



Empeiria
• TRAINING •

Contingency and Adverse Effects Policy

Key Information	
Policy Reference Number	Empeiria-CAE
Post Responsible for Update and Monitoring	Managing Director and Directors
Date of Policy	07 January 2022
Date of Next Policy Review	07 January 2027

1. Rationale

1.1 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.

1.2 The plan will be implemented in the event of major disruption to the system, such as: *(This is not an extensive list)*:

- Lack of appropriately trained and qualified assessor or IQA and their absence.
- Failure of IT systems (Including Cyber Attacks).
- Assessment evidence is not available to be marked (Large scale damage to or destruction).
- Heat Wave/Poor Weather Conditions.
- Widespread Illness (Including Pandemic/Epidemic).
- Fire/Bomb Threat and Long-Term Effects.
- Centre closed for an extended period.
- Centre unable to distribute results as normal.
- Withdrawal of Qualifications (Please see Closure and Withdrawal of Product or Approval Policy).

1.3 Any actions taken will be subject to the advice of the official agencies dealing with the specific circumstances being faced, for example the Police, Environmental Agencies, Health Boards, Local Authorities and Appropriate Awarding Bodies.

2. Policy Statement

2.1 Implementing the plan will safeguard the interests of staff and learners whilst maintaining the integrity of the assessment system and safeguarding qualification standards.

2.2 The contingencies applied will be selected based on the context of the disruption.

2.3 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.
- Maintaining quality assurance to the standards of the awarding body and Empeiria's high standards (Please see the Quality Assurance Policy).

3. Roles and Responsibilities for Health and Safety

3.1 The following roles may be affected by this policy:

- All staff

- Managers
- Managing Director

3.2 The following Person(s) may be affected by this policy:

- Learners
- Family/Guardians/Carers

3.3 The following stakeholders may be affected by this policy:

- Awarding Bodies
- External Quality Assurers

3.4 Communication:

- In the event of local disruption, communication to Trainers/Assessors 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 awarding bodies.
- This includes communications between the organisations involved in the response and communications to stakeholders such as learners, parents or carers and the public.

3.5 Empeiria is committed to:

- Sharing timely and accurate information as required to meet the aims of the plan.
- Communicating with the appropriate individuals, 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 and maintained throughout.

3 Procedures

3.2 Below is a list of example key risk and associated actions that Empeiria will undertake, *(Please be advised that this is not an extensive list):*

3.3 Lack of appropriately trained and qualified assessor or IQA and their absence, actions:

- Empeiria will maintain high standards of the planning, hiring, training etc., regarding Quality Assurance, with all assessors at least 2 weeks prior to the course start date and arrange alternative staff as necessary.
- Empeiria will aim to always have a minimum of 2 IQA's in their cohort at any one time.
- In the occasion that a position becomes available within the centre then Empeiria will make sure that all workloads will be delegated appropriately until the post can be filled.

3.4 Failure of IT systems (Including Cyber Attacks), actions:

- All staff will have access/read and signed the Data Protection policy that Empeiria has.
- Maintain secured backups for all types of assessment and feedbacks through our Learning E-

Portfolio.

- Support learners with printing version of the course materials if available from our Learning E-Portfolio.
- Liaise with Awarding Body to let them know about the failure of the system and get help from their contingency plan.

3.5 Assessment evidence is not available to be marked (Large scale damage to or destruction), actions:

- Empeiria will use a reliable and appropriate E-Portfolio system that is recognised by the awarding body.
- It is the responsibility of the e-Portfolio provider to reduce this risk.

3.6 Heatwave/Severe Weather Conditions, Actions:

- Although there is no maximum temperature for working/learning, during a heatwave/severe weather condition, Empeiria still have a duty to provide a safe place of work/learn, safe working systems and to implement protective measures for staff/learners, based on local risk assessments.
- The risk assessment must consider whether premises are suitable during extreme heatwave/severe weather conditions and whether an employee's/learners activity increases the risk of exposure to excessive heat and what proportionate protection measures may be available.
- The Managing Director with communication with the Trainer/Assessor, must consider reviewing break times to ensure that staff/learners have sufficient opportunities to rehydrate and review uniform and workwear policies so that staff can work safely and comfortably.
- In the occasion that severe weather conditions impact the delivery of delivery sessions then the consideration for the delivery to be done electronically should be considered.
- Should the weather conditions impact the delivery of examinations, Empeiria will follow the guidance from the appropriate Awarding Body.

3.7 Widespread Illness (Including Pandemic/Epidemic), actions:

- Empeiria is committed to putting the interests and health of our staff and learners first and undertakes to take all reasonable steps to protect the health of all, should a widespread illness occur.
- Empeiria will comply with all directions from authorised public health officers, recognised medical authorities and Awarding Bodies in relation to any Widespread Illnesses (Including Epidemic/Pandemic).
- The Managing Director will consider whether the best medical advice supports requiring employers to provide information that they have received appropriate vaccinations and whether this requires employees to receive appropriate vaccinations.

3.8 Fire/Bomb Threat and Long-Term Effects, Actions (Please see Fire/Bomb Threat Policy):

- 3.9** All staff will have the appropriate training of the Fire/Bomb Threat Safety as part of the mandatory induction. Also making sure they have read and sign the Fire/Bomb Threat Safety



Policy.

3.10 If a Trainer/Assessor is delivering externally they will be expected to know the Fire/Bomb Threat Procedure for the building.

3.11 Through the induction of delivery, the Trainer/Assessor will advise the learners of the appropriate Fire/Bomb Threat procedures, as well as the evacuation procedures and any special adaptations that may be needed.

3.12 There will be a designated Fire Officer for each centre who will be responsible to complete Fire Risk assessments. If delivery is completed externally, then this will be requested before delivery commences.

3.13 If a centre must close due to damage from a fire/bomb, then the procedure for centre closed for an extended period should be followed (Please see below).

3.14 Centre closed for an extended period, action:

- Communicate with learners about the potential for disruption and plans to address this.
- Establish liaison between Trainer/Assessors and learners, so that learner can make correspondence with the Trainer/Assessor and get course materials and submit assignments online.

3.15 Centre unable to distribute results as normal, actions:

- Contact to be made immediately to the Awarding Bodies about alternative options.
- Contact to be made immediately to the learners and staff explaining the situation.

3.16 Withdrawal of Qualifications (Please see Closure and Withdrawal of Product or Approval Policy), Actions:


- Empeiria 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.
- Empeiria 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, Empeiria will take all reasonable steps to identify an alternative Qualification, or an alternative centre and to make the necessary transfers and other arrangements to enable the learners to achieve the Qualification wherever possible.

3.17 All of these contingency actions will be reviewed yearly, and any appropriate actions will be communicated to the appropriate individuals that it may affect.

4 Definitions

4.1 Contingency – is defined as something that might possibly happen in the future, usually causing problems or making further arrangements necessary.

4.2 Adverse Effect – is defined as a significant and consistent negative influence of the ability on the student's educational performance, as evidenced by their skills in the academic,



developmental, or functional domains.

4.3 Safeguarding – is defined as protecting something from harm or damage with an appropriate measure.

4.4 Major Disruption – is defined as something that changes plans or interrupts some event or process.

4.5 Cyber Attack – is defined as an attempt by hackers to damage or destroy a computer network or system.

4.6 Pandemic – is defined as a widespread occurrence of an infectious disease over a whole country or the world at a particular time.

4.7 Epidemic – is defined as a widespread occurrence of an infectious disease in a community at a particular time.

