

Stanfords Training Limited Business Continuity Plan

Introduction

This plan is intended to ensure:

- The approach to and actions to support Continuity of apprentices is understood by all staff and key stakeholders.
- Internal and external dependencies are identified

Objectives

The objectives of business continuity planning are to ensure that Stanfords Training

- Understands its critical activities and maintains the capability to resume operations within appropriate timeframes
- Increases resilience by protecting critical assets and data (electronic and otherwise) through a co-ordinated approach to management and recovery.
- Minimises impacts using a focused, well-managed response activity.
- In the event of a disruption to any of the business services whether it be through disaster, emergency or incident this plan sets out our approach to ensure the business returns to 'normal' operations as soon as possible.

Key Staff

The following members of staff will be responsible for implementing this plan in the event of disruption:

Mohammed Sowe – Managing Director
Ebrima Fatty – IT Manager
Aran Bains – Apprenticeship Manager
Salma Sabiah – Administrative Officer

Welfare of Staff and Apprentices/learners

The welfare of staff apprentices / learners will be a key priority of the business should disruption occur to the business. In implementing this plan, we aim to manage any additional pressures or welfare concerns for staff, apprentices/learners.

We will:

- ensure staff members have clear instructions regarding the priorities of the business and their role when a major disruption occur
- ensure managers monitor staff to ensure their welfare is maintained and seek to identify any staff members who may have suffered undue stress or even trauma as a result of the disruption. Where this is identified, management will consider

- providing appropriate support and assistance
- ensure candidates/apprentices have clear instructions regarding any changes to the delivery of their programme
- ensure teachers / assessors monitor candidates/apprentices to ensure their welfare is maintained and seek to identify any individuals who may have suffered undue stress or even trauma as a result of the disruption. Where this is identified consideration will be given to the provision of appropriate support and assistance

Communications

Staff

The manager responsible is Aran Baines who will be assisted by Salma Sabiah. The personnel who will be called are as follows: Mr Bains and Ms Sabiah have the call list which is kept up to date and is held on the secure drive which has cloud storage back up.

First Call

Managing Director
Academic Director
Finance Director
Compliance Manager
Quality Manager
Programme Manager
IT Manager
Administrative Manager

Second Call

Programme Leaders
Lead IQA
Lead Assessors/Job Coaches

Apprentices /Learners

All apprentices onsite at the time of the outage/business disruption will be informed by the apprenticeship manager who will brief them fully on the situation and how it will affect them.

All apprentices will be contacted via email, telephone and OneFile. They will be briefed on the situation and how they could be affected. The 24-hour helpline number will be given and this can be used by apprentices to contact us when they need to. Programme leaders will be briefed by the Programme Manager who will ensure all Teaching staff are contacted as a matter of urgency. All apprentices will be updated using OneFile by their Assessors/Job Coaches. OneFile is a cloud based secure e'portfolio system that can be accessed by apprentices and employers.



Apprentice Employers

As soon as the situation occurs a risk assessment will take place and apprentice employers will be informed as soon as the situation becomes clear, A full explanation of the situation and its effects will be given to each apprentice employer. This will be done by the apprenticeship manager and his team.

Equipment

Should the disruption to the business affect business critical equipment i.e., telephones, computers, training materials or facilities we will:

All staff have their own IT equipment consisting of mobile phones and laptops.

Stanfords Training has an MIS that is cloud based and is accessible to all staff and will allow working from home. The e'portfolio is accessible to all apprentices, assessors/job coaches and employers. As all these services are cloud based and accessed from the cloud then these are all up to date and allow direct contact.

Scenarios

Scenario 1 - Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office and training facility inaccessible.

Step 1: Evacuation of premises & safeguarding of staff, candidates/apprentices
During office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow fire drill procedure	Apprenticeship manager and fire Marshalls
2. Check evacuation is complete	Check everyone (staff and visitors incl. learners and apprentices) on-site have been evacuated	Apprenticeship manager And Admin Team
3. Verify if incident is real	If false alarm, resume business as normal	Apprenticeship manager
4. Call emergency services	999	Administration officer
5. Record details of any injuries sustained in the incident	Record in accident log	Apprenticeship manager Administration officer
6. Alert staff/visitors/learners/apprentices	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Apprenticeship manager Administration officer
7. Assess impact	Directors to assess the scale of the incident & decide next steps	Managing Director Academic Director Finance Director IT Manager
8.Alert funders	Contact details:	

Outside office hours

Action	Details	Responsible Person(s)
1. First person on-site to notify manager	Do not enter the building	Apprenticeship manager Administration officer

