

## **GUIDANCE NOTE ON MAJOR INCIDENT RECOVERY ACTIONS FOR ACADEMIC DEPARTMENTS**

### **Introduction**

1. This guidance summarises the actions the School and academic departments will respectively take to deal with a major emergency incident interrupting scheduled activities on the Houghton Street site.

### **Objectives**

2. The objectives of the guidance is to help ensure:-
  - (a) that departments make preparations to handle an incident in partnership with the School's Emergency Management Team;
  - (b) that the impact of the incident is dealt with effectively so that normal activities are resumed as soon as possible;
  - (c) that developments concerning the incident are communicated effectively to students and staff so they know what to do and what not to do.

### **Timing of Actions**

3. The preparations departments need to make to handle an incident should be put in place as soon as possible.
4. When an incident occurs the guidance in this note comes into play following the initial response phase to the incident, that is, after the School, having formally declared a major incident and convened its Emergency Management Team, has:
  - (a) as directed by the emergency services, worked with departments to evacuate their staff and students safely from affected premises and directed them to emergency holding locations to await further instructions;
  - (b) established the impact of the incident on the School's scheduled activities.

### **Scope of Guidance**

5. The guidance covers:-
  - (a) the generic roles of the School and academic departments in a major incident;
  - (b) steps the School and academic departments will take to deal with the impact of an incident on three specific student-focused priority activities- (i) teaching, (ii) examinations and (iii) student induction.

### **Generic roles of the School and academic departments in a major incident**

6. *In any major incident, the broad role of the School, through its Emergency Management Team, is:-*

- (a) to take and communicate all major decisions concerning the suspension and resumption of activities;
- (b) to provide the resources and infrastructure for recovery of activities after a major incident : primarily temporary office and teaching accommodation, the restoration of IT facilities and pastoral support for students and staff.

6. *The School through its Emergency Management Team will :*

- (a) issue an initial notification that an activity has been suspended until a given date or until further notice;
- (b) make the notification of the suspension of activity known through a variety of media including : direct phone calls from the Emergency Management Team to the emergency contact person nominated by each academic department; e-mails; mass text messages; notices placed on the LSE website, plasma screens, notice boards posted at prominent locations around the campus;
- (c) issue a telephone number to emergency contact persons nominated by academic departments on which to contact the Emergency Management Team;
- (d) in the event of casualties, set up an emergency call centre to deal with calls from parents and carers of students and staff and notify academic departments of the numbers that parents and carers should ring;
- (e) notify academic departments' emergency contact persons when temporary office accommodation is available for them, liaise with them at that location, and publicise information on departments' temporary locations;
- (f) issue updates on the developing situation, including the date on which suspended activities will be resumed;
- (g) respond to any requests from academic departments for additional resources to help the recovery of their activities;
- (h) allocate responsibility to specific members of the emergency management team for maintaining contact with specific academic departments as appropriate

7. *The role of academic departments during a major incident is:*

- (a) to re-enforce messages from the School's Emergency Management Team to its staff and students
- (b) to take steps to recover suspended activities within the department when asked to do so, and using resources provided by, the School's Emergency Management Team
- (c) to raise any queries and requests for additional resources to resume suspended activities with the School's Emergency Management Team

- (d) to offer academic and support and advice to students registered in the department.
8. *Each department is asked to take the following steps to prepare for a possible incident:*
- (a) to agree who will take overall responsibility for the department's actions during any major incident and inform Andrew Webb who that person is;
  - (b) to consider setting up a departmental business recovery team to support and advise the person with overall responsibility for the department's actions during a major incident. Membership might include the Head of Department, Departmental Manager, Departmental Tutor and other colleagues key to the department's key activities.
  - (c) to nominate 2 members of the department who will be points of contact with the School's Emergency Management Team and let Andrew Webb know who they are and their contact details;
  - (d) to maintain up-to-date lists of contact details of staff in the department which can be used by the department in an emergency to establish their safety.
9. *When a major incident occurs, each department is asked to take the following steps:*
- (a) to help ensure that staff and students working in premises evacuated at the time of the incident transfer to emergency holding locations directed by the School. Staff and if requested and feasible, to help the School account for their staff and students;
  - (b) to transfer support staff from emergency holding locations to temporary replacement office accommodation as soon as it is made available by the School;
  - (e) to assess, convey to and advise members of the department of, the implications for the department of the decisions of the Emergency Management Team regarding the suspension and resumption of activities
  - (f) to offer advice on academic matters to students seeking guidance while normal activities are suspended;
  - (g) to monitor the recovery of activities and raise any issues with the Emergency Management Team, including any needs for additional resources

### **Teaching**

10. *In preparation for a major incident, departments are asked to consider what guidance to give to students taking component courses based in the department which do not have a Moodle presence about maintaining their academic progress while conventional teaching is suspended.*
11. *When a major incident occurs,*

- (a) the School's Emergency Management Team will:
  - (i) take a decision on whether it is necessary to suspend all scheduled conventional teaching for undergraduates and taught postgraduates for a period;
  - (ii) if the decision is taken to suspend teaching, publicise that decision through the means set out in 6(b) above;
  - (iii) advise contact persons in academic departments when and how they may contact the Timetables Office to discuss the rearrangement of cancelled teaching.
- (b) Academic departments are asked:
  - (i) to help disseminate information about the suspension of teaching to their staff and students;
  - (ii) to draw students' attention to the continued availability of virtual learning resources through Moodle;
  - (iii) to take whatever steps they consider appropriate to advise and assist students to optimise their use of Moodle-based facilities while conventional teaching is suspended.

### **Examinations**

12. An incident occurring during the might impact upon the following stages in the examinations process in which academic departments are involved. Departments are asked to take the steps shown in the event of an incident at each stage:
  - (a) **the transmission of the approved examination question papers for component courses run by the department to the Examinations Office.**  
Departments are asked to ensure that approved hard copy examination papers held in the departmental office prior to despatch to the Examinations Office are stored in a fire proof cupboard in the department, or elsewhere, and that papers held in electronic format are backed up on memory sticks which are stored by the departmental manager outside the office.
  - (b) **the transmission of completed examination scripts from the departmental office to examiners for marking.**  
Departments are asked to ensure that completed examination scripts are stored in a fireproof cupboard pending transmission to the Examinations Office, or are stored in a fireproof location outside the department.
  - (c) **the storage of returned marked examination scripts in the departmental office during the completion of mark frames for each component paper and the transmission of mark frames to the Examinations Office;**  
Departments are asked to ensure that returned marked examination scripts are stored in a fireproof cupboard pending transmission to the Examinations Office, or are stored in a fireproof location outside the department. Completed mark frames should be saved electronically with back ups kept on

memory sticks outside the office prior to transmission to the Examinations Office.

**(d) the holding of Examination sub-board meetings and the transmission of degree classifications to the Examinations Office**

Departments are asked to await guidance from the Examinations Office on arrangements for rescheduling sub board meetings cancelled as a result of the incident.

13. If completed and/or marked scripts are irretrievably lost, the Examinations Office will advise departments of the steps to be taken.

**Student Induction**

14. In the event of a major incident occurring during the period of student induction, the School's Emergency Management Team will advise Departments whether induction should be deferred altogether until further notice or may be continued by departments by alternative means during an interruption to normal activities.
15. If the advice from the Emergency Management Team is that induction may be continued by alternative means, then departments may wish to consider some or all of the following options:
- (a) giving essential advice and guidance via e-mail or Moodle instead of induction meetings
  - (b) establishing a help-point in a location to be agreed with the School's Emergency Management Team
  - (c) arranging social functions in off-campus venues

Andrew Webb  
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