Contingency and Adverse Effect Policy

1.0 Purpose

The purpose of this policy is to teach Regent College London's (RCL) staff how to prevent, handle, and report adverse events, as well as to ensure that any adverse effects that do occur are managed and reported in a timely and appropriate manner, and that all lessons learned are applied to ensure that a similar event does not occur again.

Reporting adverse events will:

➢ inform risk management and contingency planning
➢ provide information to improve systems and processes
➢ enable prompt remedial action to be taken and prevent recurrence
➢ provide an opportunity to share learning from adverse events within the team
➢ assist decision-making, planning and future resource allocation
➢ provide information and reassurance to the Awarding Organisations (AO) that the institution is committed to managing potential risks.

2.0 Key Risks and Associated Actions

➢ **Lack of appropriately trained and qualified assessor and their absence**
   Institute Actions:
   RCL 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**
   Institute Actions:
   Maintain secured backup for all types of assessment and feedback through the Learning e-Portfolio.
   Support learners with printing version of the course materials.
   Liaise with awarding body to let them know about the failure of the system and get help from their contingency plan.
➢ **Institute closed for an extended period**
   Institute Actions:
   Communicate with learners about the potential for disruption and plans to address this.
   Establish liaison between tutors and learners so that learners can correspond with tutors and get course materials and submit assignments online.
➢ **Assessment Evidence is not available to be marked**
➢ **Institute Actions**:
   It is the responsibility of the e-Portfolio provider to reduce this risk.
➢ **Institute unable to distribute results as normal**
   Institute 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 Qualification**
  RCL 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and undertakes to take all reasonable steps to protect the interests of learners should a qualification or unit be withdrawn for whatever reason and by whichever body. The institute will make every effort to ensure that learners are not registered on to 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, the institute 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.
- ➢ **Failure of IT Systems**
  Institute Actions:
  RCL has an IT policy and backup and restoration policy that has clear processes in order to prevent failures in IT and in turn resolve issues promptly. The institute maintains secured backups for all types of assessment and feedback to learners and would be capable of retaining such records should a disruption to the IT systems occur. If any sustained disruption to IT systems occurs, the institute would also liaise with relevant external agencies, such as awarding bodies, to inform them about the disruption, the impact it is having and the plans for resolution.

3.0 Monitoring

Staff Members Involved

Academic Head

4.0 Review

This Policy would be reviewed annually by the Management.

It may also be reviewed in the case of any substantial change, whichever is earlier.

For advice and support contact the Head of RCL.

Policy

Policy Information

PURPOSE	Policy Information
Title	Contingency and Adverse Effect Policy
Document number	0169/90
Purpose	The purpose of this policy is to teach RCL 's staff how to prevent, handle, and report adverse events, as well as to ensure that any adverse effects that do occur are managed and reported in a timely and appropriate manner, and that all lessons learned are applied to ensure that a similar event does not occur again.
Audience	Staff; Learners
Category	Operational
Next review date	March, 2026

Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	18/3/2024	Policy approved by RCL Governance Committee
2.01	AH	QAC	18/3/2025	Policy approved by RCL Quality Assurance Committee