

Dear User

ROYAL MAIL DISRUPTION UPDATE

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 Learner Support schemes.

We wrote to you on 25 September and 9 October about the industrial action being undertaken by Royal Mail staff and this email is to keep you updated on the measures being taken to reduce the impact on those applying for Learner Support schemes.

While the industrial action continues, we will make reasonable allowance for any delay in receiving applications; this will include date stamping applications to show a received date a week in arrears. However, as we wrote previously, learners should obtain a Certificate of Posting (which is free of charge) from their Post Office; this will provide evidence of when the posting actually took place in case it is required.

We are actively monitoring the situation and its impact on the service; should the disruption continue or increase, then alternative contingency arrangements may be announced.

If you have any queries on this user email please do not hesitate to call the Learning Provider Helpline on **0845 600 7979**.

Kind regards

Learner Support Service

EMA and ALG guidance notes are available at www.lsc.gov.uk/providers/moneytolearn