customer Service

As a leading business organisation operating across the retail sector, I am happy to confirm that the content of these qualifications would provide both the knowledge and skills that would be invaluable for someone looking to work within either of these sectors.

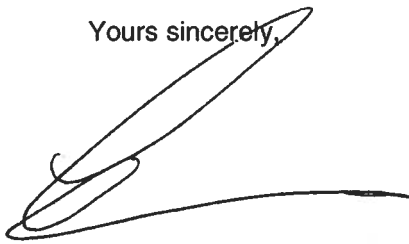
As chair of the Trailblazer group that developed the Level 3 Retail Team Leader apprenticeship, I am confident that the retail qualification named above would provide the opportunities to develop the practical skills that employers within this sector are seeking. Equally, they provide opportunities to develop the individual's inter-personal skills, and would therefore provide a strong starting point for progression onto the Level 3 Retail Team Leader apprenticeship.

The fact that customer service lies at the heart of much of our work also allows me to be confident that the Customer Service qualification named above will provide the skills required by those who deal with our customers, and allow progression onto suitable Level 3 qualifications, including the apprenticeship standards.

The Business Administration qualification would equally provide a good base for those looking to work within administration posts upon which our business depends. As such, they would also facilitate progression onto the corresponding Level 3 Business Administrator apprenticeship.

In conclusion, the combination of subject knowledge and practical learning that these qualifications would develop would put any student who had completed them in a strong position when applying for relevant jobs within the retail or administration sectors

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lloyd Thomas', written over a horizontal line.

Lloyd Thomas

Group Apprenticeship Manager