April 6th 2020

Covid-19 Implementation and Contingency Planning
Version 6
April, 2020

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COLLEGE

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As a result of the Covid-19 pandemic, on 12th March the Government issued a directive to Colleges to close all face-to-face delivery. QQI offered the following guidance to Colleges:

> *In order to minimise the impact on teaching and learning, you should continue to plan lessons and, where possible, provide online resources for students or online lessons where schools are equipped to do so. Schools are asked to be conscious of students that may not have access to online facilities and to consider this actively in their response. Any such contingency arrangements should be subject to normal provider quality assurance and governance.*

Consequently IICP College transitioned to online learning on 13th March 2020.

During the COVID-19 outbreak the main efforts of the College are towards ensuring the health and welfare of its staff and students, while also ensuring the continuity of its programmes. The College was already working from a contingency plan, and therefore was in a position to move immediately to put in place arrangements for students to continue with their academic curriculum and assessments in an online environment in order that they could progress or graduate within the period of their programme.

The College produced its initial Contingency Plan on 7th March prior to the introduction of social distancing measures by the Irish Government on 12th March 2020. The second iteration of the Contingency Plan was finalised on 25th March, 2020. The third iteration was dated 3rd April, 2020. This fourth iteration was completed on 6th April, 2020.

Decision Making & Implementation Team:

The IICP Decision Making & Implementation Team (DMIT) was established in accordance with the College's initial contingency plan. It consists of:

- Dr. Marcella Finnerty – College President
- Ms. Caitríona Kearns – Director of Registry & Operations
- Ms. Marisa Finnerty – General Counsel
- Dr. Áine O'Reilly – Senior Manager in Quality Assurance and Enhancement
- Mr. David O'Regan – Head of Academic Studies
- Mr. Eddie Darby – External Commercial and Financial Advisor
- Mr. Roderick Smyth – Financial Controller
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The team reviews how the individual elements of the college fit and work together. Their focus is on what systems and processes are needed or will be impacted by the current crisis. The DMIT is the key point of contact for students, faculty and administration staff and all members of the team have a key role in ensuring that systems and processes are designed, updated and used in an effective and efficient manner. The DMIT retain responsibility for

reporting on an ongoing basis and for updating all channels of communication as the situation evolves over the coming weeks.

1.1 Duties of the Decision-Making and Implementation Team:

The duties of the team include:
- Review advice from relevant authorities (HSE, Department of Health, QQI, HECA, HEA, Dept. Education) on a daily basis.
- Act on relevant advice from said authorities.
- Focus on what systems and processes are needed or will be impacted.
- Review how the individual elements of the College fit together and work to create the most successful outcome.
- Revise standard operating processes in this extraordinary context.
- Make decisions in a fast-moving, emerging situation.
- Develop a contingency plan for multiple possible short and medium term eventualities.
- Communicate with all stakeholders.

1.2 Academic Council Covid-19 Contingency Planning Subcommittee.

The Academic Council Covid-19 Contingency Planning Subcommittee was established by special resolution of IICP College's Academic Council on 21st March 2020. It consists of:
Dr. Marcella Finnerty; Dr. Áine O'Reilly; Ms. Caitríona Kearns and Mr. David O'Regan. The Subcommittee acts as the operational lead in all matters relating to assessments, including reviewing and approving assessment modifications and communication on an ongoing basis with students and faculty regarding modifications. This subcommittee will produce a report on its activities for the next Academic Council meeting through its Quality Assurance and Enhancement mechanism.

2. Summary of Key Adjustments in the Short Term

Having liaised with the programme teams, our academic governing bodies, QQI, HECA and IACP, IICP College will remain fully operational. We pursue all HSE/Government policy/directives. To facilitate continuity of learning, we have extended our use of technology enabled learning for all students on QQI and IACP validated programmes. Each lecturer provides students with a plan for their class on a regular basis. Classes and student support are delivered via Zoom and our Virtual Learning Environment (VLE) Moodle. Lectures are created utilizing Articulate, Audacity and Microsoft employing a host of supportive tools such as Padlet, YouTube and other online resources. Each lecture is then uploaded to Vimeo, each student received a link for this password protected lecture on their class Moodle page.

2.1 Remote Learning:

From the 13th of March onwards, all students have been using online and technology enabled learning methods to attend classes. In so far as possible, they have been encouraged to attend their classes at the usual time by logging into Moodle or by using the links sent to them by faculty. The college campus is not available for face-to-face attendance at this time. All staff and faculty are working remotely, and the College remains fully operational.

