

Contingency Plan / Arrangements to be implemented by QQI Providers of Further Education and Training.

Information Notes:

Following the closure of all educational institutions QQI have advised that all Further Education / PLC colleges now implement their local contingency plans to cover programme delivery and assessment.

1. In order to minimise the impact on teaching and learning, QQI have stated that providers should continue to plan lessons and, where possible, provide online resources for students or online lessons where schools / colleges are equipped to do so. Schools / colleges are asked to be conscious of students that may not have access to online facilities and to consider this actively in their contingency plan.
2. If a school / college doesn't have the resources to deliver teaching online, consideration could be given to deferring classes or lectures or extending the semester into the summer period. As outlined above, these changes should only be made as part of a considered contingency plan.
3. It is important that providers maintain quality assurance of the assessment process where it is changed from the validated programme, as the integrity of the awards is critical.

For example, any change from an end-of-year exam to a different form of assessment will need to be planned carefully with the following factors being paramount:

- The same learning outcomes need to be assessed.
 - Academic integrity/cheating checks need to be in place where a switch is made from a controlled assessment e.g. exam, to a less controlled assessment e.g. online submission of assignments etc.
 - Any changes need to be approved by your BOM, Academic Council or Quality Committee in consultation with external examiner where appropriate.
4. QBS is always open and the more data you can enter about your learners at this stage, the better. This will give QQI time to resolve any data conflicts/invalid entries you might have as quickly as possible. You can access QBS remotely and also add another phone for authentication purposes to give you more flexibility.

Overarching Contingency Plan / Arrangements being implemented by:

Providers Name: Scoil Mhuire, Clane.

Provider Address: Clane, Co. Kildare.

Provider Code: 91372D

Communications

Lines of Communication between the BOM, Senior Management, Tutors and Learners is paramount. Other stakeholders will also be involved and will be necessary and needed e.g. IT personnel, the college's ancillary staff and an array of providers of goods and services to the college as well as External Authenticators

Means of communication:

1. Person-to-person
2. SharePoint
3. Phone
4. Video link e.g. YouTube
5. Text
6. Email
7. WhatsApp
8. Postman/courier
9. Other electronic methods

On the day to day delivery of courses, management and tutors and learners will want to communicate with each other in this restrictive environment.

Some initial Questions to reflect on:

1. Is clear information for learners available in accessible format(s) on all planned changes to programme delivery and assessment activities?
 - a. How will contact with learners be maintained over this period?
 - b. What mode of communication will be used e.g. centre website, email, SMS, letter, via PLSS, etc.?
2. Is support and guidance available for learners that have difficulty accessing online content?
3. Are there channels of communication open between each of these 3 parties (Management, Tutors and Learners)?
4. Are all Stakeholders aware of the communication channels used by the provider?
5. When are these channels open?
6. Will there be a timely response from the provider to learner's and other stakeholders requests?

Please refer to your Quality Assurance document to complete this section. Its unique features need to be screened and assessed how best to implement them in these unprecedented times.

| Activity | Communications | | | |
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| Stakeholder | Detailed Action PLAN | Method of Communication | Frequency / Timeline | Person/s Responsible |
| Communication with learners | All learners have been informed that classes in Scoil Mhuire Clane will stop from Thursday 12 th March until further notice from our Adult Education Staff. We will contact them when we can resume classes. Content will be put up on line by some tutors and this information will be relayed to | E MAIL, PHONE TEXT AND WEBSITE | All learners have been contacted on March 12 th . The Adult Education Staff will maintain communication with the learners and pass on all updates. | DIRECTOR QUALITY Officer Programmes Officer Information and Data Officer Administrative Officer |

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| | the relevant classes. | | | |
| Communication with Staff | All tutors and staff have been informed that classes in Scoil Mhuire Clane will stop from March 12th until further notice from our Adult Education Staff. We will contact them when we can resume classes. Some tutors will continue to put content up on line. We continue to communicate with each tutor. | E MAIL, PHONE TEXT AND WEBSITE | All Staff have been contacted on March 12th. The Adult Education Team will maintain communication with the tutors and pass on all updates. | DIRECTOR QUALITY Officer Programmes Officer Information and Data Officer Administrative Officer |
| Communication with other Stakeholders | Communication with other stakeholders will continue as normal, as our | E MAIL, PHONE TEXT AND WEBSITE | | DIRECTOR QUALITY Officer Programmes Officer Information and Data Officer |

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| | full office staff remain at work and should the need arise there are contingency plans for them to continue to work from home. | | | Administrative Officer |
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| Monitoring of the Communications Action Plan | Communications with Learners, Staff & Other Stakeholders | | |
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| Person/s Responsible | Frequency / Timeline | Monitoring Method(s) | Further Action Required |
| DIRECTOR QUALITY Officer Programmes Officer Information and Data Officer Administrative Officer | Weekly | E MAIL, PHONE TEXT AND WEBSITE | When we are allowed resume classes at Scoil Mhuire Clane, to inform tutors, staff and learners. |
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Programme Delivery – Each Programme and component should be dealt with in this Section

In order to minimise the impact on teaching and learning, providers should continue to plan lessons and, where possible, provide online resources for students or online lessons where they are equipped to do so.

