



## APPRENTICESHIPS CONTINUITY & RISK PLAN

### PURPOSE

This plan is supplementary to our main Business Continuity Plan and is to consider those incidents that will have a significant impact on the operation of our course provision at East Essex Vocational Training (EEVT) following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

To meet the expectations and qualification criteria of the RoATP, Apprenticeship training providers are required to detail their specific Apprenticeships Continuity Plan. The plan sets out how EEVT we will take action to ensure that there is no or minimal disruption to the delivery of the apprenticeship training it delivers under its agreement with the ESFA.

EEVT is committed to ensuring that its apprenticeship provision is not unnecessarily interrupted, and in the event of interruption, its staff and apprentices would face minimal disruption, with procedures put in place to ensure a swift continuity of this provision.

The apprenticeships continuity & risk plan is designed to assist business recovery in an emergency situation for the staff members and apprenticeship learners of EEVT.

The apprenticeships continuity & risk plan Identifies and sets out the main risk assessed scenarios that could impact on the apprenticeship programmes offered by EEVT. It provides details of the response mechanisms and actions to remedy business interruption and enable the continuity of activity in as little time frame as possible. The main aims and objectives of the plan are:

### AIM

To prepare our company to cope with the effects of an emergency.

### OBJECTIVES

- to define and prioritise the critical functions of the business
- to analyse the emergency risks to the business
- to detail the agreed response to an emergency
- to identify key Contacts during an emergency

### PROCESSES AND POLICIES

Processes and policies are in place to ensure a transparent approach and methodology to the delivery of Apprenticeships. Policies for all aspects of Apprenticeship delivery are the same and there are few differences between the delivery methods across all the sectors and levels that EEVT delivers. Where there are differences, these are often down to the requirements of the Apprenticeship Standard or may be related to that particular Apprenticeship End Point Assessment (EPA).

All EEVT policies and procedures are available to staff on the EEVT website and ePortfolio system OneFile. All new staff receive training on this during their induction process and the element is signed off on the induction checklist once completed. Processes and policies are routinely reviewed on at least an annual basis by the Senior Management Team (SMT), but interim updates are agreed at SMT level if there are changes required. If a significant change is required or needs to be investigated, it is likely that the Quality Improvement plan linked to the Self-Assessment process will



be updated to include this so that suitable timely objectives can be set, and certain members of staff made responsible for the required investigation or actions.

### SCOPE

The types of major or large-scale incidents that should be considered significant include:

- Loss or absence of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- Vandalism
- Sabotage
- Theft
- Loss of confidential information/data protection issue/loss of IT/MIS
- Extortion
- Serious accident
- Serious assault
- Armed or dangerous intruder
- Bomb threat
- Pandemic
- Notifiable disease

In some instances, these incidents can be due to natural causes such as severe weather, while in other cases, equipment failure, progressive deterioration or human error or involvement may be the cause. They have the potential to lead to the following losses, which are likely to have a major impact on the operation of EEVT.

Loss of:

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding



The Continuity Business Plan ensures that there are limited and ideally no disruptions to the provision of apprenticeship training and have set up the following arrangements to ensure this.

The two main objectives of this Continuity Plan are:

1. to prevent or to minimise the effects of a disaster or disruption
2. to bring EEVT's apprenticeship & short course delivery back into full operation with minimal disruption

### ESFA NOTIFICATION

In any event that continuity of provision is disrupted, ESFA notification will be undertaken with immediate effect. ESFA guidance will be referred to and enacted including the recording of any breaks in learning in line with the funding guidance and reporting requirements on the ILR

### KEY STAFF

#### ROLES AND RESPONSIBILITIES

Key emergency contacts and functional responsibilities (these include staff responsible for managing any crisis between the centre and apprentice, the ESFA will be informed of any break in learning)

#### **Business Development Director Jamie Manicom**

- Overall responsibility for the continuity of apprenticeship training
- SMT meetings
- Liaise with Prime Funding organisations (where appropriate)
- Liaise with employers, partner providers, Awarding Bodies (where appropriate)
- Allocate resources.
- Responsible for external liaison
- Be prepared to answer questions from the media.
- Responsible for deciding whether or not staff and apprentices should be sent home.

#### **Operations Manager Pierre Gowie / Compliance Director William Walton**

- Responsibility for managing disruption in the provision of administrative services, assessment arrangements and physical premises.
- Meet and greet emergency services as they arrive, with floor plan of the building if necessary.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Agree key information to be given to apprentices by tutors and assessors.
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety.