Our technology department has been working with learners and faculty, particularly those who have not utilised the online systems previously, to familiarise them with the technological requirements. The administration team continue to provide all of its services through remote means.

Elements of the programme that require more practical teaching have been rescheduled using synchronous teaching methods (i.e. Zoom, webinars etc.). Learners are provided with links to log in to these sessions. The College recognises that the impact of social distancing on some individual learners may make this synchronous learning difficult, for reasons such as childcare, work commitments and health. Consequently, the College has taken steps to allow live sessions to be recorded and made available to these learners through Vimeo. The College will continue classes in line with their original scheduled times where possible i.e. 9:30am classes will begin at 9:30am on the day that they are due to be delivered.

2.1.1 Academic Management Practices for Online Learning:

Academic Management Practices are developed at programme and Programme Board level. The establishment of an Academic Council subcommittee ensures that scrutiny of academic decision-making occurs in a timely manner, and in accordance with the College's QA policies and procedures.

The following academic management practices have been successfully implemented:
- Online classes are ready for students on a weekly basis.
- Lesson plans are reviewed by registry to ensure that there is:
    - Coherence in teaching and learning;
    - Comparability between face-to-face teaching inputs envisioned in programme documentation and online lessons;
    - Learners receive all required teaching inputs.
- Attendance is being monitored as usual with a log for each class, as is the norm.
- Students have continued to engage in their learning.
- All classes are being delivered synchronously using Zoom.
- There is an asynchronous option, temporarily, for those experiencing difficulties due to childcare or health reasons etc.

- o Asynchronous learning and support are available through Vimeo, Padlet, YouTube, Ted Talks, and Moodle online environment.
- o Faculty is providing a wide variety of additional tutorials and support sessions with students using all online platforms.
- o The technology department is providing tutorials and support sessions to faculty for all online platforms.

2.1.2 Support for Remote Learning - Learners

IICP has a dedicated technology department, with staff who remain fully on duty. Learners have been sent information on the technology requirements for online learning and working guides and manuals for all technology employed have been provided. The College has increased its formal and informal learner feedback systems in order to monitor the effectiveness of this support and information provision.

2.1.3 Support for Remote Learning – Faculty

One-to-one training sessions and bi-weekly online group training are being provided to faculty with regard to technology enabled learning and this has focused on advanced features of Moodle, Audacity, Articulate, Vimeo and Zoom training.

Faculty has been sent information on, and many have enrolled in, short courses related to online learning and technology enabled learning (Future Learn, DCU Open Teach). The College has increased its formal and informal faculty feedback systems in order to monitor the effectiveness of this support and information provision. Regular Zoom meetings with faculty in all programmes are convened by the Head of Academic Studies, and feedback from these meetings is considered by the Decision-Making & Implementation Team and/or the Academic Council Subcommittee.

2.2 Placement requirements:

We note that QQI's Assessment document does not specifically address clinical/work based practice requirements of programmes. We consider that this needs particular attention, as without a stated position on this area many students could be prevented from progressing or graduating. Our proposal for managing clinical placement requirements in IICP programmes is set out below. We recognise that the principle involved may be applicable to other professionally accredited programmes.

We welcome QQI's position stated in their Assessment Document:

Insofar as practicable, the graduating classes of 2020 should be enabled to achieve the qualifications that they are striving towards. While we cannot yet be certain about the level of impact that Covid-19 will have on the tertiary education system's capacity to adapt, we are confident that with ingenuity and resolve many learners will be able to graduate this year as planned with trustworthy qualifications.

This position guides our response, and will continue to guide our practice while social distancing requirements are in place. In our submission on Clinical Placements, we are guided by QQI's statement that:

Those determining assessments [should] seek the views and feedback of peers in the academic community on the proposed arrangements as a means of ensuring good practice and securing due recognition.

In doing so we highlight the unique contribution that can be made by professional bodies where courses are already accredited by that body.

In relation to Placements and Work based learning, students are required to adhere to HSE/Government advice in relation to safety and wellbeing, and any challenges will continue to be reviewed on a regular basis. IICP College's professional body, IACP has communicated that it is at the Course Provider's discretion to organise alternative temporary arrangements where client work is necessary.

Those on placement may use online/telephone counselling during this challenging time. They have been instructed to:

- Check that their insurance allows for this.
- Familiarise themselves with the IACP guidelines for working this way: https://iacp.ie/onlinecounselling.
- Complete the IACP Sponsored training on Online Counselling, which is being offered free of charge at this time.
- Ensure that they keep their client log as usual, and that their supervisor is fully abreast of and in agreement with any changes to their practice.
- Obtain client consent to any new practices during the current situation.

