



LCL Awards Standards of Service Temporary Suspension (Updated 05.07.2021)

05th July 2021

Dear LCL Awards customer

Further to our previous notice published on 26th March notifying of our decision temporarily suspend our standard of service in the award of qualifications and issue of certificates we have continued to review the situation on a week by week basis as to how COVID is continuing to impact our sector of industry. Due to the ongoing effect of measures implemented to control the spread of the virus and mitigate its effect we have had to keep the suspension in place for the short term.

We understand that our decision may be disappointing but we have to ensure centres delivering our qualifications do so in a manner that ensures the safety of learners and staff and comply with government requirements and guidance. We are confident that we are over the worst and will be able to revert to our normal standards of service very soon.

Although currently we cannot guarantee a firm date when qualifications will be awarded and certificates issued we do not expect any delay to be unduly excessive and will ensure qualifications are awarded and certificates issued as soon as possible. If you have any concerns or need to enquire as to when your certificate will be issued please contact us and we should be able to give you an approximate date when you can be expected to receive your certificate.

Our certification office continues to remain fully open at this time with the team here at LCL Awards working extremely hard to ensure that we continue to meet the needs of all learners, candidates and centres ensuring any disruption is kept to a minimum.

We trust that you will understand that this action continues to be taken as a last resort under extenuating circumstances which we will continue to review on a week by week basis; once we are able to reinstate our normal standards of service we will do so without delay and update our website accordingly.

Thank you for your understanding in his matter

Regards

A handwritten signature in cursive script, appearing to read 'Steven M. Wong'.

LCL Awards Operations Director