#### **Head of Apprenticeships Angela Ward**

- Responsibility for dealing with all issues associated with learners' apprenticeship – short courses, training, assessment, resources and timely progression.



### IT / Soft Data / Business Critical Systems Jamie Manicom

- Designing, maintaining and testing strategies for handling IT disruptions to networks, servers, personal computers and mobile devices.
- Re-establishing office productivity and learning management software so that key business needs can be met.
- Implementing & testing a cyber resilience strategy: ways to defend against risks, protect critical applications and data and recover from breach or failure in a controlled, measurable way.

### Abbie Motion System Administrator and MIS

#### CONTINUITY OF APPRENTICESHIP TRAINING

All EEVT staff, students and apprentices are asked to ensure that they read and understand the contents of this plan and to that they remain aware of its contents in order to act and respond accordingly.

#### Continuity of learning key considerations:

**Designing for Different Age Groups.** Instructional design, course content and plans for support will be aligned with the skill level of age groups and the level of apprenticeship being studied

**Supporting System Training.** Training for staff, apprentices, and parents on the use of continuity of learning systems to ensure true continuity and accessibility.

**Ensuring Accessibility.** Not all apprentices may have access to the Internet, phone lines, TV or radio at the same time, or at all, during a prolonged closure or absence. Therefore, it is important to offer a variety of methods of distance learning. EEVT will abide by the Disability Act and ensure materials are available in alternative formats, when necessary.

#### TOOLS TO SUPPORT THE CONTINUITY OF LEARNING

Our apprenticeship training and short courses are delivered through a blended approach, and this provides a level of flexibility and a number of options to ensure the relevant training continues to be delivered to our apprentices. The methods of training include face to face delivery, virtual, directed and supervised learning activities. webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work- based assessments.

Training at the face-to-face workshops is delivered by two trainers which allows for contingency if there is a delay in their arrival, sickness, holiday or incident which prevents a trainer reaching the training venue.

1. We have qualified and experienced trainers and assessors who are able to step-in at short notice.
2. Where necessary, and when a workshop is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with additional virtual webinars and peer learning sessions to complete the training.
3. We have multiple training venue options available including partner venues, third- party venues and employer locations.

The following list also includes a range of tools and modalities for facilitating distance learning, including those with no, some, or great levels of technological sophistication.



**Instructional Packs.** In advance of a prolonged closure absence, trainers and assessors can prepare hard copy instructional packs that apprentices may use at home to continue their learning. Hard copy pack may include worksheets; calendars or schedules of work to be completed; directions for homework, projects, or written assignments; excerpts from textbooks or other reading materials; and sample assessments.

EEVT may take two different approaches when developing learning packs:

1. Generic packs that can be used at any point that promote apprentice learning according to level and subject-specific standards, or
2. Unit-specific packs that are based on the planned curriculum and integrate with the apprentices' current learning at their workplace or off the job training.

**Trainer and assessor Check-ins and Tutorials:** A variety of technologies (telephone, email, web conferencing, VLE) can be used to facilitate one-on-one, or teacher-and-class interaction or lesson delivery between apprentices and trainers/assessors.

**Telephone and Video Calling.** Trainers and assessors can hold group and individual discussions, or teach lessons, with apprentices in a secure and private setting.

**Email.** Use existing email service provider to send, receive, and track messages. In the event this service provider is not operating, response teams can use other online systems that allow quick distribution of multimedia content to a mass audience. There are a variety of free email services providers on the Web, including Google, Yahoo, and Hotmail, most of which support document sharing, scheduling, and web chats.

**Web Conferencing.** A variety of free web conferencing services are available on the internet. EEVT will consider setting up an account for use in cases of emergency, when distance learning methods are needed and may want to conduct workshops or learning sessions using one of these services for ease of use in the event of an emergency.

**Social Media.** Many apprentices, parents, and staff use social media on a daily basis, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers.

### Coursework and Examinations

EEVT is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off site, to ensure that no essential information is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Head of Apprenticeships, who will liaise with and be advised by the Awarding Bodies.

Apprentices will be offered individual advice sessions with a member of staff to discuss their concerns about the effects of the disaster on their work and any extra measures (advised by the Awarding Bodies) which are required to enable them to complete the apprenticeship successfully.

