Urrús Training Centre

Covid-19 Contingency Plan

21st April 2020

## Introduction

The Ballymun Youth Action Project/Urrús have in place a Business Continuity Management Plan which is designed to enable the Project to cope with the effects of an emergency or crisis.

There are three Priority Areas/ Critical Functions within the plan.

* Delivery of support and counselling to individuals, couples, and families.
* Delivery of Training.
* Maintenance of data: Client related and Finance related

The Continuity Plan identifies the potential impact of events, the recovery timeframe, roles and responsibility for specific functions relating to continuity, the resources required, and the communication systems that will allow ongoing functioning. In addition to this Business Continuity Management Plan, the Board of Directors of the Ballymun Youth Action Project and Urrús have also approved a range of additional adaptations to the work which allow for an appropriate response during COVID 19. We continue to follow the guidance of all relevant State Bodies and on this basis Urrus/BYAP updates its contingency plan regularly under the direction of the Director and Board of Directors. With respect to Urrus training delivery the following practices has been in place since the 11th March 2020.

## Communications – staff and learners

* All face to face, in class training has been suspended since the 12th March. Learners were and continue to be notified of any similar action via email/ SMS/phone.
* The Urrús team continues to meet regularly via phone and zoom to discuss and oversee all training related activities.
* The Urrús training centre co-ordinator continues to meet CASC facilitators regularly via phone to discuss and oversee all training related activities.
* Updates of any correspondence and communications to learners and course facilitators is provided to the Director of the BYAP on a regular basis.

## Training Delivery - courses near completion date

* Course facilitators are providing additional tutorials and support sessions via phone and email.
* Soft copies rather than hard copies of assignments have been distributed to all learners.
* Learners have been requested to submit all course work electronically or via post.
* Submission deadlines have been extended taking account of the national and individual learner contexts.

## Training Delivery – course delivery that had recently begun (February 2020)

* Where training programmes had just begun, the following practices have been put in place:
* Course facilitators are liaising regularly with the course participants providing clarity on the situation and answering any queries.
* Depending on when current physical and social distancing restrictions are lifted the course will continue with a newly agreed finish date. If these dates are suitable to current learners they will continue on with the programme. In an instance where the newly agreed course dates do not suit the learner they can a) take up a place on the next course or b) have their course fees returned.

## Assessment

* No alternative assessments have needed to be adopted at this time – this is regularly reviewed.
* Soft copies rather than hard copies of assignments have been distributed to all learners.
* Learners have been requested to submit all course work electronically or via post.
* Submission deadlines have been extended taking account of the national and individual learner contexts.
* All course work submitted is continuing to be assessed from both our training centre and remote locations (in line with GDPR guidelines).

## Authentication Process

* Our quality assurance process remains in place with a two stage detailed internal verification process. The administrator and the training centre co-ordinator typically carry out this process. In the absence/sickness of one or both, the training centre trainer and Director will complete this process.
* We have undergone an EA visit in March and final results have been submitted to QQI for April certification.
* All Internal Verification work is ongoing from both our training centre and remotely (in line with GDPR guidelines).
* Provisional results will be submitted to QQI QBS for August certification.
* In the absence of the physical visit from an EA, good quality scanned versions of course work will be sent to an identified EA .

## Certification

* Final results will be submitted to QQI QBS for August certification. The administrator and the training centre co-ordinator typically carry out this process. In the absence/sickness of one or both, the training centre trainer and Director will complete this process.
* Results approval panel will meet online to review assessment decisions and results and make any corrections if deemed necessary.