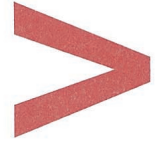


28 May 2004

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**David Chapman and David Hamer
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Learning+Skills Council

Dear David and David

Re: TS2000 Activity Analysis

The Learning Skills Council (LSC) implemented TS2000 Activity Analysis in 2002.

TS2000 operates in over 40 local offices to record the time of some 3,000 users. The web-based software runs from a single location. It has worked reliably and efficiently from the start.

TS2000 is straightforward, flexible and easy to use. It supports stringent EU evidencing and audit requirements to enable the LSC to fully recover its European Social Fund (ESF) administration costs.

The service and support provided by CHL throughout has been exemplary. This includes technical implementation, application enhancements, upgrades, end user queries, training, documentation, an on-line support forum and periodic management meetings.

We look forward to our ongoing relationship with CHL.

Yours sincerely

Chris Minett
Director
Structural & Learner Support Funds