### COMMUNICATION CHANNELS

1. Through our training systems and available communication channels we have the following options to communicate with EEVT staff, our apprentices and students: VLE, e-mail, by telephone and our designated Twitter and 'Facebook' groups. We also have



contact details for each employer involved in our apprenticeship programmes.

2. OneFile is used for internal, organisational collaboration and storing of relevant programme data which is also backed up every 24-hours and can be accessed remotely as well as on-site.

### EXTRA TRAVEL COSTS

If apprentices and students have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and arrange to make payments to apprentices on a case-by-case basis.

### SYSTEM ENABLED CONTINGENCIES

1. Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved easily.
2. We use OneFile for organisational collaboration and storing of relevant programme data which is backed up every 24-hours (password and virus protected).

### REDUNDANCY

In line with ESFA Apprenticeship Funding rules, there may be circumstances where, if an apprentice is made redundant, EEVT must make reasonable efforts to find the apprentice a new employer. In addition to our Apprenticeships team, we have a specialist Careers and Employability service that is at hand to assist apprentices with identifying career opportunities as well as preparing them to apply for positions. Our Careers and Employability service maintains a jobs board that targets roles that are suitable for students and apprentices.

EEVT also has well established relationships with a large number of members working across different sector. Where appropriate, these relationships can be leveraged to identify opportunities for displaced apprentices. While assisting to secure alternate roles for apprentices who have been made redundant, our Careers and Employability service can provide assistance in updating CVs, interview techniques and personal branding so that apprentices are well positioned to secure alternate roles when they become available.

### TERMINATION OF FUNDS

Should the ESFA for any reason terminate access to funds as an employer provider, EEVT will work with the ESFA to ensure that a plan is in place to continue the Apprentice currently on the programme.

### EMERGENCY CONTACTS

In case of a significant incident emergency, various contact details will be available in the programme handbook for each apprenticeship cohort and on the programme page on the virtual learning environment and on EEVT's website:

<https://www.eetgroup.co.uk/contact>

### KEY CONTACTS

#### Managing Director

Jamie Manicom

[jamie@eevtraining.com](mailto:jamie@eevtraining.com)



Telephone: Telephone: 02080641577 / 07741 256 065

### **Head of Apprenticeships**

Angela Ward

[angela@eetgroup.co.uk](mailto:angela@eetgroup.co.uk)

Telephone: 02080641577 / 07410 564104

### **Head of Employability and Education.**

Trinicia Evans

[trinicia@eetgroup.co.uk](mailto:trinicia@eetgroup.co.uk)

