



Contingency and Adverse Effects Policy

Introduction

This policy aims to ensure a planned and measured response in the event of major disruption to College operations in order to safeguard the interests of students while maintaining the integrity of the assessment system and safeguarding qualification standards. The plans outlined in this policy will be implemented in response to a major disruption to College operations and the specific actions applied will be selected based on the context of the disruption. If a major disruption occurs which requires involvement from official external agencies, such as Police, Fire Service, Medical Service, actions taken will be subject to the advice provided by the respective agency.

The priority when implementing contingency plans will be to maintain the following principles:

- Delivering courses to published timetables.
- Delivering assessments to published timetables.
- Delivering results to published timetables.
- Complying with regulatory requirements in relation to assessment, marking and standards.

Communication:

- In the event of local disruption, communication to lecturers and students will take place through the administration team, following approval from the Senior Management Team.
- In the event of major disruption, details of specific contingencies will be communicated to all relevant parties - internally and externally - to ensure contingencies are carried out effectively and efficiently.

LEM (London Education Management) is committed to:

- Sharing timely and accurate information as required to meet the aims of the plan.
- Communicating with stakeholders so they are aware of disruption and contingency measures being implemented and any actions required of them as a result.
- Ensuring that all communication is clear and accurate.

Potential Risks and Associated Contingencies

Whilst it is unrealistic to detail all possible risks associated with the operations of LEM, the following section aims to identify some main considerations with regards to contingency planning in response to adverse effects.

Teaching staff extended absence at key points in the academic year:

Contingencies:

LEM will arrange alternative teaching staff within the institution concerned at the earliest opportunity. If the existing staff are unable to undertake the additional workloads LEM will seek to employ additional academic staff either on a full time or part time basis to ensure all outstanding duties are covered.

Lack of appropriate rooms or main venues unavailable at short notice

Contingencies:

Liaise with external facility managers to aim to resolve the disruption in the shortest possible time frame. If the disruption persists the College will seek to reorganise and modify its existing plans in order to accommodate all student groups and learning plans. If after these changes access to rooms remains an issue LEM would plan to rent/hire external space, suitable for educational delivery, on a short term basis.

Failure of IT systems

Contingencies:

LEM has an IT Policy and Back up and Restoration Policy and has clear processes in place to prevent failures in IT and in turn resolve issues promptly. The College maintains secured backup for all types of assessment and feedback to students and would be capable of retaining such records should a disruption to the IT systems occur. In the case of sustained disruption to IT systems LEM would also liaise with relevant external agencies, such as the awarding body or regulators, to inform them of the disruption, the impact it is having and the plans for resolution.

Disruption of teaching time – centre closed for an extended period

Contingencies:

The College would communicate with learners about the potential for disruption to teaching time and how they plan to address this. Lecturers would aim to correspond with students in order to support learning and guide students on accessing course materials and submitting assignments online. If the centre is closed for an extended period, the College would arrange an alternative and suitable teaching space.

Centre unable to distribute results as normal

Contingencies:

The College would initiate immediate communication with the awarding body to discuss alternative options. Students would be contacted promptly to explain the

situation and outline the plan for resolution.

Withdrawal of Qualifications

Contingencies:

LEM is committed to putting the interests of students first and undertakes to take all reasonable steps to protect the interests of students should a qualification or unit be withdrawn for whatever reason and by whichever body. The College will make every effort to ensure that students are not registered onto qualifications that are due to be withdrawn before the date that students could reasonably be expected to complete the qualification.

Where there appear to be students unlikely to complete prior to the qualification end date, LEM will take all reasonable steps to identify an alternative qualification, or an alternative centre and to make the necessary transfers and other arrangements in order to enable the learners to achieve the qualification wherever possible. In the extreme case of no alternative centre being available for student transfer LEM would provide financial reimbursement of tuition fees to support students in the future completion of their qualification.

This policy was reviewed and adopted by	LEM Senior Management Team (SMT)
Review Date	June 2020
Next Review Date	June 2021
Version	1.1