

# Ryman

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

7<sup>th</sup> February 2017

Dear Charlotte

As you know, Ryman is a well-established high street retail organisation and we have an effective apprenticeship programme that has been running for the past few years. I am therefore familiar with programmes of this nature and have seen them in effect in 'real world' environments. As a fellow supporter of the National Enterprise Challenge alongside OCR I was happy to have the opportunity to review the qualifications named below:

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

I am pleased to confirm that, from the documentation your team provided to me, the content of these qualifications appears well suited to provide the necessary knowledge and skills.

The units that make up the retail qualification appear to cover the necessary content to develop the core skills that are required in this sector, and should prepare those who study them to take the first steps of a career in retail.

Similarly, the Customer Service qualification looks like it covers all the relevant information for customer-facing colleagues, and the Business Administration qualification looks like it covers the content needed for administrative posts, and both would allow progression onto suitable Level 3 qualifications as they progress further in their careers.

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

Yours sincerely,



Matthew Dashper-Hughes  
Chief Operating Officer  
Ryman Limited