Telephone: 02080641577

### **Training Manager**

Kelly Gibson

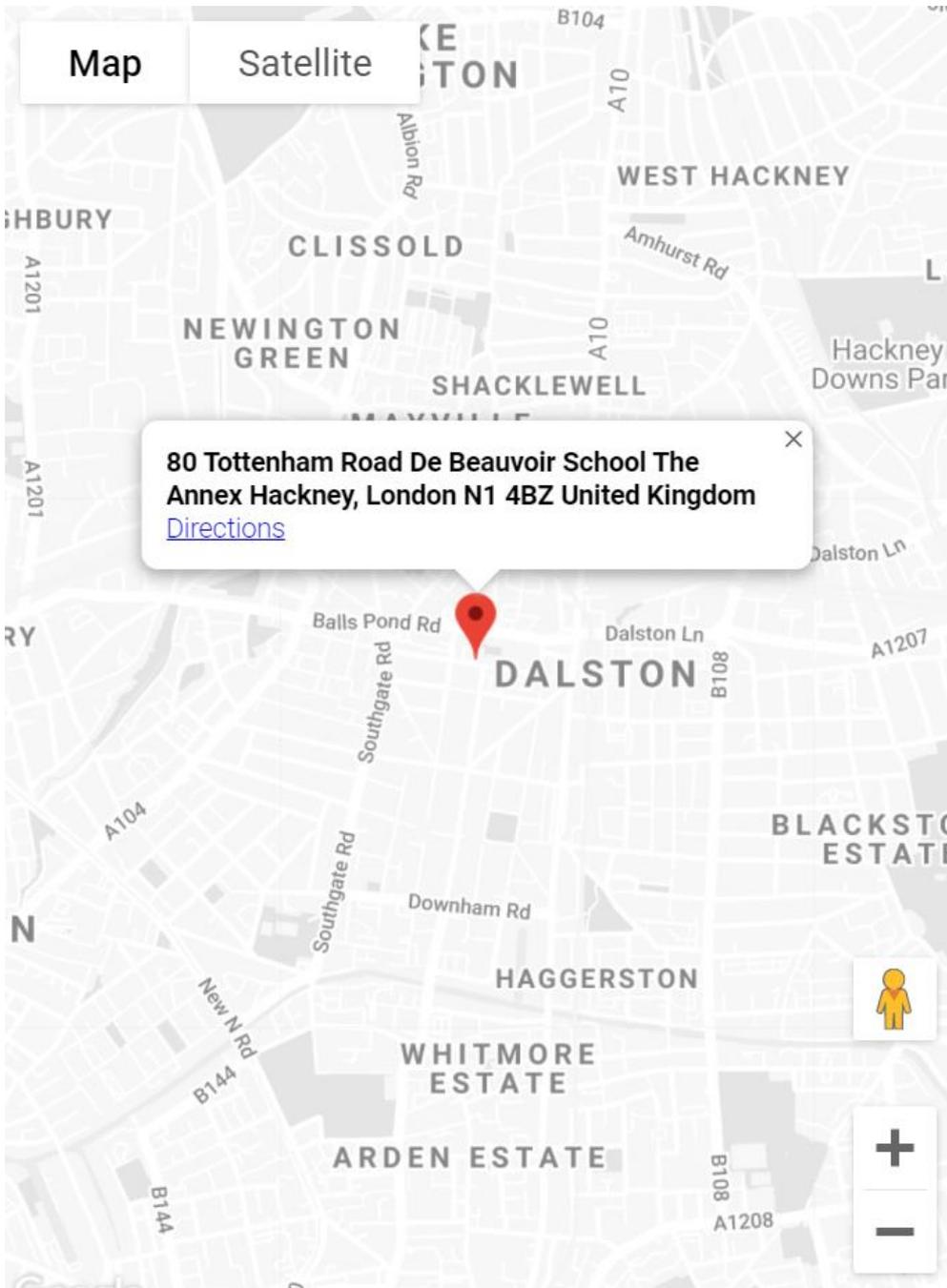
[kelly@eetgroup.co.uk](mailto:kelly@eetgroup.co.uk)

Telephone: 02080641577

### **ESFA Service desk contact information**

Telephone: 0370 2670001

Email: [SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk)



**REVIEW**

This policy will be reviewed on an annual basis or following changes to Government updates, as well as statutory guidance in relation to Covid-19 and company risk assessment policies and processes.

Signed:





Jamie Manicom, Business Development Director.

## APPENDIX A

### Business impact

Time	Effect on service
First 48hrs	<ul style="list-style-type: none"><li>Apprentice's attending taught courses will face disruption or cancellation</li></ul>



	<ul style="list-style-type: none"> <li>• ability to contact apprentices with sufficient notice maybe difficult</li> </ul>
up to 1 week	<ul style="list-style-type: none"> <li>• need to ensure MIS and other tracking data is functioning and reporting</li> <li>• need to get any affected servers up and running to restore data</li> </ul>
1 - 2 weeks	<ul style="list-style-type: none"> <li>• need to outsource teaching and assessment to ensure apprenticeships are running</li> <li>• need to minimise disruption to usual contact methods and systems for students and staff</li> <li>• Possible need to rent alternative training accommodation and equipment</li> </ul>
3-4 Weeks	<ul style="list-style-type: none"> <li>• EEVT reputation may be impacted</li> <li>• possible loss of apprentices /negative evaluations in surveys</li> <li>• potential loss of employer partners / negative evaluations in surveys</li> <li>• reduced achievement rates / impact on timely completions</li> <li>• Contracts may not be fulfilled as described</li> </ul>

