

Dear User

ROYAL MAIL INDUSTRIAL ACTION

This email is to advise you of current Royal Mail industrial action, the impact that this may have on new applications and what you can do to help prevent assessments and payments being delayed. Please share the contents of this email with all relevant staff within your organisation that have responsibility for, or involvement with, learners who may apply for EMA, ALG or any of the other learner support schemes; Care to Learn, Free Childcare for Training and Learning for Work, Sixth Form Childcare, the Residential Support Scheme or the Income Assessed Student Support Fund for the Dance and Drama Award.

As you may be aware, industrial action is affecting some UK postal services. At present this is largely affecting services in London; Royal Mail have stressed that 90% of their operational units are working normally throughout the UK. However, it is possible that industrial action, and therefore disruption to the postal service, could spread. **As such, we would urge you to encourage all learners who are eligible to apply for Learner Support schemes to do so as soon as possible.**

If disruption continues, please advise learners to obtain a Certificate of Posting (which is free of charge) from their Post Office. This can be used as proof of when the application was posted. If any learner has missed out on payments due to the postal disruption, their case and the circumstances will be looked at sympathetically.

The LSC and the HAPB are actively monitoring the situation. Should the disruption continue or increase, alternative contingency arrangements may also be announced.

Thank you for your co-operation in all of these matters. If you have any queries about this email please contact the Provider Helpline on **0845 600 7979**.

With kind regards,

Learner Support Service on behalf of the Learning and Skills Council