

# CONTINGENCY AND ADVERSE EFFECT POLICY

<b>Policy Owner</b>	<b>Quality Assurance and Compliance Department</b>
<b>Approved By</b>	<b>Governing Body</b>
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**B-TIC**

**BUSINESS AND TECHNOLOGY  
INTERNATIONAL CAMPUS**

*Professionalism Simplified*

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## 1. Introduction

B-TIC is highly responsible to maintain and improve the quality of all the Qualifications that we Design, Deliver, Assess, Quality Assure and Award as per the standard and recommend of the Regulators.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Recognised Centres and the Learners to achieve a world class learning experience.

## 2. Scope

This document is applicable for the following B-TIC products:

Ofqual Regulated Qualifications and Units	<input checked="" type="checkbox"/>
Quality Assurance Agency Regulated	<input type="checkbox"/>
B-TIC Quality Assured and Endorsed Courses	<input checked="" type="checkbox"/>

## 3. Audience

This document is for use by the following:

- a. Recognised Centre Staff
- b. Assessors and Quality Assurers
- c. Learners

B-TIC

- a. Staff
- b. Registrar
- c. Quality Assurers

## 4. Regulations and Compliance

As set out in “Ofqual General Conditions of Recognition” requires Awarding Organizations to establish and maintain evidence of their compliance as Conditions for Recognition.

B-TIC builds and improve the Policy consistently to comply with and maintain evidences in cross reference to Regulations.

Policy cross reference to “Ofqual General Conditions of Recognition (OGCR). "Ofqual General Conditions of Recognition” shall fill the gaps in this Policy.

<b>OGCR Reference</b>	<b>Page</b>	<b>Title of the Section</b>
Condition - A3	8	Safeguards on Change of Control
Condition - A6	17	Identifying and Management of Risks
Condition - A7	18	Management of Incidents

Relevant Policies to be used in conjunction with,

1. B-TIC Assessment Policy
2. B-TIC Academic Appeal and Complaints Policy
3. B-TIC Certificate Issuance and Verification Policy
4. B-TIC Glossary of Terms
5. B-TIC Quality Assurance Policy
6. B-TIC Reasonable Adjustment and Special Consideration Policy

## 5. Definitions

<p><b>Continuity of Operations</b></p>	<p>Capability to continue essential B-TIC functions and to preserve essential processes and functions, positions, lines of succession, applications and records, communications, and facilities across a broad range of potential emergencies/disasters.</p>
<p><b>Disaster</b></p>	<p>A severe or prolonged emergency that threatens smooth operations of B-TIC</p>
<p><b>Emergency</b></p>	<p>Any incident(s) caused by human nature, technology or some other causes that require(s) responsive action for continuity of B-TIC operations.</p>
<p><b>Essential Functions</b></p>	<p>Functions or services provided that if interrupted or unavailable for several business days would significantly jeopardise B-TIC's ability to serve Regulators, Recognised Centres, Learners and the B-TIC community.</p>

## 6. Policy Statement

### 6.1 General

This Policy defines the Emergency and Disaster Management Plan ensuring a consistent and effective response in the event of major disruption to B-TIC system affecting significant numbers of Learners for the smooth continuity of operation of essential functions (A3.1).

Emergency and Disaster Management Plan is subject to regular reviews and amendments by the involved parties for continuity of the operation of essential functions (A7.1).

The priority when implementing contingencies will be to maintain following principles,

- a. Awarding Qualification up to the standard
- b. Regulating Recognised Centres up to the standard
- c. Delivering Assessments to published timetables (A7.1)
- d. Delivering results to published timetables (A7.1)
- e. Complying with Regulatory requirements up to the standard in all the essential functions of in Recognised Centres and B-TIC (A6.3;A6.4)

If the usual contingencies are no longer sufficient to maintain to manage the situation, the Management Team consisting of representatives of all departments involved shall be consulted to agree on the additional actions required (A6.3;A6.4).