## APPENDIX B



**ACTION PLAN FOR RECOVERY**

Time	Location if site is unusable	resource is required	action required
First 48hrs	<ul style="list-style-type: none"> <li>mobile office</li> <li>Trainers work from home</li> </ul>	<ul style="list-style-type: none"> <li>Mobile phones</li> <li>Laptops</li> <li>Internet service remote LAN</li> </ul>	<ul style="list-style-type: none"> <li>Contact staff</li> <li>contact apprentices</li> <li>organise alternative temporary accommodation</li> <li>obtain loan laptops</li> <li>repair servers</li> <li>restore data on servers</li> <li>assess damage to site/ equipment</li> <li>contact insurance provider</li> </ul>
up to 1 week	<ul style="list-style-type: none"> <li>Mobile office</li> <li>assessors use workplace</li> <li>trainers work from home</li> </ul>	<ul style="list-style-type: none"> <li>mobile phones</li> <li>MIS software</li> <li>laptops</li> <li>cloud based VLE</li> <li>IT support from white label</li> <li>Internet service</li> </ul>	<ul style="list-style-type: none"> <li>organise alternative temporary location with employer partners</li> <li>ensure OneFile software onto all laptops and restore data</li> <li>rebuild server /restore data</li> <li>Assessors to continue with workplace visits</li> <li>utilise partner or facilities from business network</li> <li>Existing transport links utilised</li> </ul>
1 - 2 weeks	<ul style="list-style-type: none"> <li>Hire temporary office space</li> <li>utilise partner employer facilities</li> </ul>	<ul style="list-style-type: none"> <li>phones</li> <li>mobiles</li> <li>laptops</li> <li>server cloud</li> <li>Internet service</li> </ul>	<ul style="list-style-type: none"> <li>reconnect staff to server</li> <li>Hold staff meeting too brief personnel</li> <li>contact apprentice's employers and temporary staff</li> <li>Organise hired accommodation</li> <li>assess any impacts and organise new timetables/ schedules</li> </ul>
3-4 Weeks	<ul style="list-style-type: none"> <li>Hire alternative training rooms</li> <li>utilise partner employer facilities</li> </ul>	<ul style="list-style-type: none"> <li>server</li> <li>computers</li> <li>laptops</li> <li>cloud</li> <li>IT support</li> <li>OneFile</li> </ul>	<ul style="list-style-type: none"> <li>utilise partner employer facilities</li> <li>operate in hired accommodation</li> <li>arrange equipment for rooms</li> <li>reschedule taught elements</li> <li>organise new timetables</li> <li>reschedule trainers</li> <li>contact apprentices</li> <li>contact employers</li> </ul>



## APPENDIX C

### BUSINESS CONTINUITY CHECKLIST

#### MITIGATION PLANNING

Generic planning tasks (please add other business specific actions points)	Completed Y/N
Identify minimum resource requirements	
Identify critical supplies – Ensure sufficient stocks are in place, source alternative suppliers and product	
Contact critical suppliers to identify whether they have contingency plans in place. If applicable, refer external organisations to Cabinet Office Guidance available on UK Resilience website: <a href="#">UK Resilience</a>	
Use more than one supplier, on a regular basis, for critical services and materials	
Identify interdependencies between other businesses, business units, services and organisations, to ensure service delivery can be maintained	
Identify tasks that support business critical functions	
Identify all business-critical services and tasks that must continue during a disruptive event	
Consider the impact of greater demand on the critical services you provide and the plan to manage the increased workload, if appropriate	
Determine the potential impact of a disruptive event such as Influenza pandemic, on your business-related travel	

Staff Issues (please add other business specific actions points)	Completed Y/N
Identify key members of staff in critical roles	
Prepare a skills matrix to identify transferable skills	
Provide and maintain cross-training	
Document operational procedures for all tasks supporting a critical service to enable tasks to be undertaken by other staff	

Staff Issues – home-working	Completed Y/N
Identify which staff could operate from home	
Test home-working arrangements	
Check Human Resources working at home policy	



Maintain staff contact details including home/mobile phone numbers and e-mail addresses	
Liaise with IT Services regarding IT requirements Hardware, Software, instructions, training etc.; Security and data integrity	
Prepare Matrix of IT critical equipment requirements in emergency for Critical Tasks/Critical Users	

Document Management	Completed Y/N
Liaise with IT Services to set up shared directories for access to key documents. Prepare table of detail of directories	
Ensure key documents are stored in shared directories. Prepare list of key documents	

E-Mail Management	Completed Y/N
Liaise with IT Services to set up shared Outlook mailboxes for critical user groups. Prepare table of detail of shared mailboxes	
Where appropriate set up secondary user access to personal Outlook mailboxes. Prepare table of detail of secondary users	
Establish routine of sending e-mails/copies to shared Outlook mailboxes	