2. Call emergency services	999	Administration officer
3. Alert Business Continuity Lead	Alert business continuity lead	Managing Director
4.Alert all staff	Alert all due to arrive on-site soon of the incident, and tell them to await further instructions	Apprenticeship Manager
5. Alert visitors incl. learners/apprentices	Alert all due to arrive on-site soon of the incident, and tell them to await further instructions	Administration Officer
4. Assess impact	Directors to assess the scale of the incident & decide next steps	Managing Director
5.Alert funders	Contact details:	

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Administration Manager
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Administration Manager Apprenticeship manager Administration officer
Inform insurance company	Contact details:	Apprenticeship manager Administration officer
Inform landlord	Contact details:	Apprenticeship manager Administration Manager Administration officer
Identify alternative premises /	Identify alternative premises	Apprenticeship manager Administration officer

classrooms		
Inform learners/apprentices	If disruption is expected, inform learners/apprentices on action via phone	Apprenticeship manager
Inform customers	If disruption is expected, inform customers via email	Administrative officer

Scenario 2

Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact telecoms provider to ascertain extent of outage. Contact details:	IT Manager Administration Manager
Internet	Contact internet provider to ascertain extent of outage. Contact details:	IT Manager Administration Manager
Mains power	Contact power provider to ascertain extent of outage. Contact details:	IT Manager Administration Manager

If outage is temporary, inform staff, learners and apprentices to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	IT Manager Administration Manager
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space What about candidates / apprentices?	IT Manager Administration Manager
Mains power	Staff to work from home until power is restored. What about candidates / apprentices?	IT Manager Administration Manager Apprentices sent back to work or to their homes and can carry on with assigned work via one file

Scenario 3

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Line manager

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Line manager IT Manager Administration Manager
2. Alert learner/ apprentice/apprentice employer	If a tutor/assessor - make introductions to temporary / permanent member of staff within 4 weeks	IT Manager Administration Manager

Scenario 4

National or local restrictions imposed which prevents physical movements aka 'Lockdown'.

Through the Covid 19 Pandemic we have experienced a new unplanned risk to our business continuity. This scenario therefore plans for similar events which may occur in future.

Step 1: Understand restrictions

Action	Details	Responsible Person(s)
1. Review all official guidance	Guidance will include both generic rules issued to all public and businesses via gov.uk and any specific guidance from ESFA or DfE regarding Apprenticeship delivery. For apprentices understand the sectoral / industry impact i.e. critical or key worker status	Managing Director Academic Director Finance Director Compliance Manager
2. Identify the staff, apprentices and learners which this will be impacted by this.	Safeguarding or health and safety related incidents will be dealt with in accordance with regulation	Safeguarding Officer Health and Safety Officer Compliance manager

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Ensure learning materials and resources are accessible	These are all on one file	Academic Director Programme Manager Quality Manager
Communicate changes with staff		Academic Director Programme Manager Quality Manager
Plan additional review points with apprentices/ learners		Academic Director Programme Manager Quality Manager
Inform learners/apprentices		Academic Director Programme Manager

		Quality Manager
Engage with employers		Academic Director Programme Manager Quality Manager

Scenario 5

Loss of contract, removal from ESFA register

A loss of contract is not expected to happen overnight however should this happen

Step 1: Understand the extent of the loss

Critical activity	Details	Responsible Person(s)
1. Identify learners/apprentices affected	Extract data from Learner management information system to identify which learners/apprentices are affected.	Managing Director Academic Director Finance Director Compliance Manager
2. Assess impact on learners/apprentices affected	Engage with contractor or ESFA to identify a wind-down / continuity plan for existing learners/apprentices	Managing Director Academic Director Finance Director Compliance Manager
3. Assess impact on staff	Identify if the loss will impact on staffing capacity requirements	Managing Director Academic Director Finance Director Compliance Manager
4. Contact ESFA	Managing Director to contact ESFA	Enquiry form: ESFA enquiry form Telephone: 0370 2670001

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Implement agreed plan	Comply with the agreements made with contractors / EFSA	Managing Director Academic Director Finance Director Compliance Manager

Recovery phase

The purpose of the recovery phase is to resume normal working practices for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	Managing Director Academic Director Finance Director Compliance Manager
2. Respond to any long-term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Managing Director Academic Director Finance Director Compliance Manager
3. Publicise that there is now 'business as usual'	Inform learners/apprentices and employers through normal channels that our business is operating as normal	Managing Director Academic Director Finance Director Compliance Manager
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	Ensure key actions resulting from the incident are implemented within designated time scales.	Managing Director Academic Director Finance Director Compliance Manager
5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Managing Director Academic Director Finance Director Compliance Manager

Policy Updated Version 2
20/05/2022
Policy for Review
20/05/2023

Signature

A handwritten signature in black ink, appearing to read 'Sowe', enclosed within a circular flourish that extends into a long, sweeping underline.

Mohammed Sowe