# Centre Contingency Plan

This record is intended to prepare you for the questions that the NLPQ External Quality Assurer (EQA) will ask when they carry out their approval visit. It is important that you are able to answer every question and you must record your answers in the space given before the Approval visit. Each box contains some guidance on the answers NLPQ requires.

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| Contingency Planning – Resources Contingency and risk is of paramount importance to NLPQ. Please consider the following questions and be prepared to answer them during your EQA visit. | |
| 3.1.1 | How do your staffing arrangements meet NLPQ requirements? Please explain in detail |
|  | Your answer must demonstrate that you have sufficient, competent staff to delivery NLPQ Qualifications. If you are sub-contracting staff who are delivering the qualifications (members of the Qualifications Delivery Team), please have contracts available for the EQA. |
| 3.1.2 | What arrangements do you have in place for staff sickness, absence, resignation etc? |
|  | If any member of your staff, including the Qualifications Delivery team, are unavailable at short notice, how will you deliver your obligations to your Learners? |
| 3.1.3 | Have you included the cost of employing a nominated person, responsible for Internal Quality Assurance to oversee the moderation of internal assessment? Please provide details below. |
|  | You can answer Yes or No and explain your answer in as much detail as possible. |
| 3.1.4 | Who do you have/use who is independent from the centre as part of a potential appeals/complaints process? Please explain your process of appointment and how the relationship is maintained below. |
|  | An independent person or persons is an important part of minimising bias when dealing with complaints. |
| 3.1.5 | Do you have contingency to respond effectively to any prolonged Complaints or Appeals Investigation? Please provide details below. |
|  | This contingency refers to the time required to properly investigate any complaints or appeals whilst maintaining the quality of delivery of qualifications expected by NLPQ. |
| 3.1.6 | Do you have a business plan that identifies market need and learner demand for delivery of NLP Qualifications? If so, please attach details |
|  | A business plan is also part of the contingency plan where it addresses business growth, forward and financial planning. If you have one, please attach it. |
| 3.1.7 | What financial arrangements/Terms of Conditions do you have in place to protect against late/non-payments? |
|  | It is important for NLPQ to know how you manage Learner payments to safeguard your business. |
| 3.1.8 | How will your centre meet your financial obligations to NLPQ if you are unable to collect Learner fees? |
|  | As above, it is important for NLPQ to know how you manage Learner payments to safeguard your business. |
| 3.1.9 | Do you have clear terms of agreement with staff (time and remuneration) regarding course planning, marking, moderation, team meetings, group supervision, sickness and other absence? Please provide details below. |
|  | Planning, team and time management may have an effect on the quality of delivery of qualifications if you and your staff have a high workload and the business cannot sustain the financial commitments. Please consider how you will manage this. |
| 3.1.10 | Do you have the resources in place for external assessment e.g., secure storage for papers/assignments (digital or physical), recording equipment, postage, a suitable room? Please provide details below. |
|  | Security of data and information for your business, including staff and Learner records is critical. The NLPQ EQA must see and understand how you intend to store digital and physical records and that arrangements are in place for backups, secure offsite storage. You must also be able to demonstrate that your strategy for assessment includes access to these records for appropriate, authorised Centre staff and any external assessment staff that you use. |
| 3.1.11 | Is your Business Continuity Plan up to date? |
|  | A Business Continuity Plan details how you continue your business operation in case of a major event. This may be an event which forces you to use different premises, equipment, power supplies, etc. and where your ability to deliver NLPQ Qualifications is affected. For example, a pandemic. |
| **Contingency Planning - Closure** | |
| 3.2.1 | Should your course need to close what arrangements do you have in place regarding financial commitments/outstanding fees? |
|  | A course may need to be closed at any time. How will you deal with fees that Learners have paid and any financial commitments you have to staff and suppliers? |
| 3.2.2 | In the event of a course closing what arrangements do you have in place to ensure that assessment arrangements will be fulfilled? Please provide details below. |
|  | What is your plan if a course closes part-way through? Will you be able to complete assessment of the units completed? How will you do this? |
| 3.2.3 | What alternative continuation options are available to your Learners if they are unable to continue at your centre? |
|  | If your course closes, do you have any formal agreements with other NLPQ Approved Centres to enable your Learners to continue their qualification study? Do you have arrangements in place to securely transfer Learner records (including assessments to-date) to them? How will you deal with Learners who do not wish to transfer in financial terms? |
| 3.2.4 | Please provide contact details of who NLPQ should communicate with in the event of you being unable to respond yourself (emergency contact details) |
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