

Centre Contingency and Adverse Effects (Apprenticeships & Traineeships)

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Approved by:	Senior Management Team
Distribution to	All

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This policy has been created as an amalgamation of 2 other policies and should be read in conjunction with Runway Training's Maladministration and Malpractice policy.

Authorising Officer: Oliver Traylor, Managing Director

Signature:



Date: 14.4.2022



Introduction

The purpose of this guidance and underpinning procedures is to inform staff how to prevent, handle and report 'adverse events' and to ensure that any adverse effects that do occur are managed and reported in an appropriate and timely manner and that all lessons are learned to ensure that a similar such event does not happen 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 Centre is committed to managing potential risks.

Promoted during the sign-up process, this policy will form part the Induction Process for all learners and will be accessible through their learner handbooks, forming part of their Induction. Internal Stakeholders will be able to access the policy through the shared drive and all stakeholders will be able to access it through Runway's Website.

All staff will be made aware of the policy at Induction, and it will form part of Runway's Mandatory training. Additional training/updates will be given as and when needed.

This policy will be reviewed on a yearly basis or sooner if legislation/organisational changes impact on the content of this policy.

What is an 'Adverse Effect'?

The following guidance has been taken from Ofqual's General Conditions of Recognition November 2020 and concludes that:

An act, omission, event, incident or circumstance has an 'adverse effect' if it gives rise to prejudice to Learners or potential Learners, or adversely effects:

- the ability of the Centre to undertake the development, delivery or award of qualifications
- the standards of qualifications which the Centre makes available or proposes to make available, or public confidence in qualifications
- there has been a failure in the delivery of an assessment which threatens Assessors' ability to differentiate accurately and consistently between the levels of attainment demonstrated by Learners
Centre being able to meet a published date for the issue of results or the award of a qualification
Centre issuing incorrect results or certificates
- Centre identifying an incident of malpractice or maladministration, which could either invalidate the award of a qualification which it makes available or could affect Awarding Organisations
- the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.

- Centre has (for any reason, whether inside or outside its control) incurred an increase in costs which it anticipates will result in an increase in its fees and therefore stop a Learner completing and obtaining certification
- Centre is named as a party in any criminal or civil proceedings or is subjected to a regulatory investigation or sanction by any AO, regulatory or government body
- A Senior Manager of the Centre is a party to criminal proceedings (other than minor driving offences), is subject to any action for disqualification as a company director, or is subject to disciplinary proceedings by any professional, regulatory or government body.
- A recognised Centre misleading Learners through statements, advertisements or promotions resulting in Learners being disadvantaged and not achieving a recognised qualification.

Prevention

As in the case of accidents, there may well have been a 'near miss' that happened some time in the past which, if analysed, and corrective action taken, may have prevented the later accident.

Similarly there may be 'near misses' or 'close calls' that have happened that, if analysed and corrective action taken, may prevent an adverse event from taking place.

Examples of this may be that a major mistake in an assessment spotted before certification or the loss of assessment materials that were subsequently found before the assessment.

In short the problem happened but it was caught before it could do any damage and have an adverse effect. Not all adverse effects can be prevented, however, having a culture where people are free to openly discuss 'near misses' in the organisation can help to reduce the risk if the 'near misses' are recorded, collected and analysed to reduce the risk of them happening again. Consequently we need to catch these near misses and we all have differing roles and responsibilities in averting and dealing with adverse events.

Roles and Responsibilities

Head of Quality

Has a responsibility to:

- promote a culture where it is acceptable and safe for all staff to report all adverse events, including near misses and where adverse events can be openly discussed
- ensure that there is a system in place to communicate 'lessons learned' across the Centre (i.e. briefings and minutes of meetings)
- ensure that an investigation appropriate to the level of risk has been undertaken
- Notify AOs/ESFA/funding partners as appropriate

Managers

All Managers have a responsibility to:

- notify the Head of Quality immediately of any adverse event which they believe requires notification to a regulator promote a culture where it is acceptable and safe for staff to report all adverse events, including near misses and where adverse events can be openly discussed
- investigate and take action, when requested or required to do so, on all adverse events referred to them
- action is taken and all reasonable steps put in place to prevent reoccurrence of any adverse event

- ensure that lessons are learned and communicated following an adverse event

All Staff

Runway Training relies on staff to prevent (where possible) and notify their line manager promptly of any events or near miss to enable the Head of Quality to manage any adverse effects effectively.