Communications	Completed Y/N
Collate and create mobile telephone directory	

Service planning tasks	Completed Y/N
Identify services which could be stopped or reduced during a disruption	
Identify staff from non critical task areas who could act as temporary support cover to assist in critical task areas	
Identify how internal resources could be reallocated to ensure those activities connected to critical tasks are maintained during a disruptive event	

**RESPONSE CHECKLISTS**

Loss of Staff (Temporary/Permanent)	Completed Y/N



Staff illness	
Staff absence due to illness of dependent children/closure of schools	
Loss of large numbers of staff	
Loss of small numbers of key staff (managers/specialists)	
Industrial action.	
Liaise with Human Resources	
Review staffing arrangements	
Appropriate managers and staff to be re-deployed from other areas as required	
Staff temporarily re-deployed – cover by agency staff if appropriate	
For industrial action – HR to provide strategic guidance for managers	

Influenza Pandemic	Completed Y/N
Consider the impact of greater demand on the critical services you provide and <b>plan to manage the increased workload if appropriate</b>	
Determine the potential impact of the pandemic on your business-related travel	
Consider planning for the use of audio or video conferencing as alternatives to traveling/attending meetings to reduce person-to-person contact	
Forecast potential employee absence during a pandemic. For <b>Influenza Pandemic</b> planning purposes, the estimated worst-case scenario is for a cumulative clinical attack rate of 50% of the population over 15 weeks for each phase.	

Damage to premises	Completed Y/N
Liaise with the Council building control department regarding dangerous structures, if appropriate	
Notify utility companies (e.g., gas, water, electricity, telecommunications)	
Consider impact on staff and public health and safety e.g. <ul style="list-style-type: none"> <li>▪ Loss of electrical power affecting fire detection and alarms, lighting, emergency lighting, heating, swipe card access, intruder alarms/security.</li> <li>▪ Loss of water supply affecting catering, sanitation, e.g., toilets and hand washing facilities etc</li> </ul>	
If structure is dangerous, take advice and reasonable action to	



remove/reduce immediate danger to staff and the public. Action may include: <ul style="list-style-type: none"> <li>▪ Barricade off</li> <li>▪ Arrange for repair</li> <li>▪ Removal of the hazard if appropriate.</li> <li>▪ Scaffolding or shoring to make the building safe until permanent work can be arranged may have to be organised</li> <li>▪ Have the premises secured to prevent unauthorised access</li> </ul>	
Identify alternative premises if required	
Contact the IT department regarding implications for IT and communications infrastructure	
Implement arrangements to maintain building security	

<b>Loss of Premises/Access Denied</b>	<b>Completed Y/N</b>
Identify alternative premises if appropriate.	
Notify staff: Advise of action to take for next working day (e.g. staff for high criticality functions go to alternative location, staff from lower criticality functions call in for further information)	
Staff may need practical assistance e.g. to get home, obtain spare keys, notify relatives/friends to assist	
If you are unable to contact all staff, (e.g. if incident occurs out of working hours) arrange for staff to be met on arrival at site on next working day and advise them what to do and where to go (as above)	
Establish staff 'information line' number with recorded message of action to take (Use Reception until a dedicated line can be set up and details publicised to staff)	

<b>Loss of Utility Supply (Gas, Water, Electricity)</b>	<b>Completed Y/N</b>
Contact service provider to establish: <ul style="list-style-type: none"> <li>▪ Extent of disruption.</li> <li>▪ Remedial action being taken.</li> <li>▪ Length of time before restoration of service</li> </ul>	
Consider impact on staff and public health and safety e.g. <ul style="list-style-type: none"> <li>▪ Loss of power affecting fire detection and alarms, lighting, emergency lighting, heating, swipe card access/security.</li> </ul>	



<ul style="list-style-type: none"> <li>Loss of water supply affecting catering, sanitation e.g. toilets and hand washing facilities</li> </ul>	
Contact the IT department regarding implications for IT and communications infrastructure	
Identify alternative premises if necessary	

<b>Loss of IT and /or Communications</b>	<b>Completed Y/N</b>
Contact your IT department regarding impact on IT and communications infrastructure	
Publicise alternative contact details to staff and public	
Identify alternative premises if unable to	
Prolonged incident consider alternative supply	

<b>Loss of Supplier</b>	<b>Completed Y/N</b>
Identify alternative material resources	
Identify alternative service provider	