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Continuity of Apprenticeships Plan

1. PURPOSE AND SCOPE

The scope of this policy is to consider those incidents that will have a significant impact on the operation of BPIF Training following a major crisis or disaster or an event which creates the need for a short-term organisation closure or a loss of data. It presents an action plan that shall be implemented to deal with the immediate response to, and the post management of a major incident or short-term closure. It determines the roles and responsibilities of the individual managers involved. BPIF Training do not subcontract delivery therefore the scope of this policy is for apprentices being taught by BPIF Training staff members.

Staff are asked to ensure that they read and understand the contents of this plan and to ensure that they remain aware of its contents in order to act accordingly should disaster strike the organisation. This policy is to be read in conjunction with BPIF Training's Business Continuity Plan.

2. OBJECTIVES

The two main objectives of this Continuity Plan are:

1. To avert, or to minimise the effects of a disaster
2. To bring the provider back into full operation with minimum disruption.

Included in this plan are details of how BPIF Training will, in the event of a major incident, manage:

- Alternative communication channels
- Alternative modes of transport
- Alternative site of operations
- Back-up of business-critical systems
- Back of and restore of data
- Emergency contacts in the event of a significant incident

3. BUSINESS CONTINUITY TEAM (BCT)

The Business Continuity Team (BCT) has ultimate responsibility for the development, implementation and monitoring of the continuity plan. Core responsibilities is set out in Section 10

4. MANAGEMENT OF AN INCIDENT

In the event of a disaster which affects the continuity of apprenticeships, the Managing Director of Training will become the Team Leader of the BCT and will involve all those members of the BCT as are necessary to deal with the crisis and aftermath.

5. IMPLEMENTATION

As soon as possible after a major incident the Managing Director will assess the situation to determine if the Continuity Plan for apprenticeships needs to be put into effect.

If the Managing Director is no longer able to undertake the duties of the post, or is unavailable at the time of the incident, the Head of Data and Compliance will deputise as the Team Leader until such time as the Managing Director returns or the Training Board appoint a successor.

If the Head of Data and Compliance is unable to undertake these duties, then team leadership will pass in turn to the CEO of BPIF Training until the Managing Director or 'deputy' are able to resume overall responsibility for the continuity of apprenticeships.

6. EFFECTS OF A MAJOR INCIDENT

- The inability of the provider to meet its contractual obligations to deliver its teaching programme to apprentices and all learners
- Prosecution and litigation
- Adverse publicity

7. TYPES OF MAJOR INCIDENT

Large scale incidents that should be considered significant and which will affect the continuity of apprenticeships training

- Loss of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- Vandalism
- Sabotage
- Theft
- Loss of confidential information
- Data protection issues
- Loss of IT / Management Information Systems
- Extortion
- Serious accident
- Serious assault
- Armed or dangerous intruder
- Bomb threat
- Pandemic
- Notifiable disease

In some instances these incidents can be due to natural cause's e.g. 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 issues which are likely to have a major impact on the operation of the provider:

Loss of:

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

8. CRITICAL LOSSES

Some departments and facilities are considered to be crucial to the functioning of BPIF Training's apprenticeship provision in either the short or long time. They include:

Critical Buildings / Facilities	Critical Losses
Essential Building Services (Gas, Water, Electricity)	Power, lighting, heating, hot water Security systems and fire alarm systems Communications
Meriden Office 2 Copse Drive, Meriden Business Park, CV5 9RN	HR/Staff records Learner Records (physical) Information and Data Systems Examination papers and storage Funding and Finance records (finance department)
IT rooms and servers	Communication systems

In some instances, the loss of individual rooms or services may not in itself be crucial, however, the loss of a number of similar facilities may constitute a crisis.

9. RISK ASSESSMENT

In order to minimise the possibility of a major incident occurring, the BCT shall ensure as far as is reasonably practicable, that any perceived risks have been determined, assessed, mitigated against and recorded. There will also be separate disaster recovery plans for key areas, such as IT.

10. RECOVERY TEAMS

Overall responsibility for Business Continuity Management of BPIF Training is with the Chief Executive Officer whereas responsibility of the continuity of apprenticeship training is delegated to the Managing Director.

