

# Salter Street Toys & Models



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

Dear Charlotte

As a small local retailer, with a significant amount of personal experience working within the sector, I am really pleased that OCR have taken the time to consult with us as part of the development of the qualifications listed below, and recognised the important role that small businesses play within both the retail sector and wider business environment:

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

Having taken the time to review the content of the units that make up these qualifications, I am delighted to confirm that in my opinion their content would be very suitable for someone looking for a career in retail.

The mixture of the relevant knowledge around consumer rights, combined with the practicalities of serving customers, displaying goods or dealing with relevant documentation effectively would provide adequate preparation for the workplace, and I would certainly be happy to consider an application from someone who had studied any of these qualifications when a vacancy exists.

As a result, I am happy to confirm that the content of these qualifications is appropriate, and would facilitate progression into the retail workplace and/or further study.

Yours sincerely,



Dee Mellor  
Propieter  
Salter Street Toys and Models