

# LUMINARY BAKERY

*Rising Hope in East London*

15 March 2017

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

Dear Charlotte

Thank you for inviting me to review the qualifications listed below; all of which develop the skills that are crucial to the people we work with on a daily basis.

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

The practical nature of these qualifications, would facilitate the development of the behaviours that are much sought after, and whilst they would not on their own provide any guarantee of employment, they would certainly put any individuals who have completed them in a strong position when applying for relevant jobs within these sectors.

I am pleased to confirm that the Customer Service qualification named above would provide the opportunities to develop the real-world skills that are required for those working with customers and would therefore provide a good entry point for someone looking for a career in this area.

Similarly, I am confident that the units that make up the Retail qualification named above would facilitate the development of relevant practical skills that are needed to work within this sector, and would provide a good foundation for further development.

Finally, the importance of administrative roles within business are often overlooked, so I am pleased to see that the Business Administration qualification named above would be an excellent foundation for someone looking to develop the important skills and knowledge upon which businesses depend within this area.

Yours sincerely,



Alice Williams  
Project Manager

Luminary Bakery  
Registered Charity 1138653

71-73 Allen Road

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