All staff have a duty not to disclose any information regarding adverse events or investigations to any other person outside of Runway Training (such as social networking sites). Staff are reminded that inappropriate disclosure of information could lead to disciplinary action.

Scope

Travelling/commuting measures

Runway training has a number of corporate vehicles that are available to staff should they need them in order to fulfil their responsibilities to learners.

In the event that Runway's offices are unusable, arrangements are in place for the use of rooms at other locations. The impact on apprentice training itself would be minimal as assessors can be home based.

Where apprentices incur extra travel costs to attend an alternative learning centre or location, arrangements will be made to aid with such costs. Runway will calculate the additional cost involved and arrange to make payments to apprentices on a case-by-case basis.

Data management

Runway uses on-line portfolios for Apprentices for a copy of their Information Security Policy please follow this link <https://onfile.co.uk/information-security-policy/> and therefore Apprentices will always have ongoing access to their learning resources and portfolios

Runway stores all data using the Cloud and files are set up to back up automatically and therefore in the event of an adverse effect – data/records will still be able to accessed.

All data is held securely.

Learner Transfers

In the event that Runway Training will be unable to continue delivering training to the learner we will work with the learner and employer to find another suitable provider and in doing so will support a smooth handover to ensure minimum disruption to the learner.

Procedure for dealing with an Adverse Event

Any near misses or actual adverse events should be reported to line managers in the first instance and then to the Head of Quality. Details of the adverse event should be emailed using the guidance below to ensure a complete picture of the adverse event is identified:

What – what happened?

- the qualifications, subjects, assessments, certificates affected
- the nature and cause of the incident (lost assessments/evidence, IT systems/software failure, lack of or errors in resources
- how the incident came to light

Who – who is involved?

- number of learners and/or staff/consultants affected
- whether learners and other stakeholders are aware of the incident
- the possible or actual impact on learners

When – when did it happen?

- Dates/times
- When may the effects be felt?

Where – where did it happen?

- location(s) including Centre or employer premises

Why – why did it happen?

- actions already taken or planned by the Centre to identify causes and effects and to mitigate adverse impact. It will also be useful to state the likelihood and impact of the adverse event identifying whether you believe the event is minor or could significantly impact the Centre, Learners or third parties

The following risk rating structure provides some guidance

1 Minor - could cause some embarrassment to the Centre if information came to light. Could result in non-compliance and may escalate if no action taken.

2 Moderate - the risk has already been identified and actions put in place however there has been one occurrence.

3 Significant - may impact a number of Learners and/or third parties and has the potential for reputational damage and AO/regulatory non-compliance.

Investigations Team

The Head of Quality in conjunction with the IQA team will organise for an investigation team to be put in place to establish and report on the facts of any adverse event that has been reported of a significant nature. If the adverse event involves suspected malpractice then investigation will be conducted in line with the Malpractice Policy.

The aim of this will be to:

- Confirm the facts, establish additional factors, circumstances and scale
- Confirm or identify the cause
- Obtain evidence
- Identify any patterns or trends
- Identify any changes to policy or procedure that need to be made by The Centre

There are certain principles that will be observed for conducting investigations:

- Confidentiality
- Rights of individuals to be accompanied
- Retention and storage of evidence and records

- Following an adverse event, the results of the lessons learnt will be disseminated to staff via their managers

Notification to Awarding Organisation/Regulatory Authorities

Mandatory Notification

There are some adverse events that need to be reported to the regulatory authorities if the Centre has cause to believe that it is, or likely to be, subject to:

- a material change in its governance structure or legal status
- a change of control
- a merger between it and another body, or
- any insolvency or bankruptcy proceedings

In addition the Centre must promptly notify the Awarding Organisation if it proposes to make available to a Learner another centre which can complete the delivery (learner transfer) made available.