2.3 Personal Therapy/Supervision Requirements:

As the majority of IICP College's programmes require learners to attend both personal therapy and clinical supervision as part of the requirements, IICP College, with the agreement of its professional body IACP, is allowing that these sessions take place remotely using phone

or video conferencing. Learners are required to follow IACP guidance on working remotely and should maintain the requisite paperwork for these activities as if they were taking place on a face-to-face basis.

3. Communication and Intervention with Key Stakeholders

The following outlines the communication and intervention strategies to date, and planned in the short to medium term:

3.1 Communication and Intervention Strategies – Ongoing

The DMIT is utilising the following interventions and communication strategies for the short term:

3.1.1   Updating the IICP website with key information on a regular basis.
3.1.2   Updating the IICP social media sites with key information on a regular basis.
3.1.3   Updating the IICP VLE with key information on at least a regular basis.
3.1.4   Preparing and sending a weekly update email for the entire student body.
3.1.5   Responding to individual student concerns in a timely manner.
3.1.6   Responding to issues raised by individual faculty members in a timely manner.

4. Contingencies Related to Staff

4.1 Contingencies in the event of a case of Covid-19 emerging within IICP College.

If a staff member, lecturer or student of IICP College should test positive for Covid-19, or is in close contact with someone who tests positive. As a therapy training college, IICP is committed to ensuring that such events are handled in a non-judgemental, but proactive manner. In such an event:

o   If a staff member, student or other stakeholder contacts the College, the management or the DMIT to communicate a concern about covid-19, they will be asked to contact their medical professional (i.e. GP or HSE) as a first step.
o   The DMIT will immediately contact the HSE for guidance on how to best manage the situation and to discuss issues of contact and tracing if necessary.

4.1.1   Contingencies in the event of a staff member or lecturer testing positive:

The College will communicate with the HSE and ensure it follows all provided advice. The usual requirements around sick leave will remain in place. Cover of classes will be provided

from within the existing faculty team if possible. Administration duties will be redistributed to other members of the team should the need arise.

4.1.2   Ongoing Staff Cover and Working Remotely

The SMT, identified managers, faculty and administration staff will continue to support learners, support faculty in remote delivery of content to students, and manage the operational and financial day-to-day work remotely.

- In preparation for this VPN licences were purchased and installed on all relevant staff member's laptops.
- All office staff have access to their encrypted computers.
- Ongoing internal IT support remains in place.
- Ongoing external IT support remains in place

5.   Assessment Considerations

IICP college is appreciative of the guidance and direction from QQI with regard to the assessment of learners during this challenging time[1]. We welcome QQI's recognition of the impact on students, and their commitment to responsiveness and flexibility in accommodating students. IICP College is particularly aware of the importance of recognising the strain that this is placing on students, and the worry that many feel about their progression and certification. We consider that QQI's guidance on assessment for progression is particularly useful as it allows IICP College to draw on our expertise, and that of our disciplinary community and professional body, in facilitating students to demonstrate their ability to progress.

IICP College faculty members have reviewed the assessment strategy for each module remaining on the programme this year. When making any changes to assessments, we have considered the following guidance set out by QQI that states:

1. *In principle, a given learning outcome can be assessed in multiple different ways. What matters is not the form of assessment used, but rather that it can validly and reliably determine whether the necessary learning outcomes have been achieved.*
2. *Intended learning outcomes can sometimes be quite granular and include elements that are incidental rather than central to expectations. If the current situation makes the achievement of such*

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[1] The principle text referred to here is QQI Guiding Principles for Alternative Assessments (Devised in Response to the COVID-19 Emergency Restrictions) dated 26 March 2020

incidental outcomes impossible, it may be reasonable to replace or remove them, provided it does not substantially affect the overall expected learning outcomes. This does not apply to core learning outcomes associated with the qualification; these cannot be compromised.

To that end:

(i)   Any proposed changes to the assessments have been consulted upon at programme board level.

(ii)   Any proposed changes have been approved by a specially formulated and approved sub-committee of the Academic Council.

(iii)   Learners have also been consulted and communicated with regarding assessment changes.

(iv)   In the main, the programme teams have retained the originally planned submission dates.

(v)   Some minor alterations have been made to the mitigating circumstances form in light of the current crisis. Cognisant of the pressure on our health system, we have removed the requirement for medical sign off on mitigating circumstances forms. These can be processed by the programme team as and when they are submitted.

