

Hi there,

I wanted to share a bit more background on the Higher Education Supplementary Grant (HESG) project; I know we discussed briefly already, but I'm going to be travelling overseas next week so you and the team will need to get started without me. Sorry, I know it's bad timing!

Your main contact will be Henry Lee, the senior director responsible for the HESG program; he's worked with us in the past and is generally pretty supportive and pleasant to deal with. He has high standards, though, so please make sure to double check your work :)

As I understand it, Henry is looking for us to bring some external best practice guidance on the online grant application process – he's under a lot of pressure after some unfavourable press coverage about weak security, disappearing grant applications and poor user experience, so wants us to come in and make some quick, smart changes to the site. I'm keen that we talk to him about a more strategic solution too – I think blockchain could offer some great advantages here – but I've not mentioned that to him yet.

Just between us, I've heard that Henry has also been given responsibility for clearing the backlog of queries and complaints relating to HESG's predecessor program, the FEBP (Further Education Bursary Program) – I don't think his team has been told yet, and I doubt he's very happy about it, but just bear it in mind. It might be something else we can help him with.

I gave your number to Henry, and he promised to call you directly by the end of the week, so that will probably give you more insights... otherwise, best of luck, and let's catch up when I'm back.

Thanks  
Jane