The Awarding Organisation must also be notified of any events that have occurred outside of the UK which could have an adverse effect, for example, where the same or a similar qualification is taken in the UK or where the events could damage public confidence in the Centre.

Deciding on Notification

Each incident should be considered on a case by case basis using the following general principles:

- The scale of the event (how many learners has it affected?)
- The impact of the event (how serious has the impact been?)
- Has the event occurred in the Centre as opposed to it being at risk of occurring or from misleading information?
- Social Networking (the potential for the incident to gather momentum via social networking)
- The Head of Quality will apply their professional judgement in determining whether the AO needs to be notified of an incident
- Where there is doubt about whether to notify the AO in relation to a specific incident the decision should be to err on the side of caution and notify the AO

Timings of Notifications

If the event is to be notified to the AO it must be done promptly. When the Centre notifies the AO of an event, or as soon as possible afterward, the Centre will also inform on the steps that it has taken or intends to take to prevent the event having an adverse effect or to correct or mitigate that adverse effect if it occurs.

The Centre will not delay making a notification to the AO information that it has at the time and provide further information to the AO once it becomes available.

Information to include when reporting an incident/event

In the first instance the Head of Quality will telephone the regulatory authorities and follow up with a written summary of the incident event.

Where possible, initial notification of an event to the AO will include:

- the qualifications, subjects, units, assessments affected
- the number of Learners affected
- the nature and cause of the incident
- the possible or actual impact on Learners
- how the incident came to light
- whether other Centres/Learners/stakeholders are aware of the incident
- action plan detailing already taken or planned by the Centre to identify causes and effects, and to mitigate adverse impact.

Awarding Organisation Response:

It is likely that upon notification the AO will:

- consider whether the Centre has given sufficient assurance that they have/will take all necessary mitigating actions to protect the interests of learners
- confirm the timelines for any additional updates from the Centre about any further investigation, implementation of mitigating actions, etc.
- seek assurance from the Centre that they have identified any actions required to prevent a repeat of the incident in future
- identify whether the incident is an isolated occurrence or has wider implications regarding the conduct of the Centre, or for other qualifications and awarding bodies, or
- simply acknowledge receipt of the notification and take no further action

Coronavirus / Pandemic Response

In the event of another pandemic or outbreak of Coronavirus this policy will provide essential guidelines for Runway Staff, learners and employers on the processes and procedures Runway will follow.

This policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions, We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) company policy is susceptible to changes with the re-introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

Policy elements

The following outline the required actions staff should take to protect themselves, colleagues, and learners from a potential coronavirus infection.

Sick leave arrangements:

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly please use your discretion on attending the office. If you feel well enough you may be encouraged to work from home in order to avoid contact with other people but your line manager will discuss the options with you.
- Before returning to work you MUST contact your line manager who will discuss your safe return to work who may ask you to take an LFT test before hand.
- If you show any coronavirus symptoms (high fever, cough, and loss of sense of smell or taste) you are advised to take a Covid-19 test.
- If you have a positive COVID-19 diagnosis, you do not need to self-isolate but please contact your line manager who will discuss the possibility of home working to limit the spread of the virus

Right to decide

Following the lifting of lockdown and working practices resume all staff will have a “right to decide” as to whether they enter the workplace / assessment venue where cases of Coronavirus are reported. This is to be discussed and agreed with the relevant senior manager

Coronavirus tests:

- The Government is no longer providing free PCR or LFT tests unless you are at high risk, going into hospital for surgery or you work in the NHS or in adult social care.
- You may be able to order a free test from: <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>
- Runway Training will continue to provide LFT tests for staff to self-test in the event that they develop symptoms in order to keep the office safe. LFT Tests can be requested from the Head of Resources and all staff should ensure they have tests readily available at home.

