

# Centre Contingency and Adverse Effects Policy and Procedure

**Version V1.3**

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## 1. Purpose

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.

## 2. Definitions

### Abbreviations and Acronyms

UKCBC	UK College of Business and Computing
CEO	Chief Executive Officer
ACCA	Association of Chartered Certified Accountants

### Terms

#### Malpractice

The person qualified for making decisions about whether students' work achieves the standard required for certification.

#### Programme Advisers

The lecturer who is in charge to follow up with the progress of the students in a specific programme. Their responsibilities include reviewing the learner performance across all units taught in a semester and coordinate with student services to ensure timely support to the learner to help them succeed.

#### Programme Leader

The head of the programme specialization e.g. Business, Computing and IT, Engineering, ACCA, English

#### Learning Contract

Learning Contract is an agreement negotiated between a learner and the assessor through the course adviser to ensure that certain activities will be undertaken to complete pending assignments.

#### Student Services

Student service is the department in UKCBC in charge to provide support for student success while studying at UKCBC.

### 3. Scope

This policy applies to:

- All students at UKCBC
- UKCBC staff

The following are affected by this policy:

- All students at UKCBC
- UKCBC staff

The following must understand this policy:

- All students at UKCBC
- UKCBC Administration
- UKCBC Lecturers
- Department Programme Leaders
- Student services

The CEO has the ultimate executive responsibility for the effective development and implementation of this policy.

### 4. Policy Statement

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

1. Delivering courses to published timetables.
2. Delivering assessments to published timetables.
3. Delivering results to published timetables.
4. Complying with regulatory requirements in relation to assessment, marking and standards.
5. Communication:
6. 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.
7. 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.

UKCBC is committed to:

1. Sharing timely and accurate information as required to meet the aims of the plan.
2. Communicating with stakeholders so they are aware of disruption and contingency measures being implemented and any actions required of them as a result.
3. Ensuring that all communication is clear and accurate.
4. Ensuring that renewal of the KHDA approval for the qualification before its expiry dates.

### 5. Risks and Associated Contingencies

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.

Whilst it is unrealistic to detail all possible risks associated with the operations of UKCBC, 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:

UKCBC will arrange alternative teaching staff within the institution concerned at the earliest opportunity. If the existing staff are unable to undertake the additional workloads UKCBC 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 UKCBC would plan to rent/hire external space, suitable for educational delivery, on a short-term basis.

### Failure of IT systems

Contingencies:

UKCBC 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 backups 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 UKCBC 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 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.

### Fire/Health and Safety

UKCBC has a robust set of fire, health, safety, and risk assessment policies which are communicated to all members of staff and learners for their safety.

### Malpractice

UKCBC has Learner and Staff Malpractice policy which address the issues surrounding malpractice, they are made available to all staff and learners through the provision of induction and staff training.

### 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:

UKCBC 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 sure to implement all actions and guidance directed by KHDA in the event of withdrawal for the approval of a particular qualification. 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, UKCBC 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 UKCBC would provide financial reimbursement of tuition fees to support students in the future completion of their qualification

## 6. References

Title	Link
Health, Safety and Risk Assessment Policy and Procedure	
Learner and Staff Malpractice Policy and Procedure	
IT Policy and Back up and Restoration Policy	

## 7. History of Versions

Version Number	Date	Link	Author	Comment or Reason for Modification
1.1	Aug 2019		RFP/JS	Periodic review and update
1.2	Dec 2021	Previous version	SP	Transferred to new template, and added additional risks and contingencies
1.3	Aug 2022	Previous version	AE	Amended some provisions