6. Quality Assurance and Enhancement Considerations:

Currently learners, faculty and staff are being provided with additional information relevant to online learning. These include guidance on data protection considerations in an online environment, Health and Safety, and digital wellbeing.

From a QA perspective, we have built feedback mechanisms into each class via Moodle and are using questionnaires to gather information about how students are managing the transition. Feedback from students is being gathered by the DMIT and an extensive report is being prepared by our Senior Manager in Quality Assurance and Enhancement.

Ongoing training is being provided to faculty, students and staff to support the transition to online learning. Resources are being shared, and guides and videos are being developed on a weekly basis. Online training and individual support are also provided to students, both by a dedicated Technology Team and by lecturers and tutors. Additional student supports have been put in place to provide assistance with the complex impact of the simultaneous events of the COVID-19 crisis and the sudden move to online teaching and learning. One example is where students are required to manage this sudden change in their responsibilities regarding childcare arrangements whilst also engaging with online learning.

The Academic Council has approved the formation of the Academic Council Covid-19 Contingency Planning Subcommittee. Faculty who consider that a change to the assessment strategy is required will consult with said sub-committee. Proposed changes will be considered with cognisance of the newly published QQI document *Guiding Principles for Alternative Assessment (COVID-19)*.

Other QA activities that are being undertaken include:

- Establishing an Academic Council subcommittee with particular responsibility for responding to the COVID-19 crisis. This occurred at an Extraordinary Meeting of the Academic Council, and is required to ensure a timely and appropriate response to the complex issues that are arising.
- Ensuring that any Academic Impropriety and related hearings can be held online rather than face to face. This required an amendment to the College's QA, in particular *Academic Impropriety Policy* and *Procedure for Hearings and Appeals*. These changes have been approved by the Academic Council subcommittee.
- Minimising the need for medical certificates, particularly in Mitigating Circumstances applications. The College considers that requiring students to visit a doctor during a pandemic is not safe for the student and places an additional strain on medical services.
- Adapting forms and procedures for COVID-19 related applications in order reduce paperwork and allow a timely response
- Developing procedures and notices relating to areas such as Data Protection and Health and Safety that address the changed context of training delivery.

7. Contacting College Staff and Faculty

Primary means of contacting Programme Leaders or Faculty/Staff should be through email contact in the first instance. Lecturers emails are available in the programme handbook. Students have been asked to also copy any email correspondence to marcella@iicp.ie and triona@iicp.ie The main College mobiles: 087-9055330; 086-0499154 and 086-2609989 will continue to operate.

7.1 Academic Contact Details

Queries about results or requests for extensions should be directed to the relevant lecturer. Please see your programme handbook for the individual lecturer email addresses. For student support, please use the emails to contact the specified staff members below relevant to your particular programme:

Programme	Staff Member
Certificate	Pamela Patchell, Programme Coordinator pam@iicp.ie
BA (Hons)	David O'Regan, Head of Academic Studies david@iicp.ie Dermot O'Neill, Programme Leader dermotoneillconsulting@gmail.com Ann Frey, Programme Leader, anncfrey@gmail.com Frankie Brown, Assist. Programme Leader, frankie@iicp.ie
MA Pluralistic Counselling & Psychotherapy	Maria Quinlan, Programme Leader mquinlan@tcd.ie
MA Integrative Child & Adolescent Psychotherapy	Gayle Doyle, Programme Leader gayledoyle78@gmail.com
Level 9 CBT Certificate	Paula Lawlor, Cert. Leader, paulalawlor123@gmail.com

7.2 Administration Staff Contact Details

Administration Area	Staff Member	Email Address
IT & Moodle	Kevin Smith, Technology Manager	Kevin@iicp.ie
Finance and Accounts	Fiona Dunne, Accounts Administrator Roderick Smyth, Financial Controller	Fiona@iicp.ie Roderick@iicp.ie
Registry Queries	Dena Ginsberg, Asst. Manager in Registry	Dena@iicp.ie
Admissions Queries	Laura Pierce, Office & Admissions Manager Dion Lloyd, College Administrator	Laura@iicp.ie Dion@iicp.ie
Placement Queries	Programme Coordinator	Pam@iicp.ie
Quality Assurance	Áine O'Reilly, Senior Manager in Quality Assurance and Enhancement.	Aoreilly@iicp.ie
Academic Management	Marcella Finnerty, College President Triona Kearns, Director of Registry & Operations David O'Regan, Head of Academic Studies	Marcella@iicp.ie Triona@iicp.ie David@iicp.ie