East Sussex College

Academic Business Continuity Plan

14 January 2021

V 1.0

**ACADEMIC BUSINESS CONTINUITY PLAN**

**CONTEXT AND PURPOSE**

1. This business continuity plan sets out the operational procedures to deal with the impact of a major incident, disaster or crisis, where the College may be required to close for a period of one week or more.
2. It applies to exceptional circumstances that impact significantly on teaching, learning and assessment and the overall student experience. Such circumstances may include a pandemic, terrorist activity, severe weather, fire, flood, other natural disaster, or any other major interruption.
3. The purpose of this plan is to ensure the continuity of learning where students and staff are unable to attend College campus.

**STAFF COMMUNICATIONS**

1. Email will be the main channel for sharing important updates. staff are asked to monitor their emails regularly throughout the day, respond and take action as appropriate.
2. Information on how to access college systems and detailed information on key processes will be uploaded to a specific web page for all staff to access:

<https://www.escg.ac.uk/about/staff-links>

1. Managers will maintain their regular meetings, wherever at all possible. This means that 1:1’s, staff briefings and team meetings will continue, predominantly at their existing scheduled times. Please ensure your manager has the correct contact details for you.
2. All staff are required to check the website and social media frequently for core messages and updates. The main webpage for information is:

<https://www.escg.ac.uk/coronavirus-information>

1. All staff are expected to report any sickness as per the sickness policy. That is contact your line manager by telephone before your hour of work. This policy available on MyView.

**TEACHING, LEARNING AND ASSESSMENT**

1. We will deliver a high quality curriculum via remote learning so that students learn more and remember. This should be aligned to the SOW as much as possible, sequenced and provide learning that enables students to move onto the next stage. Learning activities should be kept simple and meaningful and be easy to use for students. Teachers should focus on the basics of learning:
   * + - Be aware of introducing too much new content at once; introduce in stages
       - Focus on the most important knowledge/concepts
       - Consider alternative methods of delivery such as modelling answers or practical tasks
       - Practice and focus on existing skills and knowledge
2. Feedback should be given as often as possible and can be remotely deliver via:
   * Chatroom discussions
   * 1-2-1 Interaction tool
   * Interactive touchscreen questioning in live lessons
   * Googleclassroom
3. Regular assessment remain important and can be built into tasks and activities such as quizzes, written statements and retrieval practice activities.
4. Teachers should consider the content and needs of the students groups when delivering remote learning and use a variety of methods to maintain interest, motivation and concentration for example, flipped learning, recorded lessons, live delivery, text book research and practical activities.
5. Students should be directed to be working to their existing timetables, or a temporary timetable may be issued to ensure as much continuity as possible. Academic tutors and tutors/teachers are responsible for communicating with their group(s) of students to ensure that students have an appropriate amount of work to complete in these slots, as well as directed study work for outside lessons. Examples could include an online learning activity, an assessment task, engaging in a discussion forum, completing a quiz, reading and responding to an extract etc.
6. Teaching staff should be available to communicate with students during the times when you would normally teach them. It is therefore necessary for all teachers to:
   * + Set tasks (streaming live at these times whenever possible).
     + Set deadlines for tasks/activities/assignments, so the students have a clear time frame in which to complete the work and check their completion
     + Set expectations around revision or independent learning. For example, research task for 1 hour
     + Have a method to, and:
       - * Check work completed by each student
         * Contact students who have not completed work
         * Praise and reward students for effort, engagement, and good work
         * Mark completed work and feedback, either classroom, shared documents etc.
         * Keep records of tasks set and completion for each student
         * Keep tracking and assessment systems up to date
7. All teaching and support staff are responsible for uploading learning resources onto the appropriate virtual learning environment (e.g. Moodle, Blackboard, Smart Assessor, Google Classrooms etc.) for students to access remotely. Alternatively, all teaching and support staff are responsible for providing physical resources for students (e.g. workbooks, exam papers, etc.), where virtual learning environments are not available or deemed appropriate for students.
8. Registers are required to be completed as per normal due to ESFA guidance on the audit compliance for providers during lockdown.
9. The Virtual Engagement Tracker (google) should be used to monitor students overall engagement. Wellbeing and Accelerator tutors and any other staff redeployed to support curriculum will use the Virtual Engagement Tracker to identify students who require interventions.
10. Heads, Assistant Principals and the Quality Team are will monitor and review the quality of remote learning resources made available to students on a weekly basis. This will be predominantly done through student feedback and scheduled 1:1’s with teachers, along with additional methods as necessary.
11. For Apprentices Apprentice Delivery Managers are responsible for communicating in line with the individual learning plans of each apprentice and their employer to ensure they are continuing to meet their 20% off the job training. The expectation is that apprentices will be contacted by their assessor or the wider team. Where college-based training is cancelled remote tasks will be allocated based on the development of the skills, knowledge and behaviours of the apprenticeship standard/framework using Smart Assessor wherever possible.
12. Teachers/tutors and are responsible for tracking student engagement and progress during the College closure period using the Virtual Engagement Tracker (google) and must report any concerns or identified risks to their line manager immediately and make appropriate referral to the wellbeing team.
13. Heads of Curriculum are required to monitor student engagement in remote learning activities and report participation rates to the Assistant Principal. Engagement interventions will be reviewed by the Assistant Principal, as appropriate.
14. Staff are required to continue with the usual cycle (of complete) progress reviews and reports using ProMonitor during the scheduled windows. Student targets should also be reviewed and updated on ProMonitor. Where possible, staff should have telephone or video conference conversations with students for one to one tutorials to ensure that students continue to make progress during the College closure.
15. Wellbeing mentors will continue to support their existing caseloads and curriculum areas in engaging students with their learning. Heads of Curriculum should maintain regular contact with mentors to review caseloads and impact. The capacity of this team will be increased, as opportunities arise.
16. Where possible, teaching staff should arrange online conferencing or webinars to engage students in their learning. This could take place via Google classroom or Hangout, Microsoft Teams, Skype, Zoom or other approved online platforms and applications.
17. Where possible, internal assessment activities should continue as scheduled within assessment plans. Electronic submissions of work should be encouraged to enable marking and feedback to continue as planned. Markbook should be used to record key assessments information/grades
18. Formal external examinations that are scheduled to take place during a college closure period will need to be rearranged with the exams department. Any changes to exams must be communicated to all students as soon as possible to enable them sufficient preparation time.
19. All but a very few existing planned work placements and educational visits will be paused during a College closure period. Where possible visits may be rearranged once the College closure period has ended. This will be subject to obtaining approval from the CEO.
20. Teachers and support staff should remind students that support services continue to be available remotely during any college closure period.
21. The Quality team will provide remote learning support to teachers/tutors and assessors as well as provide regular training opportunities for staff. Teaching and Learning Coaches will be allocated to support specific curriculum teams as well as their case load. Access to resources to support online learning and seek assistance from the Quality Team can be requested via <https://sites.google.com/chrome.escg.ac.uk/online-systems-training/home>
22. Our Learning Resource Centres will remain open for children of key workers and vulnerable students ([definition here](https://www.escg.ac.uk/docs/covid-19/vulnerable-young-people-definition/)).
23. Any student can come onto our college campus sites to access IT and their virtual learning if they do not have IT equipment at home or feel safer attending college to complete their studies.
24. Students must however book to attend college and will be working in Covid-19 safe environments in our Learning Resource Centres or Libraries. Please contact the following people to book to attend college to complete your virtual learning onsite:

