



13 February 2017

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

Dear Charlotte

I am delighted to have been consulted in the development of the qualifications listed below:

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

As part of a large organisation that regularly employs staff in the areas of customer service, retail and administration we are keen to ensure that young people looking for a career in any of these areas come to us well prepared.

The Customer Service qualification named above would clearly develop the skills that are required when coming into contact with our customers, and this would allow further progression and development within this sector.

The practical nature of the units that make up the retail qualification named above would be excellent preparation for someone looking to work within one of our retail operations, and reflect what we look for within our recruitment process.

Those staff who work within administration posts will certainly require the skills and knowledge that the Business Administration qualification named above would provide. It would also enable those looking for a career in this area to explore opportunities for further study, including the possibility of relevant apprenticeships.

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

Yours sincerely,

Bryony Anderson
Schools Marketing Executive
Chessington World of Adventures Resort