



## **LCL Awards Standards of Service Temporary Suspension (Updated 23.04.2021)**

23<sup>rd</sup> April 2021

Dear LCL Awards customer

Further to the notice published on 5<sup>th</sup> January notifying of our decision temporarily suspend our standard of service in the award of qualifications and issue of certificates we have reviewed the current and short term situation as to how COVID is continuing to impact our sector of industry and have decided to keep the suspension in place for the short term.

Although this decision is disappointing and we would have preferred to have reintroduced our standards of service COVID remains a threat and the control measures we have put in place to ensure the safety of our staff and continue to award qualifications and issue certificates means that we cannot return to normal just yet.

Although currently we cannot guarantee a firm date when certificates will be issued we do not expect any delay to be unduly excessive and will ensure qualifications are awarded and certificates issued as soon as reasonably possible.

Our certification office remains fully open at this time with the team here at LCL Awards working 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 review on an ongoing basis; once we are able to reinstate our normal standards of service we will do so without delay and update our website accordingly.

Regards

A handwritten signature in black ink that reads 'Steven Mulvey'.

LCL Awards Operations Director