Departmental/Process Responsibility

Membership	Name: Membership Director Deputy: Specialist Services Director
IT	Name: Head of IT Deputy: Senior IT Specialist
Finance	Name: Finance Director Deputy: Finance Controller
HR Internal	Name: Head of HR Deputy: Membership Director
Media/Communications	Name: Marketing Director Deputy: Senior Marketing Manager
Training	Name: Managing Director Deputy: Head of Data and Compliance

10.1 Management of Short-Term Provider Closure

BPIF Trainings apprenticeship provision may be disrupted to events outside of its control which will necessitate closure for part of a day or more. Such events include

- Power failure
- Water failure
- Failure of heating services
- Severe snow or other hazardous weather conditions
- Serious security risk

Information to staff and apprentices regarding the current situation will be relayed via BPIF data and compliance team led by the Head of Data and Compliance. Communication methods will include email, website and telephone. It will be ensured that all individuals with the information need will be communicated to and confirmed that communication is received, where appropriate.

During this time, most staff will be sent home or requested to stay home until further notice. However, it may be necessary to call on a number of key staff, and/or other members of the BCT to remain at or attend the provider to help oversee the remedial action and to maintain essential services as determined at the time.

Key staff required to attend (if reasonably practicable) under such circumstances may include members of the following departments, though this list is not exhaustive and particular arrangements will be made on the day or as conditions dictate.

- Members of the BCT
- IT/MIS staff
- HR & Finance
- Central administration

10.2 The Role of the Business Continuity Team

To manage an incident by:

- Implementing alternative strategic arrangements contained within Departmental Emergency/Disaster Recovery Plans or Provider health and Safety Policies
- Ensuring statutory compliance with regard to RIDDOR
- Ensuring adequate recourses are available to implement emergency plans
- Informing where applicable
 - Training board and boards of directors
 - Parents of next of kin
 - Insurance companies
 - Education and Skills Funding Agency
 - Ofsted
 - Media
 - Police
- Coordinating and supporting travel arrangements
- Enlisting the help of trained counsellors for stress or bereavement support
- Instructing lawyers
- Maintaining adequate records

10.3 Specific responsibilities of the Business Continuity Teams

Each role identified below will designate a deputy and each role will all team members should keep this plan for reference at home in case of a business disruption that happens after normal work hours.

Managing Director

- To oversee and facilitate action plan

- To disseminate information to relevant bodies, including the ESFA
- To inform the training board and keep informed

Head of Data and Compliance

- To assist with the recovery process by assuming specific delegated tasks as determined by the Managing Director
- To prevent unauthorised access to areas of danger
- To liaise with emergency services
- To procure temporary buildings and services
- To activate call divert on the provider incoming telephone number

Finance Director

- To set up emergency budgets and monitor spending

Marketing Director

- To disseminate information via the media
- To relay written communication regarding the current issue to the website and other social media platforms.

Head of HR

- To liaise with all staff as required

11. RESPONDING TO A CRISIS

Regardless of the disruption circumstances, or the identity of the person(s) first made aware of the interruption, the Managing Director must be notified immediately in the following cases:

- Two or more systems and/or sites are down concurrently for three (3) or more hours.
- Any problem involving a voice/data/Internet/wireless network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions is about to occur.

Notification of incident affecting BPIF Training sites

If in-hours:

Upon observation or notification of a serious or potentially serious issue or network disruption at a BPIF location, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate, and notify the Managing Director

If out of hours:

If the crisis concerns security of the provider, the call is likely to be taken by the CEO via the Alarm Monitoring Company or the Police. The CEO will notify the Managing Director immediately who will begin any implementation of the continuity plan.

In both cases, in and out of hours, if any of the following conditions exist;

- Network performance has sufficiently degraded to where normal operations are not possible for three or more hours

- Any problem at any network infrastructure asset, system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The person reporting the incident will provide the following information to the Membership Director who will inform the Managing Director Immediately.

- Type of incident (e.g., Hardware failure, fire, hurricane, flood).
- Summarise the damage (e.g., minimal, heavy, total destruction).
- Meeting location that is a safe distance from the disaster scene.