Some initial Questions to reflect on:

1. What can be delivered to all learners?
2. How can it be delivered to all learners?
3. When can it be delivered to all learners?
4. What cannot be delivered to all learners and are there any alternatives, or do you have sufficient time when college resumes to conclude delivery?
5. Can the varying needs of the learners be met?
6. Can classes be deferred to a later date?
7. Can alternative quality assured delivery modes and methods, e.g. online webinars supported with online resources and discussion fora?
8. Is technical support available to ensure consistency of service to learners on an online platform?
9. Is accessible support available to delivery staff on the creation of alternative material for learners, e.g. online webinar, a discussion forum etc.?
10. Are systems in place to allow for continuity and consistency of service to students across programmes e.g. online meeting space for delivery staff?
11. Is support and guidance available for learners who have difficulty accessing online content? In addition, some learners may not be able to engage in teaching, learning and assessment activities online.
 - a. Do learners know who to contact if they are experiencing difficulty with online materials?
12. Do delivery staff know what to do if learners have difficulty in engaging with online materials? What arrangements are in place for such learners? What other resources can they direct learners to? Can content be posted? etc.
13. Can work placements be postponed until a later date?

Please refer to your Quality Assurance document to complete this section. Its unique features need to be screened and assessed how best to implement them in these unprecedented time.

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| Activity | Minimise the impact on teaching and learning | | |
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| Programme Delivery | Detailed Action PLAN. | Timelines | Person/s Responsible |
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| 8044/5n1354 Bookkeeping | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. | 10 weeks remaining, part time, one night /week, 3 hours/night. | DIRECTOR QUALITY Officer Tutor Programmes Officer Information and Data Officer Administrative Officer |
| 8010/5N1354 Bookkeeping | Will be concluded when classes resume in centre. | 1 class exam remaining | DIRECTOR QUALITY Officer Tutor |
| 8032/5M2009 Early Childhood Care and Education Major Award 5N1356 5N1765 | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. | On going, full award over 2 years, part time, 2 evenings/week. | DIRECTOR QUALITY Officer Tutor |
| 8081/5M4339 | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The | On going, full award over 2 | DIRECTOR QUALITY Officer Tutor |

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| Healthcare Support Major Award 5N1794 5N3769 | varying needs of the learners can be met. | years, part time, 2 evenings/week. | |
| 0205/571786 Special Needs Assisting | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. | 10 weeks remaining, part time, one morning /week, 3 hours/morning. | DIRECTOR QUALITY Officer Tutor |
| 8038/6N3326 Training Delivery And Evaluation | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. | 3 weeks remaining, part time, one night /week, 3 hours/night. | DIRECTOR QUALITY Officer Tutor |
| 8073/5N1348 Accounting Manual And Computerised | Will be concluded when classes resume in centre. Will be concluded when classes resume in centre. | 1 class exam remaining 3 weeks remaining, part time, one night | DIRECTOR QUALITY Officer Tutor DIRECTOR QUALITY Officer |

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| 8001/5N1364 Digital Marketing | | /week, 3 hours/night. | Tutor |
| 8045/5N1546 Payroll Manual And Computerised | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. | 10 weeks remaining, part time, one night /week, 3 hours/night. | DIRECTOR QUALITY Officer Tutor |
| 8019/5N1786 Special Needs Assisting | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. | 10 weeks remaining, part time, one night /week, 3 hours/night. | DIRECTOR QUALITY Officer Tutor |

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| Monitoring – of the Programme Delivery Action Plan | Minimise the impact on teaching and learning | | |
| Person/s Responsible | Frequency / Timeline | Monitoring Method(s) | Further Action Required |
| DIRECTOR QUALITY Officer Tutor Programmes Officer Information and Data Officer Administrative Officer | 10 weeks remaining for some courses, part time, one night /week, 3 hours/night. | E MAIL, PHONE TEXT AND WEBSITE All programmes and components above are part time/ evening/day classes. All learners are adult, fee paying. | Classes to be deferred to a later date, have sufficient time when centre resumes to conclude delivery. The varying needs of the learners can be met. |
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Assessment – Each Programme and component should be dealt with in this Section