Work from home:

- Where you are working from home you should adhere to Runway’s Working from home policy.
- If you have recently returned from areas with a high number of COVID-19 cases (based on [CDC](#) announcements), you may be asked to self-isolate if Government guidelines recommend - working from home and returning to the office after any specified period of time. You will also be asked not to come into physical contact with any colleagues during this time.
- If you’ve been in close contact with someone infected by COVID-19, with high chances of being infected yourself, please discuss this with your manager – you maybe asked to work from home where you can.
- If you’re a parent and you have to stay at home with your children, request work from home. Follow up with your manager or departmental leader to make arrangements and set expectations.
- If you need to provide care to a family member infected by COVID-19, request work from home. You’ll only be permitted to return to the office after your family member has fully recovered, provided that you’re asymptomatic or you have a negative LFT test. You will also be asked not to come into physical contact with any colleagues during this time.

Travelling/commuting measures:

- In-person meetings can now resume although virtual meetings can also be used as an alternative and should be used where there is a risk of infection.
- Since the quarantine has been lifted a hybrid working will be encouraged where practicable and relevant.
- If you are planning to travel voluntarily to a high-risk country with increased COVID-19 cases, you may be asked to self isolate/work from home if government guidelines recommend this.

General hygiene rules:

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the [20-second hand-washing rule](#)). You can also use the sanitizers you'll find around the office.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open the windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures (such as requesting sick leave).

Vulnerable Groups

Runway will take extra steps for any member of staff who is in a vulnerable group. They include, but are not limited to, those who:

- have a long-term health condition, for example asthma, diabetes, heart disease, hepatitis, Parkinson's disease or multiple sclerosis (MS)
- have a weakened immune system as the result of medicines such as steroid tablets or chemotherapy
- are pregnant
- are seriously overweight (a body mass index (BMI) of 40 or above)

Office Test and Trace

The test and trace service has now been withdrawn. However, please ensure that when you attend the office that you Sign-in as this will be used as an internal test and trace if the need should arise.

Rapid Lateral Flow Testing:

- LFT tests are no longer being issued by the Government. However, a small supply will be held at the Office and will be available from Head of Resources.

Programme delivery

To ensure that there is minimal risk on learner motivation, progression and achievement we aim as much as possible to keep the service to our customers operating smoothly. To this end we have ensured that all staff have the ability to work from home.

Support and assessments will be carried out remotely in accordance with Awarding Organisation and Sector Skills Guidelines – these will be covered further in the Quality Assurance Policy and individual Sampling Strategies.

The quality policy will be updated to consider any changes needed to the current quality checks in order to ensure that the quality of the provision across all sectors and areas of learning is maintained.

External Agencies

- Awarding bodies: in response to the individual contingency plans of the Awarding Bodies we will continue to work with them to ensure that the delivery of programmes, Quality Assurance audits, registration, completing End Point Assessments and certification of learners continues

External Examinations

- In response to Awarding Body guidance we will administer remote external assessments in keeping with their guidance. This will be monitored by the Apprenticeship Manger for EPA's and the Operations Manager for FS
- Where it is possible to run external assessments, these will be administered in strict accordance with government guidelines detailed within the Exam Invigilation Guide.

Cancellations

- However, where we need to reschedule appointments we will communicate this to our learners and employers using a variety of communication methods which could include email, OneFile and telephone

Functional Skills:

- For learners that are undertaking their functional Skills a full delivery service will remain. Staff will still be able to continue offering support and tutor guidance.
- This would include our 48 hour response time for support queries
- Workshop delivery: face to face-workshops have temporarily ceased however, learners are encouraged to continue their learning through accessing and using Skills Forward and would be offered additional support from a qualified tutor. If their tutor had become ill, then another one would be allocated. Once the quarantine period had ended, workshops will be re-booked, and DA's carried out to ascertain learners continued levels.
- Teaching/Learning: We have created a variety of recorded functional skills learning resources which are now available online; Zoom lessons have been arranged and learners are now being supported on a 1:1 and group basis via on-line learning methods.
- Webinars are now being used to support the delivery of face to face learning and as a result of the positive feedback we have received will continue.
- Where learners are not able to complete examinations in accordance with Awarding Body requirements these will be rescheduled once the quarantine period is over. CAG graded are being evaluated for some Learners due to complete by the end of July 2020

