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FOR THE ATTENTION OF THE PROGRAMME LEADER
NVQS IN CUSTOMER SERVICE

September 2006

Dear Colleague

Erratum Notice

Re: Edexcel Level 3 NVQ in Customer Service

I am writing to inform you that there is a further error within the published structure and eligibility requirement of the Level 3 NVQ in Customer Service. This error appears in the following documents:

Edexcel Levels 2, 3 and 4 NVQs in Customer Service Sector Guidance, page 10 (published on the Edexcel website).

Edexcel Level 3 NVQ in Customer Service Log book for Candidates, page 5 (publications code N017653).

The structure should read:

'To achieve the whole qualification at Level 3, you must prove competence in **two** mandatory units and **six** option units.'

Our CD Rom, due to be published later this month will contain the amended version of these materials. The order code number is N017655 and the title is Edexcel Levels 2, 3 and 4 NVQs in Customer Service CD Rom. The amended materials will also be placed on our website for you to access the relevant pages.

If you have any questions regarding any of the amendments please contact Edexcel Customer Service on 0870 240 9800

I would be grateful if you would inform the relevant staff of this situation. Please accept our apologies if this has caused any difficulties for your staff or candidates.

Yours sincerely

Roger Beard
Acting Head of Qualifications Development