

Business Continuity Plan (BCP) - Apprenticeship

Plan Statement

The plan is designed to address the anticipated issues that will occur with a significant event. A significant event will range in size and impact but is likely to affect services to learners (Apprenticeship and Traineeships moving to Apprenticeship) and employers. Potential events will require the business meet one or a number of the objectives set out in the plan.

Crisis Team

- John Herman (JH) - Press, Emergency Services, Legal Advisors
(Crisis Manager)
- Terry Ivens (TI) - Insurers, suppliers, bankers, utilities, Accounts (TSG/Opera), Payroll (Sage)
(Deputy Crisis Manager)
- Dave Horner (DH) - **Learners** – Apprenticeships Lead supported by Programmes Manager, Operations Manager and Delivery Manager. E-portfolio, e-learning and virtual classroom (Smart Assessor and all EPAO's), learner transport, physical learning locations.
- Debbie Taylor (DT) - **Customers/ employers** - Contact database (Goldmine) Lead supported by Sales Manager, Recruitment Manager and Marketing Manager. Meeting software (Microsoft Teams)
- Darren Bunting (DB) - Telephone systems providers, emails & internet, incl BT, EE, Oosha Staff via Personnel Funding Contracts, ICT systems providers, MIS (PIC's via Pellcomp),

Priorities

The following objectives are identified as being critical to the normal functioning of the company business and the delivery of its services in the case of a significant event. The objectives detailed below are likely requirements based on a significant event but not all objectives may be required depending on the nature of the event.

Plan Review

The Business Continuity Plan is reviewed annually by all members of the Crisis Team and agreed with the Senior Management Team.

Plan last reviewed: March 2021

Next Review date: March 2022

Additionally this plan will be reviewed as a result of legislative changes between dates.



Darren Bunting
Managing Director

Scenario and associated objectives

Scenario: Physical event which directly impacts service to learners and employers. E.g. Fuel Crisis, Pandemic.

Objective: To continue the delivery of training, assessment, information advice and guidance services to the Company's learners and employers in accordance with Intec's standards of service, the funding and quality requirements of the Education and Skills Funding Agency (ESFA) and Ofsted.

Timescale: To maintain standard level of service within 24 hours to learners and employers with all mobile telecoms operational.

Actions: *Communications:*

- i) Coordinate communication of the event, its impact and plan of action to learners and employer. – **DH**
- ii) Where needed central based employees issued with mobile phones and laptops. Field teams maintain current mobile phones and laptops. Full list of contact details remain published on intranet and circulated through internally through email. – **DB**
- iii) Where needed alternative communication route established for each member of staff. This may require the use of personal contact details drawn from personnel file, use of social media, web based email access. Personal details used only where consent has been obtained and in the event of emergency. – **DB**
- iv) Crisis team to keep contact and provide regular briefings and updates to their respective groups. – **DH and DT**

- v) Crisis team leads to hold daily operational briefing, moved to weekly as required – **DB**
- vi) Crisis team leads to provide daily report on learner and employer activity – **DH and DT**

Operations:

- i) Where required, and face to face delivery is taking place, alternative delivery locations established within 24 hours for learners. Locations to be within close vicinity of original location – **DH**
- ii) Learner transport arrangements to new locations to be reviewed by Tutor. Where required support is to be sourced – **DH**
- iii) Where delivery locations are not a feasible option all delivery moved to virtual classroom (Smart Assessor). Undertaken by working through supporting delivery structure – **DH**
- iv) Where deemed necessary pastoral support increased as part of learners training experience. Where training continuity is no longer a possibility pastoral support provided weekly and then as required to all learners – **DH**
- v) All employer meetings moved to on line meetings (MS Teams) – **DT**
- vi) SLA secures IT systems back up to cloud/remote site (Oosha/PIC's via Pellcomp). – **DB**
- vii) SLA reviewed with learning resources and portfolio systems suppliers to ensure continued access for learners to resources and portfolio. - **DB**

Scenario: Event impacts systems. E.g. Loss of learning resources, e-portfolio, central systems.

Objective: To restore systems and ensure continued delivery of training, assessment, information advice and guidance services whilst systems are being restored. Delivery to be in accordance with Intec's standards of service, the funding and quality requirements of the Education and Skills Funding Agency (ESFA) and Ofsted.

Timescale: To have systems for learners and employers live and operational within 8 hours. Internal systems within 24 hours.

Actions:

Communications:

- i. Coordinate communication of the event, its impact and plan of action to learners and employer. – **DH**
- ii. Ensure field teams communications by systems that remain operations - mobile phones, laptops, email, MS Teams, . Full list of contact details remain published on intranet and circulated through internally through email. – **DB**
- iii. Where needed alternative communication route established for each member of staff. This may require the use of personal contact details drawn from personnel file, use of social media, web based email access. Personal details used only where consent has been obtained and in the event of emergency. – **DB**
- iv. Crisis team to keep contact and provide regular briefings and updates to their respective groups. – **DH and DT**

Operations:

- i) Work with partners to monitor and maintain learner access to Smart Assessor, CMI, Highfield and Equal platforms. – **DH**
- ii) To work with systems provider (Oosha) restore data and functions onto remote servers at Oosha – **DB**
- iii) Where needed all members of staff to work from home, maintaining daily contact with crisis team and line manager, NB staff list. – **DB**
- iv) To access and activate email, internet and PIC's – **DB**
- iv) To access and activate Goldmine for employers- **DT**

Scenario: Event impacts premises and locations of learning

Objective: To relocate central service staff and satellite learning centres to alternative premises, serviced offices, all telecoms restored.