12. IMPLEMENTING THE CONTINUITY PLAN

a) Evacuation & Emergency Action

The procedures for safe evacuation of the premises and the alerting of the emergency services are as set out in the Health and Safety Policy available on the Staff Shared Area.

b) Immediate security of buildings and salvage arrangements

The Training Support Manager will arrange for the immediate security of the damaged areas, including arranging for temporary cover of exposed areas and storage of furniture, equipment etc. The Training Support Manager will also supervise all salvage and recovery work, bringing in specialist firms where necessary e.g. salvage of books, electrical and electronic equipment etc.

c) Suppliers and Contractors

The Training Support Manager is required to keep a list of suppliers who may make deliveries to or who service the Provider so that they may be contacted to advise their staff to suspend or redirect delivery of supplies if necessary. The Financial Controller maintains a list of Specialist Authorised Contractors who may be called upon to assist with refurbishment or emergency repairs

d) Insurance

The Finance Director shall notify the insurance company as soon as possible after the incident (and normally before any salvage work has begun)

e) Telephones

To arrange alternative communications, an email is to be sent to support@bpif.org.uk followed by a telephone call explaining that there has been a power outage or flood etc. and ask for a divert. The Managing Director may authorise the temporary hire of mobile phones for essential staff in addition to those already held by staff members, where applicable. The Head of IT should be contacted immediately so that he may contact the Supply Company to reinstate the system as quickly as possible or install additional lines.

f) Key Contact Lists

The Training Support Manager shall keep up-to-date contact lists (work & home phone numbers and addresses of individuals and next of kin) of all training staff and will also be able to access apprenticeship records in case of an emergency.

g) Contact arrangements and emergency numbers

If the Provider is closed with no immediate alternative accommodation available, then the staff and any apprentices affected shall be advised to stay at home. Staff and apprentices are expected to seek regular information bulletins regarding the immediate situation by visiting BPIF Training website and accessing social media sites or by dialling the Provider directly to listen to a recorded message which will relay up to date advice and instruction. Apprentices should also contact their dedicated training coordinator or internal quality assurer.

h) Internal Communications

The Managing Director will be responsible for the format and content of all internal communications to apprentices and training staff concerning the incident and its aftermath. Members of staff deputed to give out information will be well briefed, with a written statement provided to them by the Managing Director available for reference.

A meeting of all staff should be arranged, if possible, on the same day to give information on the incident and apprentices briefed by their respective training coordinator if appropriate. Questions should be answered as straightforwardly as possible.

Only the facts should be presented, without speculation on the causes or consequences of the incident; in particular no blame should be attributed. If questions arise to which there are as yet no answers, this should be acknowledged honestly.

Regular bulletins should be issued, including up-to-date information on the location and contact numbers of all displaced staff and alternative training and work accommodation.

i) External Publicity

The Marketing Director or CEO are the only nominated persons for media liaison. On no account shall any other member of staff contact the media without authorisation from the CEO

j) Alternative Accommodation

The Head of Data and Compliance and Financial Controller shall be responsible for procuring alternative accommodation. The Managing Director and Apprenticeship Managers will be responsible for assessing the amount and type of accommodation required, and the equipment needs.

k) Office Re-scheduling

Where possible, alternative office space will be allocated to staff on the basis of priorities agreed by the Managing Director.

l) Coursework and Examinations

BPIF is required to keep copies of all essential coursework and examinations, where not online, 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. All online systems are backed up daily to the cloud so should there be risk to online systems, all work will be available to the latest back up.

The Training Management Team will meet as soon as possible to consider the effect of the disaster on Apprenticeship portfolios and examination entry. This information will be disclosed to the Apprenticeship Managers 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 course successfully.

m) Temporary Staff

If temporary staff are required, the Managing Director and Finance Director should liaise with all the relevant details so that they may contact an appropriate agency.

