

# BUSINESS CONTINUITY POLICY - Apprenticeships



**Policy Group:** Health and Safety

**Effective:** May 21

**Approved:** Brenda Mcleish, CEO

**Responsible officer:** Mushall Khan,  
Director of Corporate Operations

**Next renew due:** May 22

**Ref no.:** 2.4A

# GUIDANCE

Values | Vision | Tone of Voice

## Values



## Vision

Transforming lives through learning

## Tone of voice

Our tone of voice takes its direct influence from our core values.

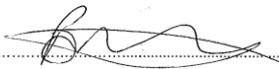
We are passionate about people and learners and are driven to get the best out of everyone by getting to understand them. We are caring and supportive, as well as being determined and strive for growth. We talk with purpose and enthusiasm in a way that connects and empowers people.

Innovation is at the heart of Learning Curve Group and we're always thinking about what's next!

## SUMMARY CHANGES

Date	Page	Details of amendments
May 21	all	Reflect new structure and use of Aptem and Cognassist

This policy has been reviewed and approved by the CEO:



## I. Introduction and Scope

Learning Curve Group (LCG) is one of the largest national training providers in the UK, providing education and training nationally. All companies within the LCG family uphold the same company vision, mission and core values and follow our group policies and procedures.

<b>Company</b>	<b>UKPRN</b>	<b>Registration Number</b>
<b>Learning Curve Group Limited</b>	10008935	05233487
<b>Profound Services Limited</b>	10022358	5969610
<b>Northern Care Training Limited</b>	10013515	05256533
<b>Acorn Training Consultants Limited</b>	10000108	03182459
<b>London Hairdressing Apprenticeship Academy Limited</b>	10035171	07710651
<b>Antrec Limited</b>	10043333	07873541

This plan is supplementary to LCGs Major Incidents and Business Continuity Plan. It provides the framework for responding to major incidents that significantly impact the continuation of the apprenticeship operations thus leading to short-term closure or suspension of activity.

It is important that LCG can support apprenticeship training throughout an apprentice's time on programme. To minimise the risk of unforeseen circumstances disrupting training the Apprenticeship Business Continuity Plan is in place. It provides guidance and support to enable us to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The policy will be activated in response to an incident causing significant disruption to the delivery of apprenticeships, particularly in delivery of key or critical activities e.g.

- Total or partial loss of utility provision or critical systems prohibiting delivery of services
- Loss of confidential information/data protection issues
- Denial of access to facilities due to damage e.g., Fire, flood, explosion, vandalism
- Loss of a key resource delivering critical support
- Serious injury or death
- Release of toxic or harmful materials in the vicinity
- National emergencies e.g., pandemics, terrorist attacks

The above list is not exhaustive and other circumstances may trigger the plan being activated.

The plans aim is to minimise disruptions and enable the continuation of apprenticeship delivery.

Delivery staff involved in apprenticeship operations, apprentices and employers are provided with this plan to ensure they understand its content and know how to act accordingly.

Testing the plan

This policy will be tested annually in line with major incidents across all areas of the business including a disaster recovery plan operated by the data centres

## II. Business Critical Systems

Learning Curve Group apprenticeships are delivered either remotely, at employer premises, at Head Office or at our Training Academies.

LCGs apprenticeship data is stored electronically either remotely or online. Remote data is stored on portable company issued laptops, secured by passwords that are changed regularly. The retention of data is in line with that required by our funding partners.

Electronic data is held on business-critical systems which are Proactis, Aptem, Smart Assessor, Skills Forward, Cognassit and the Microsoft Office 365 server. All systems are secured by passwords individual to the user that are changed on a regular basis.

The main way we communicate is via email, Microsoft Teams and telephone. All staff are issued with work mobile telephones and laptops. Mobile phones are configured to include access to the internet and emails. If these are unavailable, staff have access to landline telephones and can use personal phones.

All staff are provided with portable IT equipment to enable them to work remotely at home, at LCG Academics or off site in places such as public spaces (libraries, community centers etc.) and at the employer's premises as required. As such, this serves as another alternative method of operation.

Emails are backed up to the Office 365 server which allows lost data to be recovered, and for staff to access email accounts from any PC with their own secure log in. Internet access is required for emails, key learning and assessment systems (Aptem, Smart Assessor, Cognassit and Skills Forward). All staff mobile phones have portable mobile data.

## III. Roles and Responsibilities

In the event of an incident that requires this plan to be activated the following sets out roles and responsibilities. Key contacts are provided in Appendix I.

## IV. LCG Phase out strategy:

If LCG are unable to continue with apprenticeship training the following process will be followed:

- Communicate with the key contact of the ESFA to advise the current position
- Ensure that the ESFA has all the required information and communicate with them continuously
- Work with the prospective apprenticeship training provider and share the required training information
- Notify Aptem and advise them to transfer all learner information so there are no gaps in the apprenticeship delivery

The key roles and responsibilities are noted in Section V.

## V. Roles and Responsibilities

In the event of an incident that requires this plan to be activated the following sets out roles and responsibilities. Key contacts are provided in Appendix I.