Some initial Questions to reflect on:

1. Are all the assessment instruments in place?
 2. Has all the material submitted for assessment been corrected?
 3. Where is it being corrected?
 4. Is the integrity of the assessment processes being jeopardised in any way?
 5. Can the remaining assessments continue as planned? If not, what alternatives need to be put in place?
 6. Is there a plan for the receipt of assessment material and its continued safe custody throughout the assessment process?
 7. What practical supports need to be put in place for the assessment process?
 8. Can assessment instruments be made available to learners on a VLE e.g. Moodle, Edmodo, Office 365 or can they be emailed or posted to learners?
 9. Can revision plans including past-papers, where appropriate, be available to learners on a VLE, by email or post to prepare students for final submissions or final examinations?
 10. Can summative assessment activities be re-scheduled for some learner groups, where June certification is not absolutely necessary?
 11. **Where it is vital for learner** results to be processed at the **QQI June certification period e.g. for CAO applicants**, have you considered the following?
 - a. Can an examination, where learners would be in close proximity, be changed to another assessment technique e.g. an assignment, under your provider's programme management and quality assurance structures? If so, the assignment would have to allow the learners to demonstrate achievement of all the relevant learning outcomes, otherwise demonstrated in the examination.
 - b. Can a skills demonstration be evidenced by digital recording by learners and submitted online?
 12. Have you considered how learner assessment evidence will be submitted by learners? Can learners be facilitated to submit assessment work online, by email or by post?
 13. How will security issues be addressed e.g. ensuring the work is that of the learner, safe storage of assessment materials, etc.?
 14. When can we conduct the IV and EA? What is the Earliest Date / Latest Date that this can happen?
 15. Have you considered how Internal Verification will be conducted?
- Can small groups of staff be facilitated to do this in centres?
- Can some of this work be conducted online?
16. Are there back-up external authenticators available?
 17. How will results approval happen?

Who will be able to attend and how will the results approval panel meet? Can this be facilitated by Skype, Microsoft Teams?

18. Does more than one staff member know how to request QQI certification for learners?

19. Does more than one staff member have access to the QQI QBS system for uploading learner results?

Please refer to your Quality Assurance document to complete this section. Its unique features need to be screened and assessed how best to implement them in these unprecedented times.

| Activity | Assessment | | | | |
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| Activity | Detailed Action PLAN | Stakeholders Involved | Time frame | Resources Required | Person/s Responsible |

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| Assessment Instruments | 5n1354 8010 Book-Keeping 5n1354 8044 Book-Keeping 5n1348 8073 Accounting 5n1765 8084 Child Health and Wellbeing 5n1356 8092 Work Experience (Early Childhood) 5n1794 8008 Safety and Health at work 5n3769 8034 Palliative Care 5n1786 0205 Special Needs Assisting. 5n1786 8019 Special Needs Assisting. 6n3326 8038 Training Delivery and Evaluation 5n2706 8095 Care of the Older Person 5n1546 8045 Payroll 5n1364 8001 Digital Marketing | Provider, Tutor, Learner 8092 Work place setting 0205 Work Placement | 8010 exam to be completed 8044 11 classes to be completed 8073 4 classes to be completed 8084 Approx 3 classes required to complete module. 8092 Not started. 8 classes required 8008 approx 4 classes to complete | 8010 Supervised Exam centre 8044 classroom 8073 classroom 8084 classroom 8092 Work placement 8008 Classroom 8034 Classroom 0205 Work Placement required 8019 Work placement required 8038 Classroom 8095 Classroom required to record skills. | Director, QO and Tutor |
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| | | | <p>8034 Has not started yet</p> <p>0205 6 out of 16 classes have been completed</p> <p>8019 6 out of 16 classes have been completed</p> <p>8038 3 classes left to Complete skills demonstrat ions. Theory completed.</p> <p>8095 6 classes left to complete</p> <p>8045 6 classes out of 16 completed</p> <p>8001 5 out of 10</p> | <p>8045 Classroom required.</p> <p>8001 Classroom required</p> | |
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| | | | weeks completed | | |
| <ul style="list-style-type: none"> Examination | 8010 Exam left Computerised 8044 Assignment left to complete 8073 short theory exam to complete 8008 Exam 40 % will need to be completed in classroom setting 8045 Exam 40% will need to be completed in classroom setting. | Provider Tutor Learner | Completion for all courses to be agreed with Tutor and Learner at future date | | |
| <ul style="list-style-type: none"> Assignment | 8073 1 assignment completed 2nd assignment to complete 8092 Collection of work 60% based on work placement 8008 Assignment 60% will be completed by Learner with feedback from Tutor 8034 Has not started yet 8045 Needs to be completed and submitted. | | | | |
| <ul style="list-style-type: none"> Project | 8084 To be completed Learning outcomes 1, 2 and 5 have been completed | | | | |