n) Alternative Modes of Transport and Travel Costs

If apprentices have to pay extra travel costs to attend another site then arrangements will be made to provide assistance with these costs and support with alternative travel arrangements. Learners can also remotely access their learning through the Smart Assessor E-Portfolio as well as the Smart classrooms integrated into this platform. Where Smart Assessor may have an incident, their continuity plan will be followed. Also, training coordinators have access to content through remote desktop applications. The Finance Department will calculate the additional cost involved and will make arrangements to make payments to apprentice

o) Budget

An emergency budget will be available to cover additional costs associated with the emergency. The Managing Director will have discretion to use this budget in consultation with the Finance Director. The Financial Controller is responsible for making any necessary arrangements for bank overdraft or loan, pending settlement of insurance claims.

p) Monitoring

Staff will receive advice on how to look for signs that the distress caused by the incident is having a continuing effect on a member of staff or an apprentices' performance. Staff and apprentices should be asked to keep alert to differences in behaviour in one another and signal if they have any concerns that an individual may be suffering from stress related to an event.

q) Record Keeping

The Managing Director shall ensure that an accurate written record of events is compiled for future reference. Each member of the BCT should be encouraged to keep a diary during the crisis that notes specific times that actions were instigated and completed. Diaries can then be used during team meetings to confirm specific action or instruction and help to provide crucial information for the final report.

r) Remote access to college network and online resources

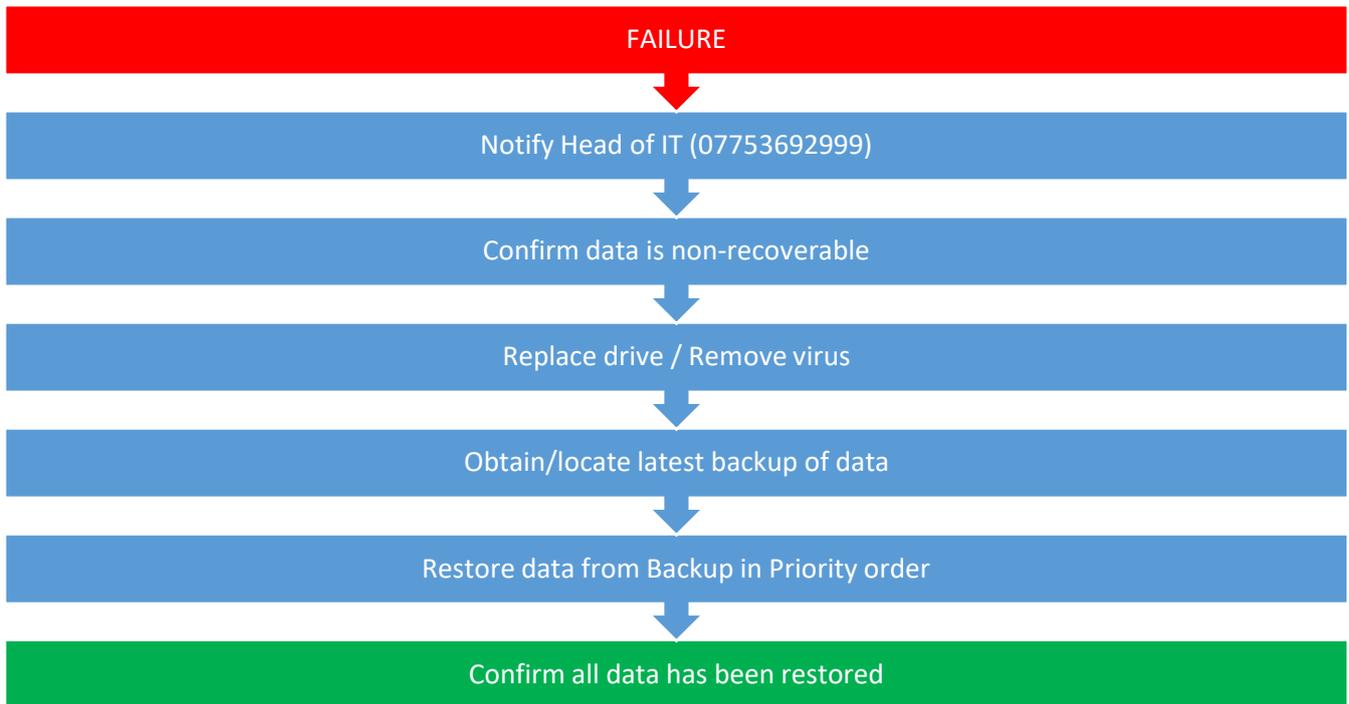
Provided that the IT network system is fully functional, and the internet access is not disrupted, staff will be able to access all systems remotely:

s) Where it is no longer possible to deliver training

Should there be an instance where BPIF Training can no longer deliver training to learners and apprentices, we will ensure that in the first instance the Education and Skills Funding Agency is informed before communicating with learners and employers. BPIF Training will ensure that we work with all parties to ensure that the transfer of learning is fully supported, and learners and apprentices are not disadvantaged.

