



Hampshire Achieves COVID 19 Remote Education Statement

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Review Frequency	Annual
Reviewer(s):	Deborah Copeland

Hampshire County Council has in place a full Corporate Resilience Framework and a Corporate Response Plan, which includes departmental / service arrangements for dealing with a significant incident or emergency, or any other disruption to our business. This plan forms part of the wider Skills & Participation Service Recovery Plan, for use with all Service-related business continuity and emergency incidents.

Hampshire Achieves (HA) COVID-19 Remote Education Statement is designed to ensure we have in place a clear plan to support the disruption to the delivery of education and training for our Apprenticeship and Young People's Learning (YPL) programmes. We are committed to ensuring that all learners receive a high-quality inclusive education inside or outside the classroom. By providing learners with remote learning opportunities, we endeavour to ensure that we continue to deliver inclusive education while minimising the disruption caused to learning.

The Senior management team have made the necessary arrangements to ensure that, where possible, there will be continuity of delivery, of all programmes. HA took action to enable remote delivery of its directly delivered curriculum, the team are in a very good position to move from blended to remote learning.

Delivery of programmes

Online learning expectations will be set from the start of each programme, this is crucial to the success of online learning. Normal rules around respect and language apply, disruptive behaviour will be challenged, and the usual expectations of discipline will also apply.

All tutors have developed and shared their teaching, learning and assessment resources for the 2020/21 academic year on the Virtual Learning Environment (VLE). Tutors plan and ensure they have uploaded at least 6 weeks' worth of online teaching resources which will be used by the Coordinator/Curriculum Manager to support learners to enable them to make progress in the event of tutor absence.

To support the delivery of both blended and remote delivery models all staff have received:

- Group training on education learning platform software Adobe Connect & MS Teams with additional 1:1 support, where needed, and access to online tutorials.
- Regular updates of Safeguarding guidance which included Safeguarding principles; Importance of maintaining and recording contact; Peer on peer abuse; Mental Health; Online Safety including cyberbullying; Supporting parents and carers; County Lines and Supporting each other.
- Frequent digital updates which provide access to a wealth of online resources, hints, and tips to support online delivery, including online safety guidance/protocols for both themselves and their learners.
- Access to a number of CPD sessions as individuals, with feedback and resources shared with colleagues, and where appropriate, the opportunities have been rolled out to the wider team, for example the Psychological 1ST Aid course.

Online Learning

Laptops/devices: Most HA staff and apprentices (as employees of the Council) use corporate IT managed Hybrid devices, laptops, or fixed workstations to access systems and software.

- Staff and apprentices have access to telephone/web-based IT support between 07:30 and 17:00 Monday to Friday. Outside of these hours service calls will be responded to on the next working day.
- In the case of apprentices experiencing technical difficulties when accessing online learning in their workplace, Apprentices should speak to their Line Manager. If their Line Manager is unable to provide a solution, the Apprentice should contact their named tutor.

For learners attending the regulated delivery, HA has a suite of laptops that are available as part of a laptop loan scheme. Therefore, should a learner not have their own device to access learning remotely, they can request a loan device for part of or the duration of the course. HA purchased a further 30 laptops in January 2020 and took delivery of these in March 2020, these were distributed to those young people who had no or poor devices at home. We also have available (and shared) Wi-Fi dongles to enable all learners to support with learning remotely.

- Support will be provided by the tutor, learning/skills coaches, and HA digital learning advisor. If a device should fail, where possible it will be swapped over without delay.

As there is an expectation for learners to use IT as part of their programme, and were identified at initial induction, IT training will be provided. If a learner has trouble using online learning platforms, the e-portfolios, or the VLE, they will be contacted by their tutor so that further training and support can be arranged.

HA use the e-portfolio systems OneFile and SkillsForward for setting and storage of learner work; tutor marking and feedback; and both internal and external quality assurance activities. Alongside these our VLE is used for tutors to store delivery materials and learning resources, and for learner to access additional course information and learning resources.

