



Mandy Slaney
Portfolio Manager
City and Guilds

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Roger Beesley
O2 Head Office
260 Bath Road
Slough
SL1 4DX

t +00 (0) 7715 201683
e roger.beesley@telefonica.com

Dear Mandy,

Reference - City & Guilds Level 2 Technical Certificate in Business Support

Thank you for providing me with the opportunity to review the proposed qualification and assessment materials for the City & Guilds Level 2 Technical Certificate in Business Support, and for inviting me to be part of the development process of these at the recent workshop in Slough.

As Learning and Development Manager for O2 I am directly involved in the recruitment and development of staff, both in my own direct team and across all channels of our organisation which has in excess of 7,500 employees.

Alongside this in my broader HR role I am heavily involved in both our Talentum programme (graduates, interns and apprentices) and our Think Big Programme (Social and Corporate responsibility) which has a large emphasis on engaging and working with young people to develop work readiness and build digital skills for the future.

O2 is indeed already involved in working on new initiatives in this space as one of the pioneers behind the Open Badge Academy, in partnership with Digital Me who are part of C&G. The Open Badge Academy is a programme set up to acknowledge and recognise the skills that people gain beyond their qualifications.

Further as one of the Government's Champions of the Social Mobility Business Compact, we are keen to help young people fulfil their potential, irrespective of their background, and acknowledge that their personal circumstances may have an impact on their performance at school. We believe in matching talent with opportunities, and additional ways that young people can develop and showcase their skills, talents and passions are very welcome. I consider this qualification would give an advantage to a young person applying for a related apprenticeship or employment within our business.

We support the proposal to include this qualifications in the DfE performance tables in the respective Technicals category and give our consent for this support letter to be made publicly available on the City & Guilds and DfE websites.

Yours sincerely

Roger Beesley
Learning & Development Manager
O2 UK