

BUSINESS CONTINUITY POLICY & PROCEDURE

1) Purpose

This document sets out the actions Engineering Trust Training (ETT) will take in the event of a 'High Risk Business Critical' incident, which threatens our ability to operate the business in a normal way. The following procedures will be followed to allow day-to-day operations to continue. It is not an exhaustive list; however, it does give the framework within which ETT can develop and implement plans that allowing delivery to continue.

This policy and procedure is designed to limit, and ideally remove, any disruption to the provision of our apprenticeship training.

The two main objectives are:

- a) to avert or to minimise the effects of major disruption
- b) to bring ETT's apprenticeship delivery back into full operation with minimal disruption

2) Tools to support the continuity of learning

- a) Our apprenticeship training is delivered through a blended approach which provides a level of flexibility and several options to ensure the relevant training continues to be delivered to our apprentices under most circumstances. The methods of training include;
 - i) face to face delivery
 - ii) virtual learning
 - iii) directed and supervised learning activities
 - iv) online-portfolios
 - v) telephone coaching and setting of actions
 - vi) feedback remotely
 - vii) work-based learning assignments
 - viii) work-based assessments
 - ix) use of third-party organisations such as colleges.
- b) ETT's use of an electronic portfolio platform and virtual learning environment which enables training to continue remotely during events such as national lockdowns. Assigning activities and resources, video calling, and web-based communication are all used. All qualifications, activities and resources are readily available to the apprentices in the event of any disruption and can be accessed from any location.

3) Apprentices (in company apprenticeship delivery)

- a) Should it not be possible for ETT to continue delivering its ESFA or Levy funded apprenticeship programmes in the short term, the following action will be taken.
 - i) Apprentices would be contacted and the reason for non-delivery explained.
 - ii) Action plan and timeline put in place to rectify the issue and resume delivery. This may mean alternative ETT staff or provision being put in place.
- b) Should it not be possible for ETT to continue delivering its ESFA or Levy funded apprenticeship programmes in the long term, the following action would be taken.
 - i) The ESFA will be contacted and informed as to the action being taken to remedy the issue that is causing the inability to deliver.
 - ii) An alternative provider would be identified and contacted to determine if a transfer of the apprentice(s) was possible.
 - iii) The learner and employer would be informed of the need to transfer.

- iv) Once a transfer(s) has been confirmed ETT would work with the new provider to supply the necessary learner/employer information to ensure a successful transfer.
- v) The ESFA would be notified to confirm the learner transfer following the guidance set out in the Funding Rules.
- c) Should, in any event, it not be possible for ETT to continue to deliver a qualification the following action would be taken.
 - i) The awarding body will be contacted and informed as to the action being taken to remedy the issue that is causing the inability to deliver.
 - ii) ETT will work with the awarding body to identify an alternative provider who would be able to complete the delivery.
 - iii) The learner and employer would be informed of the need to transfer.
 - iv) Once a transfer(s) has been confirmed, ETT would work with the new provider to supply the necessary learner/employer information to ensure a successful transfer.

4) Employers

- a) Should it not be possible for an employer to continue delivering its ESFA or Levy funded apprenticeship programmes in the short term, the following action will be taken.
 - i) Apprentices would be contacted and the reason for non-delivery explained.
 - ii) Action plan and timeline put in place to rectify the issue and resume delivery.
- b) Should, in any event, it not be possible for an employer to continue to deliver its ESFA or Levy funded apprenticeship programmes the following action would be taken.
 - i) ETT would attempt to find an alternative employer to determine if a transfer of the apprentice(s) was possible.
 - ii) The learner would be supported to either find a new employer, a new provider who has opportunities suitable to them or an alternative route.
 - iii) ETT would work with the new employer or provider to supply the necessary learner/employer information to ensure a successful transfer.
 - iv) The ESFA would be notified to confirm the learner transfer following the guidance set out in the Funding Rules.

