



**Federation of Small Businesses**  
*The UK's Leading Business Organisation*

Head of Qualifications  
VTCT  
Aspire House  
Annealing Close  
Eastleigh  
Hampshire  
SO50 9PX

Dear Ms Fagan,

**Re: Support for VTCT Level 3 Diploma in Customer Service (QCF) (601/4883/4)**

I represent the Federation of Small Businesses, we are a both an employer and a professional body representing in excess of 200,000 Small and Medium Sized Enterprises (SMEs) that operate across all sectors of British Business.

I am writing to support the VTCT Level 3 Diploma in Customer Service (QCF) (601/4883/4). This qualification includes a great variety of optional units which cover the full range of the customer service sector. This qualification provides flexibility so learners can select the optional units that are most relevant to their employment, career aspirations and personal interests

The units that make up this qualification are comprehensive, and of the depth and breadth expected for a level 3 qualification. Due to their practical nature these units will confirm competence across in a customer service environment.

I can confirm that we recognise that these qualifications are valuable in progressing individuals or helping them to gain employment within the wide range of industries for which Customer Service is a vital element.

I would like to confirm that I authorise VTCT to use this letter on their website, in association with the support required for the above qualifications.

Yours Sincerely

John S. Mann

Qualifications and Standards Officer