

## EAL learner email verification FAQs

### Key assurances:

- This does not change the learner registration process
- There is no impact on programme delivery or existing learner records

### Frequently asked questions:

#### What is changing?

A new tick (✓) or cross (X) will appear next to each learner's email address in SAP.

#### What do the tick and cross mean?

- ✓ Tick = the learner's email has been verified
- X = the learner's email has not been verified

#### Do I need to take any action?

Yes, but only for new learners. This is for information only, for old learners, but new learners will need to verify their email to use digital services.

#### Does this affect how I register learners?

No. The registration process remains the same.

#### Will this impact existing learners?

No. Learners registered before 20 May 2026 may show as "unverified".

#### Will learners still receive communications?

There is no impact on communications or programme progression.

#### Why has this been introduced?

This update supports ongoing improvements to the Direct-to-Learner process and prepares for future enhancements.

#### Who should I contact if I have questions?

If you have any questions, please reach out to our Customer Experience Team at [customer.experience@eal.org.uk](mailto:customer.experience@eal.org.uk).