

LCL Awards Standards of Service Temporary Suspension

05th January 2021

Due to the impact of COVID on the operation of LCL Awards we have with immediate effect temporarily suspended our published standards of service in the award of qualifications and issue of certificates. All being well we expect this suspension will only be in the short term and anticipate that we are able to reinstate our normal standards within the next few weeks.

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 has been 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, appearing to read 'Steven Mulvey'.

LCL Awards Operations Director