* Eastbourne: [Eastbourne.Library@escg.ac.uk](mailto:Eastbourne.Library@escg.ac.uk) or phone [030 300 39161](tel:03030039161)
* Lewes: [Lewes.Library@escg.ac.uk](mailto:Lewes.Library@escg.ac.uk) or phone [030 300 38311](tel:03030038311)
* Hastings: [Hastings.Library@escg.ac.uk](mailto:Hastings.Library@escg.ac.uk) or phone [01424 458586](tel:01424458586)

**STUDENT SERVICES**

**SAFEGUARDING**

1. The Safeguarding team will continue to monitor the safeguarding phone and emails. Students should contact the Safeguarding team if they have any concerns about their safety or need to report abuse. Staff should contact the Safeguarding team if they have any concerns about students,
2. Safeguarding officers will record any safeguarding concerns and manage their caseload remotely. Contact with students will be maintained and the team will liaise with any professional organisations as necessary.
3. The contact details for the safeguarding team remain the same during closure:
   * + Hastings - 07848 442081
     + Lewes - 07823 668772
     + Eastbourne - 030 300 39039

**ADDITIONAL LEARNING SUPPORT (ALS)**

1. ALS staff will maintain regular contact with students, including those with an Education, Health and Care Plan (EHCP), via email and phone or other means, to support students to complete set work and assessment activities. Caseloads will be determined by the relevant managers.

**CAREERS ADVICE AND GUIDANCE**

1. Student Service Managers will continue to ensure that students can access careers advice and guidance via email and phone or other means.

**ACCESS ARRANGEMENTS**

1. Where a staff member is unable to obtain access to IT equipment for remote working, they can request a laptop to loan from their line manager. Please note there is a limited amount of laptops available but where possible requests will be accommodated.
2. A small number of mobile phones are available for staff to loan during a period of remote working. Please contact IT Services for further information. Personal mobile numbers must not be disclosed to learners, call should be made using skype for business on laptops.
3. Staff and students can continue to report any IT access issues. If you or students have IT issues then please use the [Topdesk](https://escg.topdesk.net/tas/public/login/saml) request button on the staff quick links page
4. A quick guide to all the IT support and links to key systems can be found [here](https://pw.escg.ac.uk/documents/staff-resources/it-guidance-what-can-i-access/)
5. Campus access for staff may be possible in certain circumstances. All staff should liaise with your line manager in advance of coming on site for details and request access via the campus access [button](https://forms.monday.com/forms/cd88c8f396422aad8fee0afa2caf4ec3?r=use1) on the Staff quick links site.