13. SPECIFIC ACTION PLANS

a) Hardware failure and & Cyber Attack



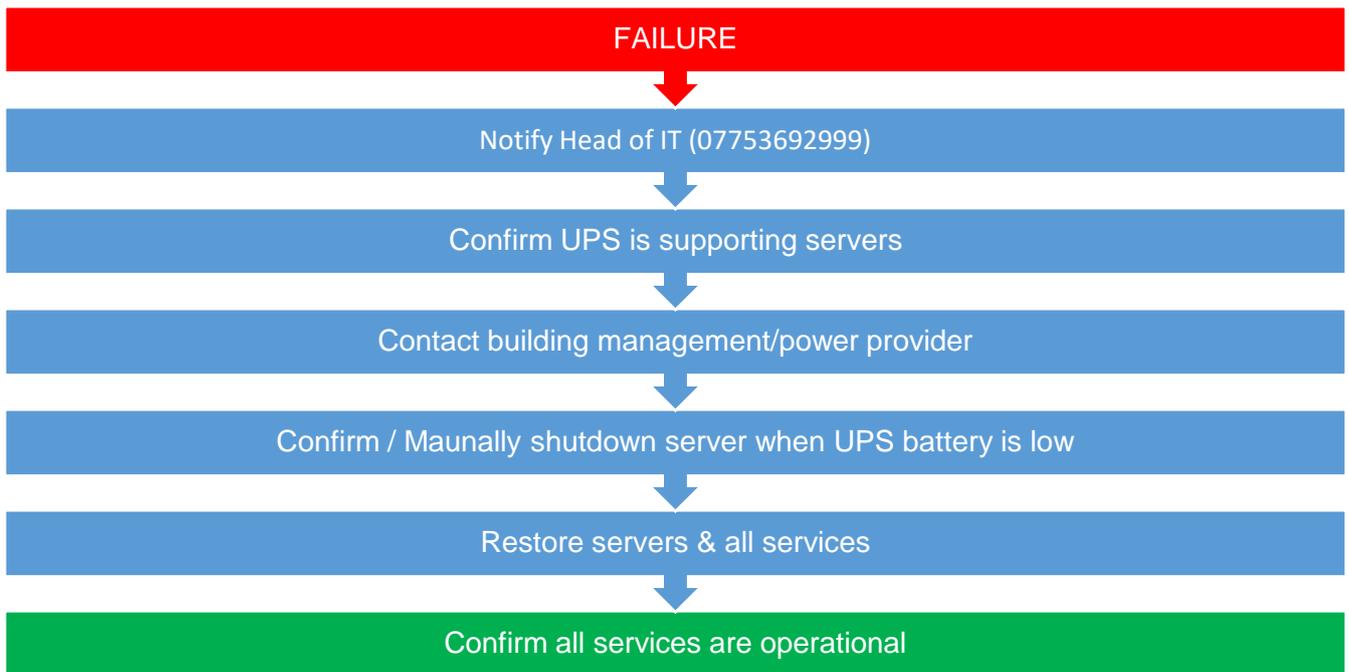
Existing Control Measures

All servers are now running Veeam Backup and replication, Veeam Backup & Replication is the only solution that lets us verify the recoverability of backups, recover instantly and test upgrades in an isolated environment before putting them in production.

The servers combined with the new backup software means that entire server restores from on-site data can be completely extremely quickly, restores from the Cloud backups will be a lot slower as you are limited by your download speed.

