

Centre Contingency and Adverse Effects

Owner	Head of Centre		
Version	1.0		
Changes	Updates for clarity and accuracy		
Approval date	May 2026	Approved by	Academic Council
Implementation	June 2026	Date of next review	May 2027
Purpose	The purpose of this policy is to teach RCL Mumbai staff how to prevent, handle, and report adverse events, as well as to ensure that any adverse effects that do occur are managed and reported in a timely and appropriate manner, and that all lessons learned are applied to ensure that a similar event does not occur again		

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1.0 Purpose

The purpose of this policy is to teach RCL Mumbai staff how to prevent, handle, and report adverse events, as well as to ensure that any adverse effects that do occur are managed and reported in a timely and appropriate manner, and that all lessons learned are applied to ensure that a similar event does not occur again.

Reporting adverse events will:

- inform risk management and contingency planning
- provide information to improve systems and processes
- enable prompt remedial action to be taken and prevent recurrence
- provide an opportunity to share learning from adverse events with the team
- assist decision-making, planning and future resource allocation
- provide information and reassurance to the Awarding Organisations (AO) that the institution is committed to managing potential risks.

2.0 Key Risks and Associated Actions

- **Lack of appropriately trained and qualified assessor and their absence Institute Actions:**

RCL Mumbai will 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.

- **Failure of IT systems Institute Actions:**

Maintain secured backup for all types of assessment and feedback through the Learning e- Portfolio.

Support learners with printing version of the course materials.

Liaise with the awarding body to let them know about the failure of the system and get help from their contingency plan.

- **Institute closed for an extended period Institute Actions:**

Communicate with learners about the potential for disruption and plans to address this. Establish liaison between tutors and learners so that learners can correspond with tutors, get course materials and submit assignments online.

- **Assessment Evidence is not available to be marked Institute Actions:**

It is the responsibility of the e-Portfolio provider to reduce this risk.

- **Institute unable to distribute results as normal. Institute Actions:**

Contact to be made immediately with the awarding bodies about alternative options.
Contact to be made immediately with the learners, explaining the situation

- **Withdrawal of Qualification**

RCL Mumbai is committed to putting the interests of learners first and undertakes to take all reasonable steps to protect the interests of learners should a qualification or unit be withdrawn for whatever reason and by whomever. The institution will make every effort to ensure that learners are not registered for qualifications that are due to be withdrawn before the date that learners could reasonably be expected to complete the qualification. Where there appear to be learners unlikely to complete prior to the qualification end date, the institute will take all reasonable steps to identify an alternative qualification, or an alternative centre and to make the necessary transfers and other arrangements in order to enable the learners to achieve the qualification wherever possible.

- **Failure of IT Systems Institute Actions:**

RCL Mumbai has an IT policy and backup and restoration policy that have clear processes in order to prevent failures in IT and, in turn, resolve issues promptly. The institute maintains secure backups for all types of assessment and feedback to learners and would be capable of retaining such records should a disruption to the IT systems occur. If any sustained disruption to IT systems occurs, the institute would also liaise with relevant external agencies, such as awarding bodies, to inform them about the disruption, the impact it is having and the plans for resolution.

3.0 Monitoring

Staff Members Involved

Academic Head

4.0 Review

This Policy would be reviewed annually by the Management.

It may also be reviewed in the case of any substantial change, whichever is earlier.

For advice and support contact the Head of Programme.