Diploma's/Apprenticeship

- Workshops are now delivered remotely and assignments/assessments continue to be marked and feedback given electronically through collaboration platforms, email, phone and e-portfolio
- For learners that use OneFile learning and assessments continue to be planned and carried out through this platform. For any paper based learners this will need to be achieved via email.
- Individual schemes of work to be amended in order to address the changes in delivery and the order of delivery.
- Online lessons have been created for the Care Certificate All learning is delivered via Google Drive
- All assessor/tutors are able to work across a variety of curriculums and in some instances across sectors as well. Therefore, if a learner's tutor becomes unwell, then another tutor would be allocated based on learner needs and tutor availability
- Once the quarantine period had ended, workshops will be re-booked, and risk assessments will be carried out to ensure that learner workplaces are safe for staff to return to
- EPA: Where EPA Organisations are permitting remote assessment, these will be supported and managed by Runway. Otherwise we will make use of the ESFA rule change relating to a coronavirus enforced break in learning and also adjust EPA dates as required.

Traineeships:

- Employability/Enterprise:
 - Workshops are running as an on-line delivery model as well as a face to face model
 - Numbers are restricted to 8 learners but this will be reviewed and if needed will reduce to a group of 6.
- Functional skills:
 - In the event of another lockdown for learners that are undertaking the functional Skills part of their Traineeship we would encourage the learners to access Skills Forward and the other on-line learning resources and continue with their learning. Through this method their tutor would still be able to offer additional support and continue to offer support through digital means.
 - If their tutor had become ill, then another one would be allocated. Once the quarantine period had ended, workshops would be re-booked, and DA's carried out to ascertain learners continued levels.
 - Exams are being carried out within the classroom however, where needed learners will be able to complete exams remotely following AO Guidance
- Work Experience:
 - For Trainees undertaking this part of the Traineeship please follow government guidelines. If you show symptoms of Covid (cough, cold, fever) you will probably be asked to stay at home to reduce the risk of the virus spreading. After 5 days you can return to work but will need to wear a mask for a further 5 days.
 - In the event of further outbreaks/lockdowns Runway will review access to work experience in line with government guidelines. In this even Runway mentors/tutors continue to support the Trainees remotely through Teams, telephone or the works FB account to ensure that they were able to continue to make progress and achieve a positive learning outcome for this aspect of their Traineeship

Runway Offices:

- Runway Offices are open although we offer hybrid working for those that want or can work from home
- Risk assessments have been carried out to ensure that the office environment is safe and is in accordance with Health and Safety
- Social Distancing measures will still be considered where possible
- Access to the workplace is to be regularly reviewed and any actions should follow government guidelines.

Workplace Assessments

Where there has been a coronavirus outbreak risks assessments are to be carried out prior to any member of staff undertaking a workplace assessment. Staff are also to be provided with the correct PPE and hand sanitizer and instructions for working within that environment.

This policy has been reviewed based on the links below:

- **Working safely during covid 19 – Offices and Contact Centre's:**
<https://www.gov.uk/guidance/reducing-the-spread-of-respiratory-infections-including-covid-19-in-the-workplace>
- **Guidance on Adult Social Care:** <https://www.gov.uk/government/collections/coronavirus-covid-19-social-care-guidance#>
- **Safe working in education, childcare, and children's social care**
<https://www.gov.uk/government/publications/safe-working-in-education-childcare-and-childrens-social-care>

Runway Training Continuity Plan – Corona-Virus

With the growing concern about the spread of COVID-19 (Coronavirus), and its potential impact on individuals and businesses, we have completed this Business Continuity Plan (BCP) based on an office closure of two weeks. This could be due to a confirmed case in a staff member, or a change in the government's advice, such as a restriction on travel in a particular area/region we service. This plan will be reviewed regularly in response to Government Guidelines and in the event that the office closure continues for longer.

