

Dear User

UPDATE - ROYAL MAIL INDUSTRIAL ACTION

As you may be aware, Royal Mail postal workers have voted to take strike action. While exact details of the proposed action are not yet known, we are currently preparing contingencies that will help us to continue processing applications with minimal disruption.

In the meantime, please encourage all learners who intend to apply for learner support schemes to do so as soon as possible.

A user email was issued on the 25 September 2009 to advise you of what you can do to help prevent assessments and payments being delayed.

As a reminder the main points of this email were;

- Please encourage all learners who are eligible to apply for learner support schemes to do so as soon as possible
- 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.

Please share this 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.

Thank you for your support. If you have any queries about this email please contact the Provider Helpline on **0845 600 7979**.

With kind regards,

Learner Support Service