5) Subcontractors

- a) ETT subcontracts aspects of their apprenticeship delivery to colleges. It is however fully understood that although the aspect is delivered by these organisations, responsibility for these learner's rests with ETT.
- b) Regulation and governance of subcontractors can be found in the Subcontractor Policy.
- c) If a subcontractor was temporarily unable to continue, the apprentices would remain in-company and visited by ETT staff to continue their learning whilst the issue is resolved.
- d) If a subcontractor was unable to continue long term, the relevant clauses in the Subcontractor Agreement would be triggered.
- e) Where appropriate, a period of time will be given to the subcontractor to allow them to address any issues or shortcomings that have led to their inability to continue.
- f) If unable to rectify or due to facility failure, business failure or due to a time critical issue, ETT would find alternative provision.
- g) Learner and employers would be informed of the changes and the reasons the change is required and relevant amendments to the apprenticeship paperwork made.

6) Loss of 'KEY' Member of Staff

- a) In the event of sudden loss of a member of staff, the following procedures would be implemented:
 - i) Training Officer. The remaining Training Officers together with the Head of Delivery would cover the work of the member of staff until a permanent replacement had been recruited.

- ii) TESA Lecturer. The remaining lecturing team with the Head of Engineering Learning would cover the work of the member of staff until a permanent replacement had been recruited.
- iii) Head of Delivery, Head of Engineering Learning or Head of Quality, Risk and Compliance. The Director of Delivery & Operations with support from other ETT Staff would cover the work of the member of staff until a permanent replacement had been recruited.
- iv) Director of Delivery & Operations. The Chief Executive with support from the Head of Delivery and Head of Engineering Learning would cover the work of the member of staff until a permanent replacement had been recruited.
- v) Accountant. A temporary accountant would be employed to advise on and operate the 'Xero' systems for ongoing Management Accounts and Payroll whilst a permanent recruitment is agreed. Payroll is currently outsourced.
- vi) Finance and Funding Coordinator. The Accountant, Head of Quality, Risk & Compliance and Chief Executive would cover the work of the member of staff until a permanent replacement had been recruited.
- vii) Recruitment Coordinator. The Director of Delivery & Operations with support from other ETT Staff would cover the work of the member of staff until a permanent replacement had been recruited.
- viii) Chief Executive. Trustees of The Engineering Trust (parent company) would undertake to direct the Director of Delivery & Operations until such time a replacement had been identified and recruited.

7) Loss of Premises

- a) In the event of ETT business premises becoming unusable, work would be continued by staff working from home, until such time as the existing premises are re-usable or alternative premises identified.
- b) All systems and documentation are electronic and can be accessed remotely by staff.
- c) If destroyed, items would be purchased to replace those lost. Insurance cover is in place to mitigate these costs.

1) Loss of Electronic Data

- d) Data is stored in cloud-based platforms and backed up off site, managed by a 3rd party IT support company, Phantasia. They maintain our Microsoft platform and have their own recovery policy and process should the loss of data be from systems they host/manage.
- e) Learner funding and ILR data can be recovered from the ESFA web-based systems.
- f) Apprentice and learner data is managed and retained on several cloud-based systems. Each system has its own recovery policy and process should the loss of data be from systems they host/manage.

8) Website

- a) The company website and services are hosted remotely on a guaranteed site which is managed by H2 and backed up to ensure no loss of service and data integrity in the case of restoration.

9) Transportation Needs

- a) ETT does not provide transport for apprentices due to the nature of its apprenticeship delivery. All apprentices are employed and located in the workplace with day release to TESA or their local sub-contracted college.

10) Emergency Contacts

- a) Apprentices have the contact details of their Training Officer, ETT HQ (below) and the CEO (his mobile number is on OneFile as the DSL)

- b) Employers have the contact details of their Training Officer and the Head of Delivery (below) and/or CEO.
- c) If the main phone number is not available, calls will be forwarded to the CEO's mobile phone.
- d) Additional contact details will be published on an emergency page which would be set up on ETT's website should the situation require it. <http://www.theengineeringtrust.org/>
- e) ESFA Service desk contact information. Telephone: 0800 0150600
[Email: helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)

11) Emergency Contact Details

- a) The Engineering Trust Training Ltd, 11 Wedgwood Road, Bicester, OX226 4UL.
Telephone 01993 882008. Email info@theengineeringtrust.org.
- b) CEO: Mark Vingoe 07939 296280
- c) Director of Delivery & Operations: Melvyn Parr 07807 348696