Backups take place nightly

b) ***Failure of Power***

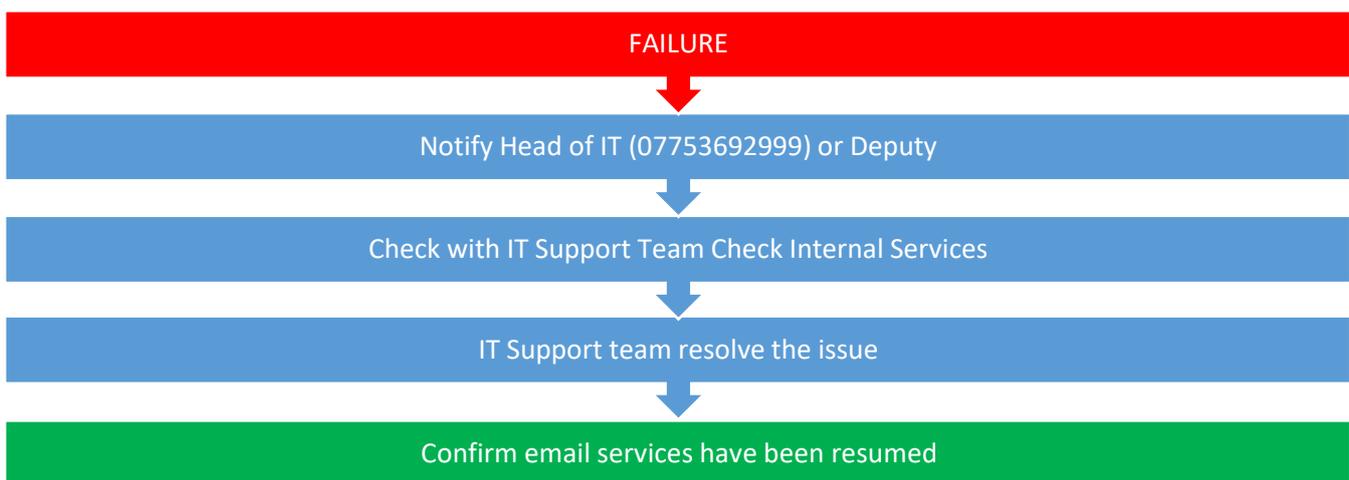


Existing Control Measures:

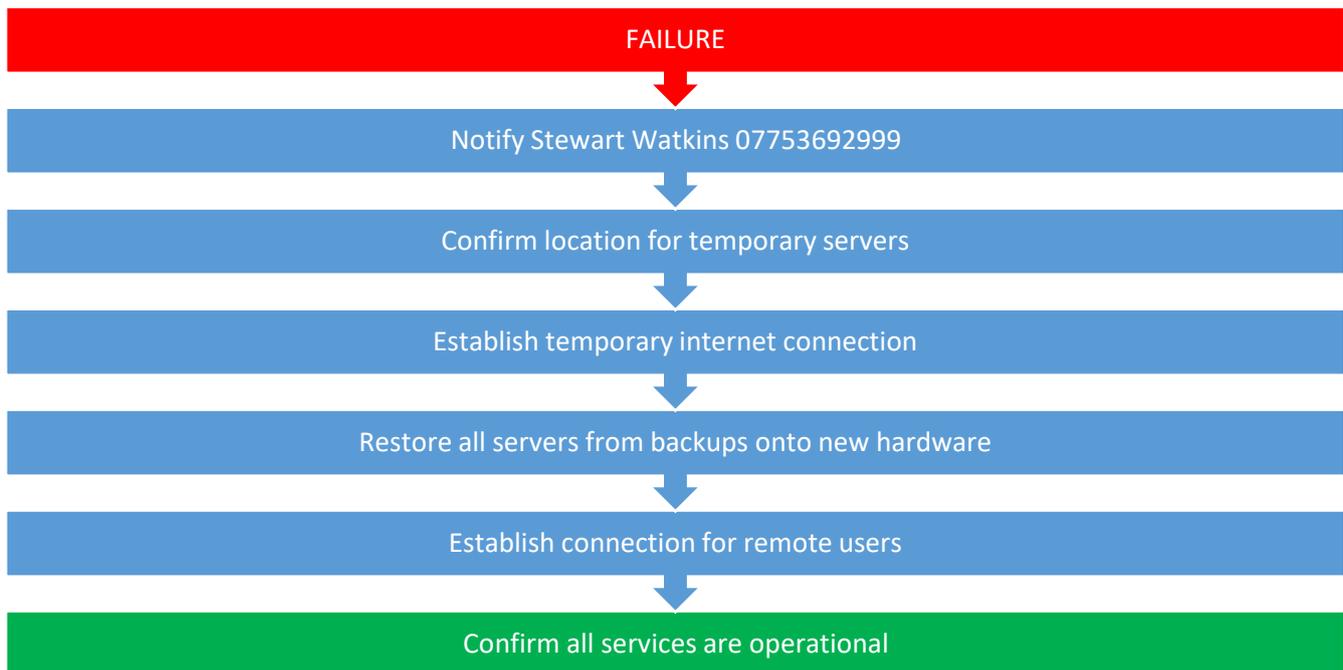
All servers and communications equipment are protected from power surges and power failure by UPS devices onsite.

