

15 August 2016

Dear Mandy

City & Guilds Level 2 Technical Certificate in Business Support

Kliklok International Ltd (Part of the Bosch Group) has been at the forefront of the design and manufacture of packaging equipment for over 50 years, with expertise in core industries such as frozen and chilled foods, bakery, confectionery, tea and cereals. We provide equipment from our base in Bristol to Europe, Middle East, Asia and Australia, as part of Bosch we now have a wider reach and scalability as part of a multi-national corporation.

As Financial Director within the business, I have overall responsibility for the recruitment and development of staff. I have 5 business support staff within my team and we employ 74 within our organisation.


I was pleased to be offered the opportunity to review the proposed qualification and assessment materials for the City & Guilds Level 2 Technical Certificate in Business Support, but more importantly to address concerns and suggest areas that ought to be included.

I consider this qualification would give an advantage to a young person applying for a related apprenticeship or employment within our business.

On behalf of Kliklok International Ltd, I am pleased to see the requirement for ICT skills in both levels of qualification. Dealing across a wide sales areas the use of digital technology is vital to our operation and a must for our business support roles. It is pleasing to see unit titles reflect key business goals such as efficiency and improvement as business support roles are critical to achieving these goals.

We support the proposal to include this qualifications in the Department for Education performance tables in the respective Technical category. We consent to our organisation's name and logo being made publicly available on the Department for Education and City & Guilds websites.

Yours sincerely



David L Williams
Financial Director