



## ***Contingency Plan***

### **Purpose of the plan**

This plan examines potential risks and issues that could cause disruption to the management and administration of the exam process at Private Hire Academy. By outlining actions/procedures to be followed in case of disruption it is intended to mitigate the impact these disruptions have on our exam process.

### **Causes of potential disruption to the exam process**

#### **1. Assessor extended absence at key points in the exam process**

The department is structured with Assessors, part-time Assessors, and overseen by Internal Verifier.

In a period of extended absence the part-time Assessors, would take responsibility for carrying out the duties of the Assessors, and would work in consultation with the Internal Verifier. Appropriate back-filling of responsibilities would then be decided upon by the Internal Verifier. All members of the invigilating team regularly receive training and colleagues involved in the administration of key processes are trained on how to carry out processes and who to contact in extremis.

In the event of the extended absence of Assessors, appropriate back-filling of responsibilities would be decided upon by the Manager who is the Head of Centre.

#### **2. Teaching staff extended absence at key points in the exam cycle**

In the event of a period of extended absence of a member of the teaching staff, the Co-ordinator for the curriculum area would arrange teaching cover from within the staff team and/or the wider staffing establishment at the Academy. New staff providing cover would be briefed as part of their induction process on arrangements for assessment and examinations. Their practice in terms of assessments would be monitored by the Co-ordinator.



### **3. Exam rooms - lack of appropriate rooms or main venues unavailable at short notice**

The exams are accommodated in the Centre location and over standard size classroom and the exam team works closely in order to utilise room effectively.

### **4. Failure of ICT systems**

The Academy endeavors to minimise any ICT disruption via resilient design and preventative maintenance. In the event of an issue this would be dealt with the ICT support team who test and update the systems on a regular basis. Where such failure impacted on scheduled exams, steps would be taken to resolve the problem as quickly as possible.

### **5. Centre unable to open as normal during the exams period**

In the event of the Centre not being able to open as normal, appropriate communication with the relevant Awarding Bodies would be undertaken by the Assessor and alternative options would be explored such as moving exams to an external location (such as leisure centres, hotels, local schools, etc. and appropriate transport arrangements would be made). All arrangements would be agreed with the Awarding Body before being put in place. In such instances, details would be communicated to candidates via the school's website, email and text facilities. Staff involved in exams would be contacted by email, telephone and text.

### **6. Candidates unable to take examinations because of a crisis – Centre remains open**

Response is dependent on the type of issue. The procedure for absence is outlined in the examinations policy. A hardcopy is given to all candidates in April of each academic year and is available on the Academy's website. If a candidate is able to sit the exam but cannot attend the Centre due to a crisis, appropriate communication with the relevant Awarding Bodies would be undertaken by the Assessor and alternative options would be explored (home, hospital, alternative Centre etc.). Appropriate use of Special Consideration policies would be applied should the candidate/candidates be unable to attend



due to unforeseen circumstances and where alternative arrangements could not be made or are not agreed by the Awarding Body.

#### **7. Disruption to the transportation of completed examination scripts**

All scripts are returned using the designated dispatch methods prescribed by the Awarding Body concerned. Where this becomes unavailable or inappropriate, the Awarding Body will be contacted to discuss suitable alternatives.

#### **8. Assessment evidence is not available to be marked**

In the event of large scale damage or destruction of completed examination scripts/assessment evidence before it can be marked, the Assessor would notify the Awarding Body immediately for advice and further instructions. Student marks would be submitted based on appropriate evidence and candidates would be given the opportunity to retake in a subsequent series.

#### **9. Centre unable to distribute results as normal**

The Centre distributes the results 'as normal' via collection by learner. Where learners do not collect results in person, these will be distributed via post.

#### **10. Centre has its approval withdrawn**

If the Centre has approval to deliver a qualification removed, Private Hire Academy will work to develop an action plan for the remaining learners. In exceptional circumstances, it may be that learners are transferred to another Centre to enable them to complete the qualification(s) they are registered on.

If it is not possible for the learners to complete the qualification at the Centre they have been registered with, no alternative Centres are available or suitable for any learners affected by the withdrawal, and/or the learners do not wish to carry on with the qualification(s), Private Hire Academy will seek to ensure the learners are certificated for any units they have completed to date in accordance with the requirements of the associated qualification specification(s).