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Dear Mandy

City & Guilds Level 2 Technical Certificate in Business Support

Cambridge University Hospitals (CUH) NHS Foundation Trust comprises Addenbrooke's Hospital and the Rosie Hospital in Cambridge. The Trust provides accessible high-quality healthcare for the local people of Cambridge, together with specialist services, dealing with rare or complex conditions, for a regional, national and international population.

As Employee Development Manager I am responsible for ensuring that staff have access to development opportunities on commencement and opportunities to develop skills to enable progression. As part of our corporate and social responsibility the Trust is committed to offering a range of access to work opportunities to those leaving school/college, long term unemployed and those that may be disadvantaged for a variety of reasons. Part of my role is to manage our Work Opportunities team to ensure as a Trust and a major employer in the area that we offer a variety of apprenticeship opportunities.

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.

I consider this qualification would give an advantage to a young person applying for a related apprenticeship or employment within our business and would be ideal for those on a traineeship to undertake pre-employment.

On behalf of CUH, I am pleased to see organisation values have now been added to the qualification as we feel that these are extremely important. It is pleasing to see unit titles such as; business efficiency and business improvement as these are critical in various roles within our organisation.

This qualification develops important knowledge and skills required, particularly in the role of Admin and Clerical staff and apprentices, within the NHS. We would regard this qualification as preparing learners to progress on to a Business Administration Apprenticeship or employment specific to the NHS sector.

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Yours sincerely



Linda Hering
Employee Development Manager