Emergency Contacts:

	Full Name	Title	Tel	Email
Runway Training 01732 402 402	Oliver Trailor	Managing Director	DD: 01732 449395 M: 07966511605	olivertrailor@runwaytraining.co.uk
	Elaine Highwood	Head of Quality and DSL	DD: 01732 449394	elainehighwood@runwtraining.co.uk
	Lauren Harris	Head of Apprenticeships	DD: 01732 449398 M: 07377541915	laurenharris@runwaytraining.co.uk
	Dawn Wills	Designated Safeguarding Lead	DD: 01732 906002 M: 07729155268	dawnwills@runwaytraining.co.uk

ESFA:	0370 000 2288	Awarding Bodies	NCFE 0191 239 8000	C&G 0192 4930 800	TQUK 0333 358 3344	AAT 020 3735 2468	REC 020 7009 2100
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The information below highlights the areas of impact on the delivery of our learning programmes to our customers and how we plan to manage this in order for the service to our learners to continue.

<p>What type of delivery would be the preferred option to continue with business as normal with the contract you deliver?</p> <ul style="list-style-type: none"> Relocate to another site Co-location delivery (if so, with who and where?) Another team delivery the service (which team?) Remote/home working (how many from the team can?) 	<p>The response to this question will be dependent upon the contract effected and the reason for the office closure. The relevant information will be given in the following plan.</p> <ul style="list-style-type: none"> In all cases we are continuing to support learners as much as practical and possible. All Runway Staff have laptops and freelancers have access to ICT equipment and can are working remotely. We have sufficient support systems in place that can all be accessed remotely via the internet All delivery staff are practiced in using a variety of distance teaching methods – including skype, zoom and teams. Teachers/Assessors have received training in Teams (in addition to those listed) as well as a range of other e-learning platforms to support learners to work collaboratively in the event of complete remote working Communication channels would remain open through email and the relevant on-line learning platforms. Runway's telephone number remains active and calls have been diverted to another/ multiple other lines. Where needed messages are taken and passed on to the relevant person.
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<p>Please give as much information regarding the option/s chosen above. Then answer the following questions with the options you have chosen in mind.</p>	<ul style="list-style-type: none"> • Currently face to face delivery for our Traineeship programme will continue but this will be monitored and reviewed in accordance with government guidelines. • For all other delivery Runway will continue to ensure that the disruption to the learner experience is minimal. By making use of alternative assessors / tutors, promoting and encouraging distance learning principles including using digital learning such as Skype can be placed this • During full lockdowns allocation to a different site will not been possible due to the close working of the staff on the different sites (see below) and the restrictions imposed on home working
<p>What level of service can be delivered using the above delivery option?</p> <ul style="list-style-type: none"> • Full, limited, skeleton, none? • What changes in delivery are required? • What are the risks associated with this change of delivery? • What cannot be delivered using this option of delivery? 	<p>To ensure that there is minimal risk on learner motivation, progression and achievement we aim as much as possible to keep the service to our customers operating smoothly. To this end we have ensured that all staff have the ability to work from home.</p> <ul style="list-style-type: none"> • Tutors, support staff and administrators have received training in Zoom, Skype and Google Drive. Digital learning is now available for some of our Professional development and all Functional Skills learning through webinars, pre-recorded training sessions and live on-line workshops • If staff number fall significantly, we will try to keep operating and focus everything on supporting through a variety of methods detailed within this document. • Non-essential sessions will be cancelled, and the focus would be on supporting all learners as best we can, with the resources available and the use of on-line digital learning platforms. We will prioritise certain learners by accessing their end dates and their progress to date. Vulnerable learners would be given priority to ensure they feel supported and momentum isn't lost. • Relevant Awarding Organisations guidance is being followed in relation to face to face / remote assessments, Summative tests and End Point Assessment's. • Relevant Awarding Organisations would be contacted and where delivery and learner progress is likely to be hampered then target dates would be amended/learners would be put on hold in accordance to the AO contingency. • The quality policy will be updated to consider any changes needed to the current quality checks in order to ensure that the quality of the provision across all sectors and areas of learning is maintained . <p>External Agencies</p> <ul style="list-style-type: none"> • Awarding bodies: in response to the individual Programme Adaptions from Awarding Bodies we will continue to work with them to ensure that the delivery of programmes, Quality Assurance audits, registration, completion of End Point Assessments and certification of learners continues and assessments completed adhere to the permitted adaptions <p>External Examinations</p> <ul style="list-style-type: none"> • In response to Awarding Body guidance we will administer remote external End Point Assessments in keeping with their guidance. This will be monitored by Runway's Apprenticeship Manger.

