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20.8.15

Dear Mark,

We are an employer who employs over 71,000 employees in the IT sector, of which over 20,000 work in engineering functions.

We would like to support the following City & Guilds qualification and the 3 pathways within the qualification as relevant and significant to the sector.

- City & Guilds Level 2 Technical Certificate in Digital Technologies

3 pathways in:

- Software and Application support
- Systems and Infrastructure Support
- Web and Social Media support

The qualification has been developed with the needs of the industry in mind and therefore the following skills and knowledge have been included:-

- Understanding hardware requirements
- Understanding types of software
- Implementing networks
- Supporting end users
- Understanding Cyber security threats and vulnerabilities

We feel that once the learner has gained this qualification which covers the skills and knowledge needed for the Digital Industry they could take the position as a:

- Software and Application support
- Systems and Infrastructure Support
- Web and Social Media support

We confirm that we consent to our company name (and logo) being made publicly available on the DfE and City and Guilds websites.

Dr Alison Vincent
Chief Technology Officer
Cisco UK & Ireland