These UPS devices are network managed and will support the servers for a limited amount of time, when the battery power becomes low the servers will automatically shut down to prevent any damage to data

c) Email Recovery



d) Complete Server Failure / Damage Recovery



Existing Control Measures;

All servers are running Server 2016 the latest Server operating system from Microsoft on new HP hardware. The exception to this is the email Server running Server 2012r2 and Exchange 2013 on the hardware this is because BPIF had already purchased Exchange email server 2013 and it will not run on Server 2016. The Exchange email server was previously running on Server 2008r2 this has now been moved to the latest support Operating system Server 2012r2 which is supported by Microsoft until 10/10/2023.

All staff are now running Windows 10 and the Antivirus has been upgraded for free to a cloud product that is compatible with the latest version of Windows 10.

e) Fire Premises Damage

In the event of a fire

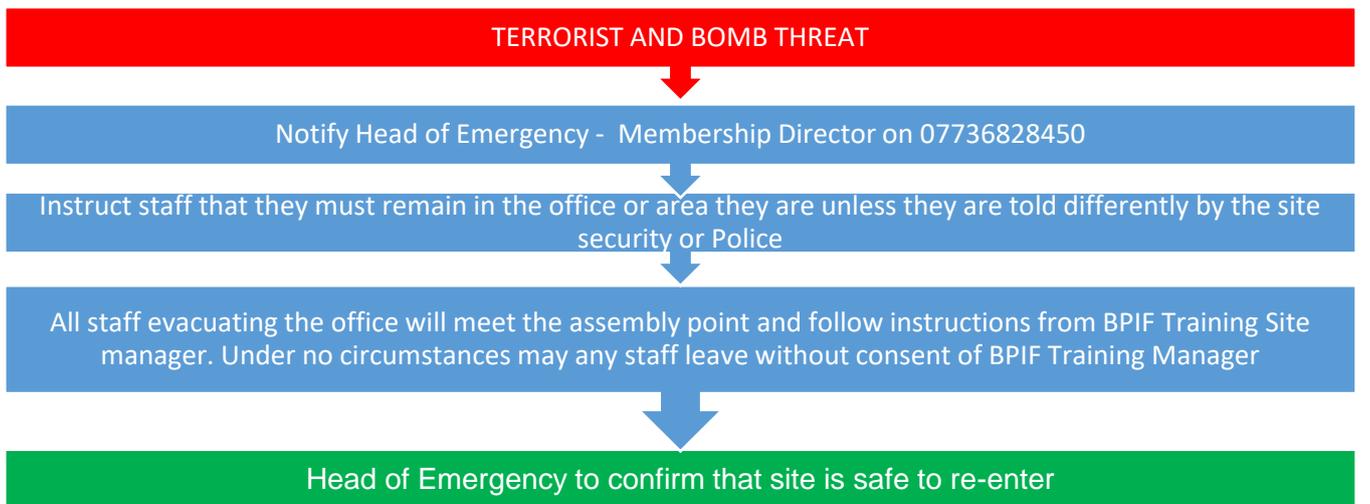
If fire or smoke is present in the facility where network infrastructure assets are located, evaluate the situation and determine the severity, categorise the fire as a major or minor incident and take the appropriate action as defined in this section.