- Functional skills exams are now being completed remotely and is being monitored by Runway's Head of Operations and Major Projects.

Cancellations

- Where training needs to be re-scheduled this will be communicated to our learners and employers alike.

Functional Skills:

- For learners that are undertaking their functional Skills a full delivery service will remain. Staff will still be able to continue offering support and tutor guidance
- This would include our 48 hour response time for support queries
- Teaching / learning: The majority of our delivery has moved to a digital offer and is delivered through live and pre-recorded webinars and Skills Forward. This is supplemented with additional support from a qualified tutor either on 1:1 basis or group via on-line learning methods
- Face to face exams are being held however we are restricting numbers to a maximum of 6 learners at one time
- In order to meet the increased demand following the peak of the virus we will ensure we book facilities that can accommodate large numbers of learners to clear any examination backlog

Diploma's/Apprenticeship

- Workshops are now delivered remotely and assignments/assessments continue to be marked and feedback given electronically through collaboration platforms, email, phone and e-portfolio
- For learners that use OneFile learning and assessments continue to be planned and carried out through this platform. For any paper based learners this will need to be achieved via email.
- Individual schemes of work to be amended in order to address the changes in delivery and the order of delivery.
- Online lessons have been created for the Care Certificate All learning is delivered via Google Drive
- All assessor/tutors are able to work across a variety of curriculums and in some instances across sectors as well. Therefore, if a learner's tutor becomes unwell, then another tutor would be allocated based on learner needs and tutor availability
- Teaching and Assessment: Since the lifting of lockdown workshops and assessment visits have resumed, however Teaching/Delivery staff are now delivering both remotely and face to face dependant on learner/employer need. If an outbreak should occur and lockdown follows all sessions will be delivered remotely until access to the learners workplace is possible.
- Prior to this all employers are to submit a Risk Assessment which will support the Coronavirus Checklist which been created and is to be completed prior to any assessor visiting a particular site.
- EPA: Where EPA Organisations are still using remote assessment these are being supported and managed by Runway. Otherwise, we will make use of the ESFA rule change relating to any coronavirus enforced break in learning and also adjust EPA dates as required.

