



## Adverse Occurrence Policy

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## **1. Aim**

- 1.1. The aim of this policy is to ensure that there is a robust approach in the major/minor occurrence which could lead to any disruptions towards the student assessment cycle, learning and teaching of any offered programme at London Churchill College (LCC).
- 1.2. The policy is designed to inform and support LCC's staff how to prevent, handle and report adverse occurrence and what are the procedures to follow to ensure that the situation is dealt in a promptly and professional manner. Below highlights some of the core areas covered:
  - 1.1.1. Unexpected travel disruption;
  - 1.1.2. Staff illness;
  - 1.1.3. Closure of Programme;
  - 1.1.4. Closure of Campus;
  - 1.1.5. Bad weather conditions;
  - 1.1.6. Campus facilities failures;
  - 1.1.7. Healthy and Safety issues;
  - 1.1.8. An Epidemic or Pandemic situation.
- 1.3. The College is committed to communicating any adverse occurrence to both its internal and external stakeholders promptly followed by contingency measures being implemented and actions taken to tackle the situation in a promptly and efficient manner.

## **2. Reporting Responsibility**

- 2.1. All non – academic managers and Programme leaders have the responsibility to:
  - 2.1.1. Notify the Head of Programmes and Academic Monitoring (HoPAM) as soon as of any adverse occurrence which they believe requires notification to the Principal and/or Facilities Manager;
  - 2.1.2. Establish a culture where it is adequate and safe for staff to report all adverse occurrence;
  - 2.1.3. Ensure that the action is taken and there is a robust process in place to prevent reoccurrence of any adverse occurrence.
- 2.2. All staff should:
  - 2.1.4. notify their line manager on time of any adverse event.;



- 2.1.5. to ensure any sensitive information about adverse events are kept confidential and not to be disclosed unless permitted to do so..

### **3. Procedures for reporting an Adverse Occurrence**

- 3.1. Any adverse occurrence must be reported to the line managers in the first instance. A line manager will receive the form as shown in Appendix 1 (Adverse Occurrence Reporting Form). The line manager identifies the associated risks (if any) and reports to HoPAM. The Principal will decide if the matter can be considered for the College Risk Register. The following details of the adverse event should be included:

#### **3.2. What happened?**

- 3.2.1. The courses, subjects, assessments, teachings, certificates affected.
- 3.2.2. The nature and causes of the incidents (how does it affect the assessments, teachings, student timetable).
- 3.2.3. How the incident/event came to notice?

#### **3.3. How does it cause an adverse incident?**

- 3.3.1. How many students and staff are affected?
- 3.3.2. Are the students and (other) staff members aware of the incident?
- 3.3.3. How does it impact on student learning?

#### **3.4. When did it happen?**

- 3.4.1. Record the dates and times of the event.
- 3.4.2. When might the effects of the incident be felt?

#### **3.5. Where did it happen?**

- 3.5.1. Submit a detailed report about the location.

### **4. Key Risks and Associated Actions**

#### **4.1. Teaching staff extended absence at key points in the assessment cycle**

- 4.1.1. In the event of the absence of teaching staff, the Programme Leader will take the responsibility of arranging catch-up classes at the earliest opportunity. The Programme Leader will ensure that communication is sent to all impacted students and, where required, to send a revised timetable to the students.

#### **4.2. Failure of IT systems**

- 4.2.1. LCC to ensure that there is a secure back-up for all the types assessment and feedback data. All the assessment data including provisional assessment grades will be encrypted and will only be accessible to approved staff members.
- 4.2.2. In the event of IT system failures, Head of Data and Information Technologies (HoDIT) commence the appropriate actions in accordance with the College Disaster Recovery and Contingency Plan. .

#### **4.3. Disruption of teaching time – Campus closed until further notice**

- 4.3.1. Should the campus have to close in order to prevent any further adverse event or for investigation, the Programme Manager will be responsible to



communicate with students about the potential for disruption to teaching time and ensure that the communication is supported by revised teaching schedule or information of a suitable delivery mode to continue teaching.

- 4.3.2. To ensure that students are kept informed, Lecturers are responsible to operate an alternative communication method to reach students and supporting them during the incident period.