Timescale: To have new learning centres within 24 hours. Head Office location fully operational within 48 days. NB Learner records (PIC's), Employer records (Goldmine).

Actions:

Communications:

- i) Coordinate communication of the event, its impact and plan of action to learners and employer. – **DH**
- ii) Communicate with field teams the loss of locations and actions being planned. – **DH**

Operations:

- i) To arrange new learning premises within locality of current learning premises. – **DH**
- ii) To ensure learners and employers receive and acknowledge communication of alternative arrangements. –**DH and DT**
- iii) Learner transport arrangements to new locations to be reviewed by Tutor. Where required support is to be sourced – **DH**
- iv) Where needed all members of staff to deliver remotely, maintaining daily contact with learners, employer, crisis team and line manager, NB staff list. – **DB**
- v) To arrange temporary alternative head office location/facility – **JH**
- vi) To arrange utilities supply, insurance, etc – **TI**
- vii) To arrange ICT hardware and telecoms systems and relocate software systems at new location. – **DB**

Scenario: Event means Intec can no longer deliver training (temporarily or permanent) / Potential market exit

Objective: To ensure the delivery of training, assessment, information advice and guidance services to the Company's learners and employers continues.

Timescale: To source alternative provision for all learners and employers within 1 month.

Actions: *Communications:*
i) Coordinate communication of the event, its impact and plan of action to learners and employer. – **DH**

Operations:

- i) Develop plan and agree with Governance board. Plan to be determined by either permanent or temporary restriction to deliver training- **DB**
- ii) Inform ESFA key Contact and arrange required meetings. – **DB**
- iii) Timetable of start and completion of plan submitted to ESFA including Tutor caseloads. Include complete learner details and planned completion dates for each individual learner. – **DB**
- iv) Intec's plan to be communicated to key partners including End Point Assessment organisations, Awarding Bodies and Systems suppliers.

- v) Review SLA with suppliers and ensure learner portfolio and resource access. - **DH**
- vi) Work with ESFA to source suitable, quality alternative provision. - **DB**
- vii) Work with alternative provision providing details of learners, locations, delivery format, access to portfolio and resources, expected completion dates, details of employer grants where necessary, funding drawn, remaining funding and learning required for each individual learner. – **DB.**
- viii) Provide learners and employers introduction to alternative provision in agreement with the ESFA. – **DB**
- ix) Company's SMT to monitor the delivery plan milestones on a daily basis. – **DB**
- x) The plan, on completion, will be signed off by the Company's Governing body and confirmation sent to ESFA. - **DB**

Medium/Long term objectives

Objective: To restore all service delivery to be fully operational for learners, employers, funding agencies, customer and suppliers.

Timescale: To have the business functioning as normal within targeted number days agreed by Crisis Team.

Actions:

- i) To restore full service to learners, customers, employers and field sales team from permanent location - **DT**
- ii) To restore full internal support service to all field delivery staff on a permanent footing - **DB**
- iii) To restore full regional operational service to funding commissions and learners on a permanent footing. - **DB**

Objective: To return the Company's Head Office and satellite site training facility to a permanent site with all utilities, telecoms, computer systems, furniture and fittings fully functional.

Timescale: To have the business fully operational with all services and functions restored within new premises within 26 weeks.

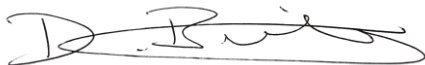
Actions:

- i) To arrange learner attendance at permanent location – **DH**
- ii) To arrange occupation of head office facility on permanent site – **JH**
- iii) To arrange utilities supplies, other suppliers, insurance, etc to permanent site – **TI**
- iv) To arrange hardware, software, telecoms systems to permanent site. – **DB**

Emergency Contact Numbers

ESFA Key Contact:	Tracey Brown:	07885 966836
Oosha Service Desk:	-	01902 394601
Oosha Key Contact:	Wayne Barber	01902 394600 / 07787255586
Pellcomp Service (PIC's):	-	01603 492620
Smart Assessor:	Danny Taylor	07590010990
CMI Key Contact:	David Murley	07703705057
Highfield:	James Rockley	07738 449590
City and Guild:	Paula Hinsley	01924 206711
Equal: (Skills Network)	-	01757 210022
TKUK	Mike Bartoszewicz	03333583344
Sage:	-	01914 795955
TSG/Opera:	-	0845 0540302
EE:	Lee Ali	07985154928/08000793333
BT:	Michelle Arnold	01234844999/08003289643
Prior Analytics-Goldmine:	-	03456588121

Signed



Darren Bunting
Managing Director