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3rd February 2017

Charlotte Bosworth
Director
OCR (Oxford Cambridge and RSA Examinations)
Skills and Employment
Westwood Way
Coventry
CV4 8JQ

Dear Charlotte

As a large business organisation, for whom administration and customer service are both vitally important, I welcome the opportunity you have provided to review the content of the qualifications listed below:

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

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 a customer service role or a business administration role.

The Customer Service qualification named above will facilitate those who come into contact with customers to have the foundation they require, allowing progression onto suitable Level 3 qualifications, including an apprenticeship, as they progress in their careers.

For those staff that employed within administrative roles, we would look for the skills and knowledge that the Business Administration qualification named above would provide and as such consider it to be suitable for those looking for a career in this area.

In conclusion, I believe that the combination of subject knowledge and practical learning that these qualifications would nurture would be advantageous for any student who had completed them, and would certainly put them in a strong position when applying for relevant jobs within these sectors

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jez Brooks', written over a horizontal dotted line.

Jez Brooks
Early Professionals Manager & Apprentice Programme Leader,
IBM UK LTD