**4.4. Assessment scripts are inaccessible for marking (Large scale damage or destruction)**

- 4.4.1. In order to minimise this risk, the Programme Managers are to ensure any active scripts are held securely on site on site for the absolute minimum of time;
- 4.4.2. It is the responsibility of the HoPAM to inform the relevant awarding body as well as the students about the incidents at the earliest opportunity, supported by an action plan to mitigate risks.

**4.5. LCC is unable to distribute results as normal**

- 4.5.1. Should there any issue of releasing the grades to the students, HoPAM should inform the awarding body and the students as soon as possible;
- 4.5.2. The College is responsible to ensure that there is an alternative way of informing the Withdrawal of Centre Approval Status;
- 4.5.3. Should London Churchill College be no longer be able to deliver any of the accredited qualifications, it is the College's responsibility to ensure that there is a contingency plan to support and protect any enrolled students. The College is also responsible to formally inform any new students who have been given an unconditional or conditional offer for the forthcoming intakes about the situation. As part of the communication plan with the students, the College will suggest the following actions:
- 4.5.1.1. Inform all enrolled students about alternative providers of same or similar courses. Should the student agree to continue his or her studies with the suggested alternative provider, LCC will have a team in place to support this transition;
- 4.5.1.2. In the process of seeking a new accreditation provider offering a similar programme, students will be invited to speak to the admission team to discuss the re-application process with the new provider;
- 4.5.1.3. To liaise with any withdrawing student as well as prospective students informing them about alternative programmes. The College will run this process through a Re-instate Programme Day;
- 4.5.1.4. Any public information about the affected programmes will be updated on the website with immediate effect. Marketing Department and Admission Department will make sure that all information is accurate, which must be validated by Quality Assurance and uploaded via PIMG protocols.

**4.6. Closure of Programme**

- 4.6.1. In the event of programme closure the College will ensure that:



- a) Existing or potential students are fully informed, consulted and supported to protect their interests;
- b) Appropriate procedures and processes are in place to ensure the quality of academic delivery throughout the transition period;
- c) Teaching-out arrangements are securely in place and meet the Expectation set out in in the UKQC;
- d) Decisions taken at all stages of planning and implementation are formally recorded;
- e) Quality and Academic Standards are monitored throughout the closure process, until the last student has had sufficient opportunity to complete the programme successfully;
- f) LCC will only close Programmes with the full knowledge and consultation of the awarding body, or other accrediting bodies;
- g) The detail closure procedures are stated in the Programme Closure Policy.

#### **4.7. Closure of Campuses**

4.1. In the event of campus closure, the College aims to ensure:

- 4.7.1. Existing students are fully informed, consulted and supported to protect their interests;
- 4.7.2. Appropriate delivery methods are in place to continue with learning and teaching;
- 4.7.3. The quality of academic delivery has to follow the good practices guidelines by the regulatory bodies;
- 4.7.4. Existing students must be informed of the alternative mechanism of student support for both academic and non-academic matters.

#### **5. Monitoring and Evaluation**

5.1. An annual record will be maintained by the HoPAM of all adverse occurrence and reported by PEG. At the end of each academic year, the annual record will be reported to the Academic Board, with a responsibility for review and oversight.



## 6. Appendix 1

CONTINGENCY & ADVERSE EFFECTS FORM	
Section 1	
Reporter Name	
Position Held	
Date of Incident	
Campus Location	
Details of the Incident	
Section 2	<b>What happened?</b>
Section 3	<b>How does it affect students and staff?</b>
Section 4	<b>When did it happen?</b>
Section 5	<b>Where did it happen?</b>



**Section 7**

**What actions have been taken so far?**

Blank area for Section 7 response.

**Section 8**

**Any Additional Information**

Blank area for Section 8 response.

**Date of Submission** : \_\_\_\_\_

**Signature** : \_\_\_\_\_ **Print Name** : \_\_\_\_\_

*Note. Please return this form to your line manager.*

For the Line Managers to complete sections below

**Section 9**

**Details of action**

Any actions taken: Yes/No

If Yes, details of action

<b>Actions</b>	<b>Completed by:</b>	<b>Date</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		



<b>Section 10</b>	<b>Any associated risks identified?</b>

**Date of Completion** : \_\_\_\_\_

**Signature** : \_\_\_\_\_ **Print Name:** \_\_\_\_\_

*Note. Please report to the Principal, if you identified any risks.*