<p>If you are to deliver the service from a different site or co-location:</p> <ul style="list-style-type: none"> • How many of the team can work from a different site? • What resources/IT do they require and are they available? • What are the travel arrangements for staff and participants? • What affect will this have on the participants on the programmes? • What precautions are place to prevent the spread of the virus at the new site? 	<ul style="list-style-type: none"> • Runway Training has 3 operational offices in Tonbridge, the others are in Croydon, Ashford and Sheffield. In response to another Government Lockdown all office will be closed until further notice and staff will work remotely from home. In the meantime all staff are being encouraged to work from home as much as possible • All of our delivery staff have the flexibility of being able to work from home and are all practiced in using a variety of distance teaching methods – including skype we will work to ensure that the impact on the learning and their learning programme is no greater then it needs to be • If a Staff member were to fall ill to Covid-19 then would advise them to self-isolate for up to 5 days from the day of your positive test and wear a mask when you are around anyone for 10 full days • If a member of your household is diagnosed with Covid-19 you do not need to self-isolate if you are fully vaccinated and boosted or if you’ve already recovered from covid-19 within the previous 3 months. • Runway has ensured that all Staff members have the equipment at home in order for them to be able to carry out their working duties eg laptops, printers etc. • Runway has a shared drive accessible via SharePoint which is password protected and accessed via the work’s laptop. • To maintain contact we are using Microsoft Teams and Zoom where we are able to hold team and organisational meetings
<p>If the service can be delivered from a different team:</p> <ul style="list-style-type: none"> • Which team site could deliver this? • Would it impact on their delivery? • Do they have the skills/ knowledge/ equipment/ access required? • What service would they deliver? • What affect will this have on the participants on the programmes? 	<ul style="list-style-type: none"> • Where services are transferred to a different tutor this person would be part of the same delivery team and they would be able to offer a continuity of service. • Project Co-Ordinators and Administrators are also able to work across teams and support each other
<p>If the service can be delivered remotely or from home:</p> <ul style="list-style-type: none"> • How many staff are required to deliver the service above? • Who has remote access already? • Who has suitable IT and what device is required? • How would you obtain wet signatures to ensure the delivery documentation is compliant? • What can or can’t be delivered? 	<ul style="list-style-type: none"> • Functional skills: Overall running of the Functional Skills comes under the remit of the Head of Operations and Major Projects. However, individual projects are run by a number of Project Managers who are supported by Project Coordinators and Administrators. • We currently have 8 Staff members responsible for to the administration of these courses. Although they are able to work across curriculum service delivery would suffer if staff dropped below 3 members. Therefore, Senior Managers and other staff will need to fill in as required. • In the event of this happening learners and employer would be notified and we would resume a normal service as soon as practicable. • Wet signature – where wet signatures are needed for sign-up, completion or withdrawal paperwork (and it is not possible to wait until physical contact can be made), Signable will now be used where the recipient and Runway will be able to retain a copy.

<ul style="list-style-type: none"> • What affect will this have on the participants on the programmes? 	<ul style="list-style-type: none"> • What can or can't be delivered? – see above • What affect will this have on the participants on the programmes – see above
<p>In the event of this plan being implemented, how would the changes of the delivery be communicated to the participants?</p> <ul style="list-style-type: none"> • Who else needs to be informed? Guardians, employers other supporting agencies for the participants • How would we reassure participants? 	<ul style="list-style-type: none"> • Learners, employers, Awarding Organisations and Partners would be notified of any changes in delivery through email or through the completion of the relevant form. • Where Runway had to close due to staff member(s) becoming unwell we would follow the regulations set down in RIDDOR • A notice would be put on Runway Training's website and an announcement would be put on OneFile explaining the current circumstances and reassuring the leaners that we will return to "a normal service" as soon as possible. • Learners worried about the impact that this may have on funding or the completion of their training will of course be reassured that Runway will endeavour to ensure that the impact on their learning programme is minimal • Our email signature would also identify the change in working practices and would highlight the fact that the staff member was working from home
<p>What performance impact is anticipated as a result of the above option/s?</p> <ul style="list-style-type: none"> • Delayed, lost or none? • Is there an opportunity to innovate to mitigate any loss of performance? If so what? 	<ul style="list-style-type: none"> • ESF courses will be delayed and this will have an impact on performance • Where possible we will return to utilising distance learning/remote delivery options
<p>Are there any other factors or risks to consider if this plan is to be invoked?</p> <ul style="list-style-type: none"> • What impact does it have on the administrative processes? • New site or Co-location sites being closed • Participant engagement or behaviour • Key stakeholders closing, i.e. referral sources, Local Authorities, JCP's • What can be done in these circumstances to continue delivery the programmes? • Are there any other considerations that need to be addressed? Please detail them. 	<ul style="list-style-type: none"> • What impact does it have on the administrative processes? – see above • New site or Co-location sites being closed – see above • Participant engagement or behaviour – see above • We have good lines of communication with our key stakeholders including the NHS, JCPS and employers