

Dear User

**URGENT INFORMATION ON THE PAYMENT PROCEDURE OVER THE CHRISTMAS 2009 PERIOD FOR EMA (FE LEARNERS) AND ALG LEARNERS (N.B. a separate email has been sent to EMA Providers administering E2E, PLA and FE short courses)**

**Please cascade this User email to all operational staff within your organisation.**

As Christmas approaches we would like to remind you that you will be able to make payment decisions for the last week of term on the last day of term set in laps. To ensure that payments can be made in these circumstances, please ensure that your term dates recorded in laps are correct.

So, for example, if you finish term on Friday 18<sup>th</sup> December, you will be able to input payment decisions for that week on that day. Or, if you finish on Thursday 17<sup>th</sup> December, you will be able to input decisions on the Thursday. Please note that payment decisions need to be input **before 8:00pm** on the last day of term.

Please use this facility to make payments before the Christmas break, so that learners do not have to wait until they return for the next term to receive their payments. To enable learners to receive their EMA weekly payment before Christmas, payment decisions for the week commencing 14<sup>th</sup> December 2009 need to be input by 8:00pm on Friday 18<sup>th</sup> December at the latest. Otherwise these payments will reach learner bank accounts between Christmas and the New Year.

**Helpline hours over the Christmas period**

Service availability for the Learner Support Provider and Learner Support Learner Helplines over the Christmas period will be:

- Christmas Eve – 07:00 – 16:00
- Christmas Day – closed
- Monday 28 December – closed
- Tuesday 29 December – 08:00 – 18:00
- Wednesday 30 December – 08:00 – 18:00
- New Year's Eve – 08:00 – 16:00
- New Year's Day – closed

If you have any questions about this email, please contact the Learner Support Provider Helpline on **0845 600 7979**.

Kind regards

## **Learner Support Service**

EMA and ALG Provider Guidance notes are available at  
[www.lsc.gov.uk/providers/moneytolearn](http://www.lsc.gov.uk/providers/moneytolearn)