

COVID-19 QQI Contingency Plan

One Family have temporarily closed its building due to Covid-19 restrictions and below we outline the contingency plan put in place by One Family in relation to our QQI accredited programme, New Futures, in light of this closure.

One Family has followed the public health advice from the HSE and consulted with QQI updates to ensure the safety and welfare of our students and staff and to ensure continued delivery and assessment of our programmes remotely.

These arrangements were approved by a meeting of One Family's Academic Council on 25th March 2020 following consultation with our external examiner. It is a living document and will be updated regularly as further information is available.

Below is an outline of key actions taken:

Learning & Support:

- All on-site group learning ceased on March 16th 2020 and we will continue delivery of the remaining content remotely as outlined below.
- All teaching and learning materials are made available to learners by email and through access to our online learning environment here: <http://programmes.onefamily.ie/parents/>. We do not currently have a blended learning policy at One Family but this is currently in development as part of our re-engagement application.
- Learners can communicate with their tutor by phone or email and have regular scheduled phone sessions to review course content on a 1:1 basis and ask questions. The small number of learners currently enrolled has allowed us to offer this 1:1 support in addition to learners accessing programme content online.
- Given the specific needs of our learner cohort, learners also receive regular support calls from keyworkers, counsellors, parenting experts and early years staff, as appropriate. This has been an important measure to ensure learners stay motivated and are offered wraparound supports tailored to their personal circumstances.
- Quizzes and other resources are available on the online platform to assess understanding and learning as required and tutors and support staff can review and monitor engagement with online course content remotely.
- Learners will be able to contact staff via email and telephone during the closure. Staff have, and will, keep learners updated through email and telephone on a regular basis.
- All staff are now working remotely from home. Tutors and support staff will be able to contact the senior management via phone, email and zoom and regular Zoom team meetings take place to facilitate clear communication and offer support and training as needed.

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Assessment

- The assessment strategy for each outstanding assessment will be reviewed.
- All outstanding assessment requirements are communicated to learners via email.
- All outstanding course assessments are submitted electronically via email. The outstanding assignments relate to personal career goals and CV and interview preparation so we are satisfied that plagiarism will not be an issue given the individual and personal nature of each submission.
- One outstanding assessment has a face-to-face component- the mock interviews. These interviews will now be conducted via Zoom with appropriate training and support offered to learners and staff in advance to ensure they can access Zoom comfortably. Where a learner cannot access Zoom due to personal circumstances- a telephone mock interview will take place as an alternative assessment.
- Individual feedback on assessments is communicated by the internal examiner via email. If a learner wants to speak to the examiner about their feedback they can arrange a telephone call.
- Any learner who has been certified as ill will be given additional time to complete assessments.

Quality Assurance

- We anticipate that internal verification and external examination procedures can proceed as normal with staff having access to the One Family building on an individual basis if needed to facilitate this. We expect to be submitting learners for certification by the October 12th deadline, which would be in line with our normal timelines.

The above arrangements will be continuously reviewed and we will continue to maintain regular and clear communication with staff and learners. Any amendments to this plan will be sent to QQI and will be updated on the One Family website.