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| | 8038 Project needs to be completed and handed in for correction 8095 Project needs to be completed and submitted. 8001 Project needs to be completed and submitted | | | | |
| <ul style="list-style-type: none"> Portfolio | 8001 Portfolio needs to be completed and submitted. | | | | |
| <ul style="list-style-type: none"> Skills Demonstration | 8084 Learning outcomes 9 and 11 need to be done. 8092 Work placement required to complete. 0205 Work Placement required to complete 8019 Work Placement required to complete 8038 skills needs to be recorded 8095 Skills demonstrations need to be recorded. | | | | |
| <ul style="list-style-type: none"> Learner Record | 8034 Has not started yet 0205 Work Placement required to complete 8019 Work Placement required to complete | | | | |

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| | 8038 Learner record to be completed. | | | | |
| <ul style="list-style-type: none"> • Work Placement | | | | | |
| Information to Learners regarding Assessment | <p>8010 All Learners have been contacted by both Tutor and QO . Learners have completed 15 out of 16 week course. The final week comprises of a 2.5 hour exam that includes a computer based exam and a short written exam. Every Learner has submitted the manual task of the course which has been graded and accounts for 50% of the total marks of the course. Each learner has received 45+ marks for this part. Every Learner has completed a mock exam to familiarise themselves with timings and full work through expectations. We intend to hold a refresher evening prior to exam.</p> | | | | |

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| | <p>8044 Tutor is sending work to Learners on Manual section Computerised part has not started yet. They are being asked to download free trial version of Sage creating an instructional video, handout and sample company exercise to do.</p> <p>8073 Tutor sending notes and asking them to download free trial versions and creating instructional video, handouts and sample company exercises to do.</p> <p>8084 Tutor has been sending notes to Learners approx. 3 weeks left to complete this module skills demonstrations need to be done as a simulated exercise in classroom setting</p> <p>8092 Work Experience has not commenced yet and Learners have been contacted by Provider. This module is dependent on work placement. Learners have been informed</p> | | | | |
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| | <p>that this module will start at a later date.</p> <p>8008 Learners have been contacted by both Provider and Tutor notes have been sent by Tutor to Learners. Using Zoom Tutor has done a class and is in contact with Learner to provide assistance and feedback</p> <p>8034 Learners have been informed that module will start at a later date.</p> <p>0205 Learners have received assignment briefs for reflective journal and skills demonstrations. Tutor is in contact with Learners to answer queries but assessment is dependent on work experience .</p> <p>8019 Learners have been informed that module will be completed at agreed date. Learners have received assignment briefs. Tutor is in contact with Learners to answer queries but assessment</p> | | | | |
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| | <p>is dependent on Work Placement.</p> <p>8038 Teaching has been completed skills demonstrations need to be done. Tutor has been emailing Learners with feedback on their practice skills and also conducting facetime discussions with Learners. It is proposed that Google meetings will be used to record skills demonstrations. Tutor can watch and mark sheet while other Learners participate. Evaluation forms and Poserpoint Presentations can be emailed.</p> <p>8095 Teaching has been completed Practical demonstrations of bed bath, handwashing, looking after clients personal needs have to be demonstrated. Tutor is in contact with Learners and skills are usually done in two's these skills are being practised at home with feed back from tutor.</p> <p>8045 Tutor has completed</p> | | | | |
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| | some Learning outcomes. Tutor is sending out material to Learners and giving feedback to them. Material is being sent | | | | |
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| | <p>along with sample questions and solutions.</p> <p>8001 All Learners have received Assignment briefs and tutor is available to give feedback.</p> | | | | |
| Reasonable Accommodation | <p>8010 exam will be held at future date in consultation with Learner's</p> <p>8073 Exam will be held at a later date in consultation with Learner and Tutor.</p> <p>8044 Balance of Manual course including short theory exam plus computerised section and exam will be completed in consultation with Learner and Tutor</p> <p>8084 Project to be completed plus skills demonstrations. 3 classes left to complete. This will be completed in consultation with Tutor and Learners.</p> <p>8092 This module will commence at an agreed date with Learner's</p> | | | | |