These facilities enable all our learners to be able to access their work, and all relevant learning resources remotely 24/7 wherever they are learning with Internet access. We do not want or expect tutors/learning/skills coaches or learners to be online 24/7 our expectation is that you stick to your usual timetabled session times for any interactions where possible.

Learners and Parents/Carers

Following the national lockdown, plans were put in place for the blended delivery of the directly delivered curriculum. Induction plans include familiarising the learners with our e-portfolio OneFile, and our VLE, as well as web-based learning platforms MS Teams and/or Adobe Connect. For learners studying Functional Skills they will also have an induction to the SkillsForward site.

HA has ensured that staff are able to use a variety of different communication methods to contact our learners, parents/carers, and employers. These include Mobile phones; Email; MS Teams; Through the e-portfolio system OneFile; and Post. If any one of these methods becomes unusable, then they will utilise one of the other methods of communication.

Parents/carers of learners on Traineeships, Supported Internships and Apprenticeships (16-18yr old) have been made aware that programmes have adopted a blended delivery approach, and in the event of any future local or national lockdown we may deliver the whole programme remotely.

Additionally, parents/carers are sent the links to support them to keep their Young Person safe when online. Many of our learners are considered vulnerable and our communications with parents/carers is very important.

Safeguarding & Support

To ensure HA complies with data protection legislation all learners are requested to complete and sign a Multimedia Consent form. HA staff will ensure they have learners' permissions before we publish or share any photographs, audio, and/or video recording for promotional or educational purposes.

HASafeguarding@gov.uk is the email address to support learners who require emotional wellbeing and or safeguarding support. This is for all non-urgent questions or concerns and will be checked by staff during usual working hours (9am-5pm).

When online sessions are being delivered/attended: consider the location of virtual meetings and blur your background if necessary.

Skills Coaches will be contacting learners/parents /carers weekly and discussing our day-to-day interface with learners they will:

- Monitor learners attend deliver timetabled sessions.
- Support learners remotely with literacy and one to one catch ups where required.
- Monitor wellbeing and engagement of allocated learners.
- Adapt resources to enable improved access for learners with additional needs who have continue with their remote learning from home.
- Adapt resources to enable improved access for learners with additional needs are struggling with their remote learning from home.
- Ensure provision for EHCP learners is appropriate and well matched to need.
- Coordinate advice on reasonable adjustments for students with SEN.

Disruption to Examinations/Assessment

Contingency planning for exams administration is the responsibility of the individual Head of Centres. Exam Centres must prepare plans for any disruption to assessments as part of their general emergency planning to comply with the Joint Council for Qualifications (JCQ) General Regulations for Approved Centres, which requires all exam centres to have a written examination contingency plan/examinations policy.

In the event of a national disruption to a day of assessments HA will be guided by the relevant Awarding Organisation (AO). The AO will liaise with the qualification regulators and government departments to agree the most appropriate option for managing the impact and will disseminate this information. As a last resort the affected assessments will be rescheduled. Although every effort would be taken to keep the impact to a minimum, it is possible that there could be more than one timetable date affected following the disruption.

Rescheduling of End Point Assessments (EPA): In the event that an Apprentice is unable to attend EPA at short notice, HA will refer to the EPA Organisation guidance for such situations.

End Point Assessment Facilities: End Point Assessment facilities including accommodation are prioritised over other areas. If facilities required to facilitate End Point Assessment become unavailable HA will find a suitable alternative, wherever possible.

End Point Assessment Organisation Does Not Fulfil EPA: If the EPA organisation is unable to fulfil end point assessment for any reason, HA will arrange a suitable alternative. If the EPA organisation ceases trading or is unable to fulfil EPA for the foreseeable future, HA will arrange EPA to be carried out by an alternative EPA organisation on the Register of Apprentice Assessment Organisations.