



Management of Incidents Policy

Introduction

Incidents which may occur that are judged to have an adverse effect on learners require a policy to mitigate such adverse effects

Scope

This policy covers potential incidents at ECITB premises, Approved Centres, and from the activities of individuals, third parties and Approved Centres engaged in the development, delivery of qualification and assessment that could have an adverse effect on learners.

Approved Centre Responsibility

Approved Centres should take all reasonable steps to ensure that their staff involved in the management, assessment and quality assurance of our qualifications, and their learners, are aware of the contents of this policy and that Approved Centre staff are aware they have the responsibility to report any situations which could have an adverse effect or affect learners to the ECITB Awarding Organisation.

Review Arrangements

We will review this policy and its associated procedures as part of our continuous improvement arrangements and revise it, as and when necessary, in response to customer, learner or regulatory feedback (e.g. to align with any enquiries process established by the regulators) and to identify any trends that may emerge in the subject matter of enquiries received.

Potential Incidents having Adverse Effects

Incidents Affecting ECITB Access to Premises

It is conceivable that a major incident could occur that prevents ECITB staff having access to premises or systems. These events are covered by the ECITB's Business Recovery and Continuity Plan.

Incidents Affecting Approved Centres or Learners

With a small number of vocational, competence-based qualifications on offer, to a small dedicated market place, significant incidents will be rare. However, the ECITB has identified the following as potential incidents that could have an adverse effect on learners:

- Learner made redundant before assessment complete;
- Approved Centre ceases trading;
- Approved Centre loses the services of an occupationally competent assessment team member.

In the first instance the Awarding Organisation will work with the Approved Centre, ECITB Operations staff and local employers to establish if assessment opportunities can be found to enable the learner to complete their qualification.

In the second instance the Awarding Organisation will work with other Approved Centres to see if the registrations can be transferred.

Another possible incident that could have an adverse effect is:

- Lack of workplace assessment opportunities

In this instance the Lead Quality Assurer will work with the appropriate External Quality Assurer, the Approved Centre, ECITB Operations staff and the employer, to see if simulated assessment opportunities can be identified to progress the learner until workplace assessment becomes possible again.

In all of these cases an **Incident Log** will be implemented and maintained by the Operations Manager

If other incidents occur not specified above, the ECITB Awarding Organisation Operations Manager will implement a **Critical Event Analysis** to establish the facts of the incident, including roles, responsibilities and accountabilities.

If it is appropriate, the Risk Register will be updated with a new risk to ensure the issue is highlighted, managed and mitigated against.

Contact us

If you have any queries about any aspect of this process, please contact:

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