### Director of Corporate Operations

- Overall responsibility for the continuation and coordination of apprenticeship delivery
- Inform LCG emergency response team
- Inform and liaise with ESFA
- Liaise with all affected delivery managers to agree contingency plans for learners
- Decide on requirements for access to alternative venues if required liaising with local providers where possible
- Communication to Aptem
- Communication with learners and parents as required
- Notify funding bodies via the Director of Funding and MIS

### Director of Quality and Performance

- Notify Awarding and End Point Assessment Organisations of temporary assessment venues as required
- Enquire of available assessment adaptations-/Special assessment requirements should they be required.
- Conduct remote quality sampling to ensure temporary delivery arrangements are of suitable quality
- Oversee the risk assessments for safeguarding and welfare concerns.

### Director of Marketing and Communications

- Responsible for informing any employers who may be affected by the incident and how it may affect their learners.
- Ensure employers are informed of any incident where required and how it may impact them in the short term
- Outline any alternative arrangements that have been made e.g., different premises etc.
- Liaise with media to ensure appropriate and informative communications

### Head of Health and Safety, Estates and Environment

- Meet and greet emergency services as they arrive with a floor plan of the building
- Building security while the building if the building is not accessible
- Salvage critical documents/equipment if this can be done safely -
- Ensure signage and notices are in place on all doors/boundaries to prevent access to dangerous areas
- Alongside the Director of Corporate Operations manage any transfer to alternative premises and arrange for them to be operational within agreed timescales including furniture and equipment
- In cases of suspected illegal/terrorism activity, contact the police
- Ensure all colleagues, learners and visitors are safe and accounted for
- Ensure all significant occurrences and decisions are recorded, together with reason for decision made

#### Head of Service/Centre Manager for the affected premises

- Responsibility for the immediate evacuation of the premises and the safety of all affected colleagues, learners and visitors. First point of contact for the emergency services until the incident coordinator arrives onsite.
- Marshal learners, staff and visitors at the nominated assembly point
- Arrange for transfer of everyone to place of safety if required
- Arrange for warm, dry shelter for everyone in the short-term if required
- Turn off gas, electricity, etc., if this can be done safely
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc. alongside the emergency services
- Co-ordinate the sending home of learners and colleagues based on advice from the Director of Apprenticeships via ERT
- Arrange payment of any additional travel costs to apprentices if an alternative site is identified
- Prepare a risk assessment of vulnerable learners that require additional support and monitoring for various reasons.

#### Director of People

- Responsible for ensuring staff welfare during any event including contact with immediate family members where required
- Establish contact with immediate family members of any colleagues or learners who have been injured
- Ensure that all colleagues are aware of what assistance is available in recovering from a major disaster, specifically medical and insurance assistance and, where applicable, counselling

#### Head of IT

- Responsible for checking backup data
- Should a data breach occur, check against ICO requirements and inform accordingly
- Provision of additional technology should it be required
- Ensuring remote access to support remote delivery and learning for staff and learners

## Appendix I

Contact	Contact Details
Mushall Khan Director of Apprenticeships (ERT member apprenticeships)	07485310438 <a href="mailto:Mushall.khan@learningcurvegroup.co.uk">Mushall.khan@learningcurvegroup.co.uk</a>
Director of Quality and Performance	07946224669 <a href="mailto:Gail.crossman@learningcurvegroup.co.uk">Gail.crossman@learningcurvegroup.co.uk</a>
Ian Oyston Head of IT	07866 120028 <a href="mailto:ian.oyston@learningcurvegroup.co.uk">ian.oyston@learningcurvegroup.co.uk</a>
Neil Whittaker Director of Marketing & Communications	07971 596430 <a href="mailto:neil.whittaker@learningcurvegroup.co.uk">neil.whittaker@learningcurvegroup.co.uk</a>

Christopher Shaw Large Provider Team Contract Manager	<a href="mailto:Christopher.SHAW@education.gov.uk">Christopher.SHAW@education.gov.uk</a>
Louise Clough Director of People	07870 517335 <a href="mailto:louise.clough@learningcurvegroup.co.uk">louise.clough@learningcurvegroup.co.uk</a>
Mark Fletcher Head of Health & Safety, Estates & Environment	07773 064838 <a href="mailto:mark.fletcher@LearningCurveGroup.co.uk">mark.fletcher@LearningCurveGroup.co.uk</a>
Mike Driver Smart Assessor	01709 916151 <a href="mailto:michael.driver@smartapprentices.com">michael.driver@smartapprentices.com</a>
Aptem Luke Gillett	07949040009 <a href="mailto:Luke.gillett@aptem.co.uk">Luke.gillett@aptem.co.uk</a>
Cognassit – Carrin Rothwell	07990019687 Carrin Rothwell
Daniel Howard Skills Forward	0782 434 6678 <a href="mailto:daniel@skillsforward.co.uk">daniel@skillsforward.co.uk</a>
ESFA	08000 150 600 <a href="mailto:helpdesk@manage-apprenticeships.service.gov.uk">helpdesk@manage-apprenticeships.service.gov.uk</a>