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| | <p>8008 This module will be completed at a date agreed with Tutor and Learner.</p> <p>8034 This module will commence at a date agreed with Tutor and Learner.</p> <p>0205 This module will continue when work placements become available.</p> <p>8019 This module will continue when work placements become available.</p> <p>8038 WE would hope to complete this module online.</p> <p>8095 This module will be completed at an agreed date.</p> <p>8045 This module will be completed at an agreed date with Learners.</p> <p>8001 This module will be completed at an agreed date with Learners.</p> | | | | |
| Assessment Performed by a Third Party | <p>8010 Not applicable</p> <p>8073 Not applicable</p> <p>8044 Not applicable</p> <p>8084 Not applicable</p> | | | | |

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| (Work Experience Supervisors Reports, Skills etc) | 8092 Dependent on Work Placement to be deferred until work placement is available 8008 Not Applicable 8034 Not applicable 0205 + 8019 module deferred until work placement becomes available. 8038 Not applicable 8095 Not applicable 8045 Not applicable 8001 Not applicable | | | | |
| Feedback to Learners | 8010 Both Provider and Tutor are in communication with Learner's 8044 Both Provider and Tutor are in communication with Learner's. 8073 Both Provider and Tutor are in communication with Learner 8084 Both Provider and Tutor are in communication with Learner's 8092 Both Provider and Tutor are in communication with Learner. | | | | |

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| | <p>8008 Both Provider and Tutor are in communication with Learner.</p> <p>0205 Both Provider and Tutor are in communication with Learner.</p> <p>8019 Both Provider and Tutor are in communication with Learner.</p> <p>8038 Both Provider and Tutor are in communication with Learner.</p> <p>8095 Both Provider and Tutor are in communication with Learner.</p> <p>8045 Both Provider and Tutor are in communication with Learner.</p> <p>8001 Both Provider and Tutor are in communication with Learner.</p> | | | | |
| Submission of Course Work | <p>8010 Manual work is corrected and with Tutor</p> <p>8044 Work not submitted yet</p> <p>8073 Manual assignment completed is corrected and with Tutor.</p> | | | | |

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| | 8084 Work not submitted yet. 8008 Assignment to be completed and Exam 0205 Assignments cannot be completed until work placement becomes available. 8019 Assignment cannot be completed until work placement becomes available. 8038 Skills Demonstrations need to be completed and will be completed online. 8095 Skills Demonstrations need to be completed. 8045 Assignments and Exam need to be completed. | | | | |
| Past Deadlines Assessment material due for submission on or before 12/3/2020 | 5n0758 Care Skills 5n2770 Care Support 6n3326 Training Del. & Eval. 5n1786 Special Needs Asst. 6n2023 Child Psychology 5n1610 Business Administration 5n1773 Early Childhood Ed & Play 5n1370 Social Studies 5n1364 Digital Marketing | | | | |

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| | All of the above modules have been completed, corrected, IV'd, EA'd and submitted for certification to QBS. Folders are stored in a secure office. | | | | |
| Future Deadlines Assessment material due for submission after 12/3/2020 | All modules not completed will be completed in a classroom setting at a future date agreed with Learners. None of the incomplete modules will go through June Certification as no Learner is applying to CAO | | | | |
| IV | | | | | |
| EA | | | | | |
| RAP | | | | | |
| Submission of Results to QQI | | | | | |

| Monitoring – of the Assessment Action Plan | Assessment | | |
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| Person/s Responsible | Frequency / Timeline | Monitoring Method(s) | Further Action Required |

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| Director Quality/Administration/Programmes/Data and Information/Governance officers and Tutors | We had External Authentication for all groups pending last week on Wednesday 25th March. All work was EA'd on Wednesday 25th and RAP meeting took place on Thursday 2nd of April last. We don't need to do EA for June. | E MAIL, PHONE, TEXT, Conference calls AND WEBSITE | We are in constant communication, and taking direction from Catherine O'Sullivan, Director of Further Education with ACCS/JMB. This communication is by conference call and is ongoing. |
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Please refer to your Quality Assurance document to complete this section. Its unique features need to be screened and assessed how best to implement them in these unprecedented times.

While these plans involved some changes to our approved programme schedules, the Board of Management of Scoil Mhuire, Clane is committed to ensuring the maintenance of full academic governance and quality assurance principles; and that the school / college is operating these contingency plans / arrangements within its approved scope of provision.

Signed: PP: Pádraig Brennan

Date: 4/4/2020

Chairperson