



## Contingency and Adverse Occurrences Policy

Date Adopted: 9<sup>th</sup> June 2026

### 1. Policy Outline

This policy classifies adverse occurrences according to the expected duration of potential disruptions. The policy sets out measures that are in place to reduce the likelihood and severity of such occurrences, as well as specifying contingency plans, should such conditions occur.

Customer and student data is managed in accordance with the '*EA – Data Management Policy*', which summarises how students' personal and progress data is stored in a safe and secure manner, during normal operation.

### 2. Short Term Interruptions

Engineers Academy defines short term interruptions as any situations where access to courses and resources could be restricted for up to 5 days.

- 2.1 Short term interruptions could occur for several reasons, such as:
  - 2.1.1 Planned maintenance.
  - 2.1.2 Hosting or website issues.
- 2.2 Problems arising during planned maintenance are minimised and communicated through the following measures:
  - 2.2.1 All development activities and site updates are first carried out on a staging site, prior to deployment on the production site.
  - 2.2.2 Full site backups are taken before any planned maintenance activities occur. Site backups are stored in a separate location, as per the '*EA – Data Management Policy*'.
  - 2.2.3 All students are notified of planned maintenance, including expected duration, via posts in the Common Room and Maths Bridging courses. Email notifications are sent to all users upon deployment of these posts. Posting in these two courses ensures that notifications reach all paying customers and students.
- 2.3 Although hosting issues are not in Engineers Academy's direct control, site backups are taken daily, to minimise the likelihood of any data loss, resulting from any such downtime. Furthermore, IONOS clouds servers are used, guaranteeing 99.99% uptime.

### 3. Mid-Term Disruptions

Mid-term disruptions are defined as any circumstances where courses and resources could be inaccessible for up to 90 days.

- 3.1 Mid-term disruptions could occur for several reasons, such as:
  - 3.1.1 Malicious attacks on the website.
  - 3.1.2 Major site outages.
  - 3.1.3 Staffing issues.

- 3.2 The likelihood of malicious attacks is minimised through Engineers Academy's full compliance with the Cyber Essentials programme. As such:
  - 3.2.1 Annual audits are carried out to ensure compliance.
  - 3.2.2 Engineers Academy utilises an SSL (Secure Sockets Layer) certificate to encrypt communication and protect sensitive data from interception.
  - 3.2.3 Roles are assigned on the Study Platform, to control access to data for all users.
- 3.3 Major site outages are unlikely due to the measures specified in sections 2.2 and 2.3.
- 3.4 Where short term staffing issues arise:
  - 3.4.1 Existing staff have the capacity to provide temporary cover.
  - 3.4.2 Director and Operator Handbooks have been developed for reference. The handbooks are treated as 'working documents' and detail the day-to-day activities of relevant parties. The handbooks have been devised as a knowledge management tool, across all aspects of the business.
  - 3.4.3 Where deemed necessary, employment of additional staff would be considered, on either a temporary or permanent basis.
- 3.5 Students would be informed of any mid-term disruptions preventing site access, but alternative delivery methods would not necessarily be deployed for mid-term disruptions. Unit and programme extensions would be granted, where deemed necessary.

#### 4. Long Term Disruptions

Long term disruptions are defined as any circumstances where courses and resources could be inaccessible for longer than 90 days.

- 4.1 Long term disruptions could occur for several reasons. In addition, to the reasons previously cited (see section 3 above), long term disruptions could occur due to the following:
  - 4.1.1 Awarding body rule changes.
  - 4.1.2 Serious staffing challenges.
  - 4.1.3 Serious technological issues.
- 4.2 Engineers Academy is required to comply with the rules, regulations and policies of the awarding body, Pearson Edexcel. Although not in the direct control of Engineers Academy, significant changes to such rules and regulations could require the development of a suite of new resources and assessment instruments. In this instance:
  - 4.2.1 Delivery and assessment would continue for existing, 'on programme' students.
  - 4.2.2 The ongoing recruitment of new students would be suspended, until the Engineers Academy directors were satisfied that any new requirements could be fulfilled.
  - 4.2.3 Notices would be posted on the Study Platform and front-end website, to notify students and prospects of such a disruption.
- 4.3 Where serious staffing challenges occur, the measures previously covered in section 3.4 would take effect. In addition:
  - 4.3.1 Delivery and assessment would continue for existing, 'on programme' students, but the recruitment of new students would be suspended.
  - 4.3.2 The employment of additional staff would be sought on either a temporary or permanent basis.
- 4.4 Where serious technological issues lead to long term disruptions, the following measures would be implemented:
  - 4.4.1 Students and stakeholders would be notified, including the awarding body, Pearson.

- 4.4.2 Alternative delivery and assessment methods would be developed as a matter of urgency, utilising various third-party mechanisms such as live Teams sessions and MS Teams capabilities, email communications, and TurnItIn assessment capabilities. This would require deployment at the earliest convenience and would be in effect until all technological issues were resolved.

## 5. Permanent Closure

Although unlikely, the permanent closure of Engineers Academy would result in the permanent loss of access to courses and resources for all students, and Engineers Academy would cease trading.

- 5.1 Permanent closure could occur for several reasons, such as:
- 5.1.1 Awarding body rule changes.
  - 5.1.2 Irrecoverable data loss.
  - 5.1.3 Financial instability.
- 5.2 If Engineers Academy were no longer able to provide the existing service, either due to awarding body rule changes, or irrecoverable loss of data, the following actions would be taken in addition to those given in section 4 above:
- 5.2.1 Pearson would be notified immediately, and support would be requested, if appropriate.
  - 5.2.2 Where practicable, 'on programme' students would be supported to enable the completion of their current unit of study.
  - 5.2.3 Where practicable, a final assessment board would be held, to ratify all unit and programme grades, up to the point of closure.
  - 5.2.4 Where practicable, certificates of unit completion would be claimed via Edexcel Online for all students.
- 5.3 Where permanent closure arose as a result of financial issues, Engineers Academy's PayPal account and bank account would be frozen, to limit the receipt of any additional payments from customers.
- 5.4 Following closure for any reason, an insurance claim would be filed to reimburse students and stakeholders, either partially or fully, if they had been financially impacted by the closure.