Call 999 or contact your local first responders as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish minor fires (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any other fire or smoke situation will be handled by qualified building personnel until the local fire department arrives.
- In the event of a major fire, call 999 and immediately evacuate the area.
- In the event of any emergency situation, such as system and network security, site security and personal safety are the major concerns. If possible, the lead network administrator and/or designee should remain present at the facility until the fire department has arrived



f) Terrorist and Bomb Threat



g) Flood or Water Damage

In the event of a flood or broken water pipe near any network infrastructure location, the guidelines and procedures in this section are to be followed.

Water detected below raised floor may have different causes:

- If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately.
- If water is of a major quantity and flooding beneath the floor (water main break), immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow management's instructions.

FLOOD or WATER DAMAGE

Assess the situation and determine if outside assistance is needed; if this is the case, dial 999 immediately

Notify Membership Director (7736828450) in any case and Head of IT if there is a threat to IT Hardware or Software.

BPIF Manager to notify all employees on site of the situation and to be prepared to cease working. If out of hours, then BPIF Training Manager is to contact employees using the contact sheet on page

Head of Emergency to confirm that site is safe to re-enter and inform Dale Wallis on 07736828450

h) Pandemic

In the event of a local epidemic or a pandemic then BPIF Training will refer to the Pandemic action plan and the Continuation of Training Processes. As well as ensuring that all government guidelines are followed BPIF Training will follow steps identified below:

1. Engage with employees, apprentices, and employers
2. Understand Vulnerabilities
3. Risk Assess
4. Introduce change to prevent spread
5. Communicate changes to all staff, apprentices and employers
6. Monitor the operation

14. KEY PERSONNEL - CONTACTS

a) Out of Hours Contacts

First Name	Surname	Mobile No	Role
Charles	Jarrold	07748761508	CEO
Karly	Lattimore	07493803170	Managing Director
Peter	Allen	07977017106	Finance Director
Amy	Hutchinson	07985635019	Marketing Director
Stewart	Watkins	07753692999	Head of IT

b) BPIF Insurance Providers

Insurance Broker: Howden UK Group Limited
Woodlands
Manton Lane
Bedford
MK41 7LW

Telephone number: 01234408888

1st Contact: Alim Uddin – Senior Account Handler
 Mobile: 07590876860
 Telephone: 01234408614
 Email: alim.uddin@howdengroup.com

2nd Contact Karl Lewis – Associate Director
 Mobile: 07507558077
 Telephone: 01234408613
 Email: karl.lewis@howdengroup.com

c) Meriden Contacts

- Electrician - Ben Brown 07946 831370
- Broken window replacement or temporary repair - Ben Brown 07946 831370
- Security 01926 494826

d) ESFA Contact

Tracey Brown
 Senior Manager
 Further Education Directorate Territorial Team – Coventry and Warwickshire
 Mobile: 07885 966836

15. BUSINESS IMPACT ANALYSIS

Likelihood	X	Severity	=	Risk Rating
Not Likely 1	X	No Impact on Business 1	=	
Likely 2	X	Minor Impact 2	=	
Very Likely 3	X	Major Impact 3	=	
Risk Rating =	1	- 2	=	Low Priority
	3	- 5	=	Medium Priority
	6	- 9	=	High Priority

<u>Event</u>	<u>Likelihood</u>	X	<u>Severity</u>	=	<u>Risk</u>
Fire Premises Damage	2		3	6	High

Cyber Attack	3	3	9	High
Flood or Water Damage	1	1	1	Low
Hardware Failure	3	3	9	High
Loss of key person	2	3	6	High
Failure of Electricity, gas or water	3	3	9	High
Terrorist and Bomb threat	1	3	3	Medium
Influenza or Outbreak of similar illness	1	2	2	Low

REVIEW

The Apprenticeship Complaints Procedure was updated on 24th September 2021. The policy is to be reviewed annually, as a minimum with the next review date being no later than 24th September 2022.

Signed:



Name: Charles Jarrold
 Job Title: Chief Executive Officer
 Date: 24th September 2021