

Continuity of Apprenticeship Training Plan



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1. Aim of the plan

This plan has been designed to prepare Always Consult to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause, allowing a seamless continuance of apprenticeship training.

2. Objectives of the plan

To provide a flexible response so that Always Consult can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of apprenticeship training during an incident (business continuity)
- Return to ‘business as usual’ (resumption and recovery)

3. Your Business Priorities: Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	Apprenticeship Training Delivery	Less than 24 hours	4
2	IT Systems	Less than 24 hours	5

4. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	Apprenticeship Training Delivery
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		Roddy Christie Carol Ewels	
Potential impact on organisation if interrupted:		The organisation has a number of apprentices on programme and cannot delay their progress	
Likelihood of interruption to organisation:		Very Unlikely.	
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>		The function must be recovered as soon as possible, and it is likely that this would be achieved in under 24 hours, probably a lot less.	
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>		There is considerable redundancy in the team and each member can be deputised for. It is hard to foresee a circumstance where it would be impossible to support training that we have committed to.	
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>		Limited IT requirement is needed – mainly the provision of WIFI, which could be sought away from the office if required.	
Premises <i>(potential relocation or work-from-home options)</i>		All members of the team regularly remote work and are able to function anywhere there is a WIFI signal.	
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>		<p>In the event of a situation where we need to contact staff etc we can use a number of communications mediums including:</p> <ul style="list-style-type: none"> Mobile Phone SMS Whatsapp Email <p>We also have a database of clients available to access at any one time.</p> <p>See Section 6 Contact Lists.</p>	
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>		The key equipment required to continue functioning is IT. We have sufficient redundancy that if a laptop or a system went down we could utilise an alternative	

Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	N/A
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4. Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	IT Systems
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Carol Ewels Roddy Christie Michael Harper
Potential impact on organisation if interrupted:			Documents are primarily stored in cloud based storage. Additionally, we use 2 systems as e-portfolios for learner training – Quals Direct and APTEM. Both are cloud based and allow learners access to resources
Likelihood of interruption to organisation:			Unlikely
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			The cloud based storage is reliant on a WIFI connection. If there is no WIFI then relocating would solve the problem. If the server itself goes down it will be fixed within 24 hours. Similarly, the two e-portfolio systems are under contract to be back up and running within a maximum of 24 hours of any issues.
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Minimal. Potentially some technical expertise from Michael Harper.
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			The system is backed up regularly and stored in a remote server
Premises <i>(potential relocation or work-from-home options)</i>			If the issue is simply the WIFI connection the relocation to home/elsewhere is an option, pending resolution of the problem.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			In the event of a situation where we need to contact staff etc, we have a database of clients available to access at any one time. Also see Section 6 Contact Lists.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			N/A

Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A
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5. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services if required (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them.	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> • Staff • Learners • Customers (Employers) and Supplier • Insurance company 	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are:	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand	

progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> • Staff • Learners • Customers (Employers) and Supplier • Insurance company 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

6. Emergency Contact List - Staff

This section contains the contact details that are essential for continuing the operation of the organisation. In the event of an emergency or a significant incident some or all of the following people, depending on the nature of the emergency/significant incident, will need to be contacted.

Name	Job Title	Mobile Contact	Home Contact
Carol Ewels	Managing Director	07981 182 531	01743 790 850
Roddy Christie	Director & Head of Apprenticeships	07714766860	N/A
Bill Kawai-Calderhead	Head of Clinical Leadership	07789 546075	N/A
Adrian Pitt	Senior Careers and IAG Training Coordinator	07979 525 708	N/A
Cathy Bryant	Senior Trainer	07528487076	N/A
Sheila Henshall	Senior Associate	07984 022039	N/A
Rosy Aguilar	Trainer	07976 563505	N/A
Mel Wilson-Prouse	Trainer	07971 491760	N/A
Michael Harper	Operations Manger	0333 444 1044	N/A

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
Quals Direct	E-Portfolio	0161 969 5231	support@quals-direct.co.uk
APTEM	E-Portfolio	020 7870 1000	info@mwstechnology.com
Balfours	Landlords	01743 239 226	richardcorbet@balfours.co.uk

Key Customers & Stakeholders Contact List

Customer	Service / goods used	Telephone	E-mail
ESFA Provider Manager – Daniel Marsden	ESFA	07834 327716	Daniel.Marsden@education.gov.uk
ESFA Helpdesk	ESFA	0370 2670001	SDE.servicedesk@education.gov
Jennie Winnard – South Tees NHS	Apprenticeships	07837 261994	Jennie.winnard@nhs.net
Deborah Barker – Spire Healthcare	Apprenticeships	07854 845331	Deborah.Barker@spirehealthcare.com
Alyson Williamson - HEENE	Apprenticeships	07554 456420	Alyson.Williamson@hee.nhs.uk
Bridget Stratford	Apprenticeships	01793 604432	Bridget.Stratford@nhs.net
Lynn Hill	Apprenticeships	01642 383266	Lynn.Hill@nth.nhs.uk

Utility Companies Contact List

Utility	Company	Telephone	E-mail
Electricity	EDF	0333 200 5103	N/A
Gas	N/A		
Telecommunications	Plusnet	0800 028 0282	N/A
Water	N/A		

Include a plan of your premises (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
NHS Direct		0845 46 47
Police	Emergencies Non-emergency matters	999 101

Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking	Barclays	0345 605 2345	Steve.Chamberlain@barclays.com
Insurance	Hiscox	0800 840 2269	service@hiscox.co.uk

8. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at The Old Byre, Brookgate Plealey, Shrewsbury, Salop, SY5 0UY in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy

Records:

- Computer backup Drive
- Financial records

Equipment:

- Spare keys
- Torch and batteries

9. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred