

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

30<sup>th</sup> January 2017

Dear Charlotte

I am delighted to have been given the opportunity to contribute towards the development of the qualifications listed below:

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

In reviewing their content, I can confirm that as a large business organisation, for whom administration and customer service are both vitally important, it is pleasing to see that qualifications that develop relevant and current skills required in these areas are being developed.

The units that make up the Customer Service qualification named above will provide a good foundation for those who come into contact with customers, and reflect our own practices. Furthermore, they will also provide a base that would allow progression onto relevant apprenticeship programmes, that would in turn facilitate further career progression.

For staff who are employed within administrative roles, we would look for those skills that would be developed by the units that make up the Business Administration qualification named above and again would consider it to be suitable for those looking for a career in this area.

In conclusion, 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, and would put them in a strong position to make that first step on their career path.

Yours sincerely,



Andy Jarvis  
Senior Operational & Client Manager  
Energy Retail  
ScottishPower

