

REC PROFESSIONALS ACCREDITED CENTRE

Policy Document:

Contingency Plan

Dated: June 2020

The REC Professionals Accredited Centre (known as REC Professionals Centre) role is to successfully deliver qualifications certificated by REC's Awarding Organisation (RECAO).

As part of our commitment to quality standards and therefore protecting our learners, RECAO ensures that any regulatory requirements imposed upon us are met. REC Professionals' policies are integral to our approach and articulate in a consistent way how we meet our regulatory requirements. These are reviewed annually to ensure they remain fit for purpose.

Contingency Plan

Regulatory Requirements – General Conditions of Recognition: Condition A6

This Contingency Plan has been written to ensure a consistent and effective response in the event of major disruption to REC Professionals Centre affecting significant numbers of students.

The plan will be implemented in the event of major disruption to the system, such as widespread illness, travel disruption, bad weather or power failures.

Implementing the plan will safeguard the interests of students while maintaining the integrity of the examination system, delivery methods and safeguarding qualification standards.

The priority when implementing contingencies will be to maintain the following principles:

- Delivering course content & support systems to published timetables.
- Complying with regulatory requirements in relation to standards.

The examples included in this plan have been considered in conjunction with the RECAO awarding processes and include best practice.

In the event of major disruption, communication will become key to limiting the number and severity of the affects the disruption has caused. The REC Professionals Centre will make every effort to contact affected students in a concise and timely manner.

The anticipated disruptions covered in this policy (but not limited too) are:

- Course tutors unable to provide expected level of service.
- Failed delivery of printed course materials.
- Failure of operational systems managing learner journey.

Recommended actions:

REC Professionals Centre will contact learners immediately upon recognition that a contingency plan is required. Learners are required to contact the REC Professionals Centre immediately upon recognition that a contingency plan may be required. REC Professionals Centre will coordinate the relevant & required response using incident appropriate methods & communication channels.

Learners may contact the REC Professionals Centre at any time during the reporting incident on 020 7009 2155 or qualifications@rec.uk.com