



CONTINGENCY AND ADVERSE EFFECT POLICY

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1. Introduction

B-TIC is highly responsible to maintain and improve the quality of the Qualifications delivery as per the standard and recommend of the Awarding Bodies.

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 Awarding Bodies and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following products:

B-TIC Campus



3. Audience

This document is for use by the following:

- a. B-TIC Staff
- b. Learners

Relevant Policies to be used in conjunction with,

1. B-TIC Assessment Policy
2. B-TIC Academic Appeal and Complaints Policy
3. B-TIC Glossary of Terms
4. B-TIC Reasonable Adjustment and Special Consideration Policy

4. Definitions

Continuity of Operations	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.
Disaster	A severe or prolonged emergency that threatens smooth operations of B-TIC
Emergency	Any incident(s) caused by human nature, technology or some other causes that require(s) responsive action for continuity of B-TIC operations.
Essential Functions	Functions or services provided that if interrupted or unavailable for several business days would significantly jeopardise B-TIC's ability to serve Regulators, Awarding Bodies, Learners and the B-TIC community.

5. Policy Statement

5.1 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.

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

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

- a. Delivering the Qualification and the Assessments to published timetables
- b. Delivering results to published timetables
- c. Complying with Regulatory requirements up to the standard in all the essential functions of B-TIC

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.

Implementing a predefined plan will safeguard the interests of Regulators, Learners, Awarding Bodies and B-TIC community while maintaining the continuity of operation, thus there shall be a plan to be implemented in the of an emergency.

The contingencies applied will be selected based on the context of the disruption and will be implemented on occasions in response to issues.

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

5.2 Key Risks and Associated Actions

Withdrawal of Qualifications:

- 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.
- 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.

Disruption of Teaching Time – B-TIC is not in operation or closed for an extended period:

Where there is disruption to teaching time and Learners are not provided with teaching and learning support, it remains the responsibility of B-TIC

- a. To teach Learners as usual providing alternative assistance and technologies.
- b. Communicate with Learners about the potential for disruption to teaching time and plans to address this.
- c. Establish liaison between Tutors and Learners so that Learner can make correspondence with Tutor and get course materials and submit Assignments online.
- d. Arrange alternative teaching space via technology or partner venue

B-TIC is unable to Operate as Normal during the Assessment Periods:

Where there is disruption and Learners miss the Assessment submissions, it remains the responsibility of B-TIC to assist Learners as usual, for assessment submission. B-TIC may advise candidates to submit Assessments in alternative ways appropriately.

Teaching Staff Extended Absence at key points in the Assessment cycle:

- a. B-TIC shall arrange alternative teaching staff within the institution concerned at the earliest opportunity.
- b. B-TIC shall maintain visiting faculty.

Lack of Appropriately Trained and Qualified Assessor or Internal Verifiers (IV) and their Absence at B-TIC:

- a. B-TIC 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

Failure of IT systems :

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

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 this document.



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