

Date approved	February 2021
Approved by	Quality Manager/ Managing Director
Accessible to	Colleagues, External Stakeholders, Learners

CONTINGENCY & ADVERSE EFFECTS POLICY

This policy is designed to ensure a consistent and effective response in the event of major disruption to the course delivery and assessment system affecting significant numbers of learners. The plan will be implemented in the event of major disruption to the system, such as widespread illness, travel disruption, bad weather or power failures. Any actions taken will be subject to the advice of the official agencies dealing with the specific circumstances being faced, for example the police, Environment Agency or Health Protection Agency.

Implementing the plan will safeguard the interests of learners while maintaining the integrity of the assessment system and safeguarding qualification standards. The contingencies applied will be selected based on the context of the disruption.

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

- Delivering course to published standards
- 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 tutors and learners will take place through the administration following agreement with the Managing Director.
- In the event of major disruption, details of specific contingencies agreed across organisations involved in the examinations process will be confirmed on the Ofqual website and proactively communicated to relevant stakeholders.
- This includes communications between the organisations involved in the response and communications to stakeholders such as candidates, parents or carers and the public.

Worldwide Education 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 any messages are clear and accurate.

KEY RISKS AND ASSOCIATED ACTIONS

- Lack of appropriately trained and qualified assessor or IQA and their absence
Centre actions:
 - Worldwide Education will keep abreast of the planning, hiring, training etc of all assessors at least 2 weeks prior to the course start and arrange alternative staff as necessary.
- Failure of IT systems
Centre actions:
 - Maintain secured backup for all types of assessment and feedbacks through the Laser Learning e-Portfolio
 - Support learners with printing version of the course materials if available from Laser Learning.

CENTRE CONTINGENCY AND ADVERSE EFFECTS POLICY

- Liaise with Awarding body to let them know about the failure of the system and get help from their contingency plan.
- Centre closed for an extended period
Centre actions:
 - Communicate with learners about the potential for disruption and plans to address this.
 - Establish liaison between tutors and learners so that learner can make correspondence with tutor and get course materials and submit assignments online.
- Assessment evidence is not available to be marked (Large scale damage to or destruction)
Centre actions:
 - It is the responsibility of the e-Portfolio provider to reduce this risk.
- Centre unable to distribute results as normal
Centre actions:
 - Contact to be made immediately to the awarding bodies about alternative options.
 - Contact to be made immediately to the learners explaining the situation.
- Withdrawal of Qualifications
Worldwide Education is committed to putting the interests of learners first and undertakes to take all reasonable steps to protect the interests of learners should a Qualification or Unit be withdrawn for whatever reason and by whichever body. Worldwide Education will make every effort to ensure that learners are not registered onto Qualifications that are due to be withdrawn before the date that learners could reasonably be expected to complete the Qualification. Where there appear to be learners unlikely to complete prior to the Qualification end date, Worldwide Education 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.