Implementing a predefined plan will safeguard the interests of Regulators, Recognised Centres, Learners and B-TIC community while maintaining the continuity of operation, thus there shall be a plan to be implemented in the of an emergency (A3.1).

The contingencies applied will be selected based on the context of the disruption and will be implemented on occasions in response to issues (A6.3;A6.4).

B-TIC shall be responsible for the organisation, administration and operation of the Office of Emergency and Disaster plan.

B-TIC shall manage the Recognised Centre wide comprehensive Emergency and Disaster Management Plan including but not limited to elements such as addressing prevention, protection, and mitigation activities; responses to emergencies and disasters and recovery operations (A7.1).

B-TIC shall educate the Recognised Centres, Learners Emergency and Disaster Management Plan and execution (A6.1).

Centres shall liaise with B-TIC and get support from their contingency plan for any emergencies and disasters that disrupts continuity of operation of essential function smoothly (A6.3;A6.4).

## 6.2 Key Risks and Associated Actions

### **Withdrawal of Awarding Status by Regulators (A6.1):**

In the most unlikely case of actions of Regulators removing awarding status, B-TIC would provide assistance to Recognised Centres, Registered Learners to select appropriate regulated awarding bodies to progress to the next level (A6.2).

### **Withdrawal of Qualifications (A6.1):**

- a. B-TIC is committed to putting the interests of Learners first and undertakes all reasonable steps to protect the interests of Learners should a Qualification or Unit be withdrawn for whatever reason.
- b. B-TIC 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 (A6.2).
- c. Where there appear to be Learners unlikely to complete prior to the Qualification end date, B-TIC will take all reasonable steps to identify an alternative Qualification or alternative Awarding Body and to make the necessary transfers and other arrangements in order to enable the Learners to achieve the Qualification wherever possible (A6.2).

### **B-TIC is unable to Deliver EVQA and Certificates (A6.1):**

Where there is disruption in EVQA and Certificate it remains the responsibility of B-TIC to assist EVQAs and related Staff for delivering EVQA and Certificates providing alternative assistance and technology support appropriately (A6.2).

### **Disruption of Teaching Time – Recognised Centre is not in operation for an extended period (A6.1):**

Where there is disruption to teaching time and Learners are not provided with teaching and learning support, it remains the responsibility of Recognised Centre to teach Learners as usual providing alternative assistance and technologies (A6.2).

### **Recognised Centres are unable to Operate as Normal during the Assessment Periods (A6.1):**

Where there is disruption and Learners miss the Assessment submissions, it remains the responsibility of Recognised Centre to assist Learners as usual, for assessment submission. Centre may advise candidates to submit Assessments in alternative ways appropriately (A6.2).



**Teaching Staff Extended Absence at key points in the Assessment cycle: (A6.1):**

- a. Recognised Centres shall arrange alternative teaching staff within the institution concerned at the earliest opportunity.
- b. Centre Shall maintain visiting faculty.
- c. B-TIC shall arrange teaching support through technology on request of the Centre (A6.2).

**Lack of Appropriately Trained and Qualified Assessor or Internal Verifiers (IV) and their Absence in Centres (A6.1):**

- a. Centres shall 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.
- b. B-TIC shall provide training on request of the Centre (A6.2).

**Disruption of Teaching time – Centre closed for an extended period (A6.1):**

- a. Communicate with Learners about the potential for disruption to teaching time and plans to address this.
- b. Establish liaison between Tutors and Learners so that Learner can make correspondence with Tutor and get course materials and submit Assignments online.
- c. Arrange alternative teaching space via technology or partner venue (A6.2)

**Failure of IT systems (A6.1):**

- a. B-TIC shall maintain its online and offline portal systems up to date with necessary back up.
- b. Centres shall maintain secured backup system for all types of Assessments and feedbacks and other electronic records (A6.2).

***End of Policy***



**B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.**

**Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of in this document.**



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