

## **Contingency Plan/Arrangements - Coronavirus COVID-19**

As per the QQI Coronavirus COVID-19 Update (QQI, March 2020) this document outlines the contingency plan adopted and implemented by the Community and Family Training Agency Ltd. (Cafta Ltd.) in relation to short/long term closure. Cafta Ltd. are delivering QQI programmes jointly with DCU in the Community on the basis of the signed Memorandum of Understanding.

Cafta Ltd. and DCU in the Community have adhered to the advice from the Irish Government, HSE and QQI, and in order to ensure our learners and staff wellbeing and safety we followed the advice on providers' closures as of 13th March 2020.

The contingency plan was devised and approved by appropriate governance structures and is as follows:

### **Communication with learners enrolled on QQI programmes**

- All learners enrolled on QQI programmes timetabled for February - May 2020 have been notified about the cessation of traditional, classroom-based classes and advised to monitor email/phone communication from Cafta Ltd. and DCU in the Community concerning resuming classes online.

### **Preparation for online delivery of QQI programmes**

- In the period of 16th March - 26th March 2020, the following QQI programmes delivered by Cafta Ltd. and DCU in the Community have been adapted and transitioned to online (synchronous and asynchronous) delivery:
  - Bridge to Education (3 x QQI L5 component awards)
  - Psychology (1 x QQI L5 component award)
  - Community Organisation Management (1 x QQI L6 component award)
- This adaptation and transition included:
  - Adoption of the Zoom platform for online delivery with Dublin City University's institutional Zoom account used, with additional use of Google Classroom platform and online discussion forums by individual course tutors
  - Online training (via Zoom) in using the platform for course tutors delivered by Joanna Ozarowska, Manager, DCU in the Community. The training included, among others, scheduling online classes, the use of recording, break-out rooms, screen sharing and virtual whiteboard.
  - Adaptation of existing course materials (PowerPoint slides, readings, in-class quizzes and activities) to suit online delivery.

- Developing a set of clear instructions for current learners in terms of using Zoom for learning and good practice in online learning
- Notifying learners enrolled on the programmes about online delivery
- Adaptation of assessment (details below)

### **Commencement of online delivery of QQI programmes**

- The online delivery of the three QQI programmes timetabled for February - May 2020 commenced on 27th March 2020 via Zoom using Dublin City University's institutional Zoom account.
- Synchronous delivery via Zoom takes place during regular timetabled hours for each programme.
- Each online session is recorded (with learners' permission) and the recording is emailed to all enrolled learner's. This provision is made for those learners who are unable to participate in the synchronous sessions due to illness, childcare issues or weaker broadband.
- All teaching and learning materials are made available to learners via email or Google Classroom platform.
- All assessment requirements (assessment briefs and Learner Handbooks) were provided to learners at the beginning of the programme both as a hard copy (paper format) and via email.
- All assessments (essays, assignments, quizzes, group projects, group reports, case studies etc.) are submitted to tutors/assessors electronically via email.
- Learners can communicate with tutors/assessors, as well as course coordinators by email or phone.
- Discretion is awarded to tutors in terms of the use of platforms outside Zoom (e.g. Google Classroom, discussion forums).
- Learners' attendance is monitored and recorded - those unable to attend synchronous classes delivered via Zoom are asked to submit evidence of watching the class recording (e.g. a short reflective piece on the class watched).
- Email/phone/text communication with learners is maintained on an ongoing basis and learners are encouraged to contact their tutors or the course coordinators in case of issues with connection to Zoom.
- It is likely that online delivery of courses via Zoom will be continued for the duration of the whole semester (until mid-May 2020); however, learners were notified that if educational centres are allowed to re-open earlier, regular classroom, face-to-face delivery will resume.
- While Cafta Ltd. does not currently have a policy on blended/online learning, one will be developed on the basis of this contingency plan.
- Due to the 2-week break period between provider's closure and commencement of online delivery of courses, learners were notified that there will be no more mid-term breaks.

## Assessment

- On review, the majority of assessments for each module and course can be completed online. Learners have been notified that due to closures their work might only be submitted to QQI for certification in August 2020 rather than June 2020.
- Bridge to Education programme:
  - Learners are encouraged to send any written pieces of assessment to their course tutor/assessor by email. These include essays, learner journals, reports, worksheets, quizzes, templates etc.
  - Class presentations will be facilitated via Zoom and recorded.
  - Assessed group discussions will be facilitated via Zoom and recorded.
  - All written assessments sent by learners by email, as well as Zoom recordings of group discussions and individual presentations, will be stored securely by the tutor/assessor, assessed as per usual with tutor having access to marking sheets online, and will be made available for Internal Verification and External Authentication in summer 2020 (or as soon as the provider is able to re-open).
- Psychology programme:
  - Learners are encouraged to send the two written case studies to their course tutor/assessor by email. These case studies will be stored securely by the tutor/assessor.
  - At the moment, the end-of-course examination is postponed until provider is allowed to re-open; however, should the closure continue beyond mid-May, an alternative format for examination will be adopted (e.g. recorded oral examination via Zoom, online quiz via Google Form)
  - All learners' work will be assessed as per usual with tutor having access to marking sheets online and will be made available for Internal Verification and External Authentication in summer 2020 (or as soon as the provider is able to re-open).
- Community Organisation Management programme:
  - Group projects will be facilitated by the use of Zoom for small group meetings and the use of Google classroom and shared Google documents. Learners are encouraged to send the two group projects to their course tutor/assessor by email. These case studies will be stored securely by the tutor/assessor.
  - Individual learner journals will be submitted to the tutor/assessor by email.
  - All learners' work will be assessed as per usual with tutor having access to marking sheets online and will be made available for Internal Verification and External Authentication in summer 2020 (or as soon as the provider is able to re-open).

## **Other special arrangements**

- While learners are strongly encouraged and well supported by tutors/course coordinators to complete their programmes via online (synchronous or asynchronous) delivery, Cafta Ltd. and DCU in the Community recognise that not all learners may be able to do so due to ill health, lack of access to equipment, facilities or technology skills.
- Any learner who develops evidenced health issues can request an extension on their assignments as per usual Cafta Ltd. policy.
- Any learner who wishes to withdraw from their programme will be refunded and will be offered an opportunity to join the next programme in September 2020.
- All Community and Family Training Agency Ltd. QA guidelines will be adhered to to ensure robust and reliable assessment for learners on the abovementioned QQI programmes.

Cafta Ltd. and DCU in the Community will continue to monitor the Irish Government, HSE and QQI guidance, and will maintain ongoing communication with tutors/assessors and learners.

These contingency arrangements have been approved on 25th March 2020 by the undersigned:

Lynda Ward

Board of Management Director - Community and Family Training Agency Ltd.

Manager - Sillogue Neighbourhood Centre

Joanna Ozarowska

Manager - DCU in the Community