

Business and Apprenticeship Continuity Policy

Policy statement

The business will be responsible and accountable to ensure all committed planned and scheduled training will continue as best as practicable in the event of a substantial business interruption. This policy confirms the aim for all qualifications to be completed through the consultancy as scheduled with no adverse effect on the learner or awarding bodies.

To consider those incidents which may have a significant impact on the operation and continuation of our training and apprenticeship provision and is a critical component of our emergency management toolkit. It promotes the continuation of teaching and learning despite extreme circumstances which interrupt normal attendance for one or more apprentices. Continuity plan, being a strategy for minimising disruptions to training and learning during emergencies, covering potential issues like severe weather, IT failure, or staff illness

This policy

This plan deals with non-notice disruptions that are most likely to occur:

- Large scale loss of Peak property (for example, through fire, flood, explosion, vandalism or theft)
- Loss of information through catastrophic failure of IT systems
- Unavailability of staff (for example, through a pandemic, flu or notifiable disease)
- Business insolvency

The impact of any serious disruption may affect the delivery of training, safety/welfare, have financial consequences, reputation damage or environmental consequences.

This policy aims to have plans in place that can be followed and implemented to remove or mitigate any issues that may arise through a business interruption.

Purpose

The purpose of this plan is to provide guidance for Peak delivery staff, field-based, and also permanent office-based administration and Centre management staff, to enable Peak Consultancy Ltd, to lessen the impact of severe disruptions due to unplanned incidents.

This plan is designed to achieve the following strategic objectives in the minimum possible time frame:

- To safeguard the safety and welfare of learners, staff and visitors to Peak premises and any satellite delivery sites
- To protect learners' work by ensuring no lost work when developing paper-based portfolio. For e-portfolio work operating system is a cloud-based system and all data is stored securely. In any event apprentices would not lose access to learning resources and apprentice portfolios would remain accessible. OneFile - portfolio policy is that the maximum amount of downtime our students would have to tolerate would be 30 minutes before they could access their apprenticeship portfolios. OneFile back-up Policy - <https://onefile.co.uk/customer-data-backup-policy/>. Onefile Information Security Policy - <https://onefile.co.uk/information-security-policy/>. ACE 360 platform is backed-up incrementally and a full back-up performed every evening.
- To resume provision of learner training services at the earliest opportunity and, where possible, secure continuation of learning through host companies or sub-contracted delivery staff to provide different

operating locations if required. In the event of extra travel costs we will calculate the additional travel cost involved and arrange reimbursement to apprentices on a case-by-case basis. Where it is due to factors beyond our control we will agree a resolution with Employers on behalf of their Apprentices. In instances where Peak agrees to pay travel costs these will not be met out of apprenticeship funding, in line with the ESFA's Funding Rules.

- Communication channels to contact our apprentices, apprenticeship delivery staff, learners, employers and other stakeholders via the following methods:
 - Message platform
 - Emails
 - Telephone
 - Teams
 - Designated social media outlets
- To maintain the momentum and reputation of qualification delivery
- To return qualification and learning delivery to normality in a recoverable scenario
- Ensure claims are made for all learners when planned qualifications are completed, assessed and internally verified.

Serves as a guide for those who may become involved and needing to implement our business continuity plan

- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery

Support for Learners where delivery can no longer take place

- In the unfortunate event that we are no longer able to deliver apprenticeship training; we would engage with the ESFA and undertake research using the finding an apprenticeship training provider tool. We would work with our ESFA account manager to support apprentices with a smooth transition to another apprenticeship training provider.

Emergency contacts

In case of a significant incident emergency, various contact details are available in the apprenticeship induction material, on the resources section on OneFile and on Peak website www.peakconsultantsltd.co.uk

Contacts:

- Emergency Services 999
- Non-Emergency Services 101
- Peak main desk: 01942 935050
- Peak out-of-hours: 07762 570777
- Ofsted service desk 0300 123 1231 Email: enquiries@ofsted.gov.uk
- ESFA Service desk 0370 2670001 Email: SDE.servicedesk@education.gov.uk • IfATE Service Desk Email : enquiries.ifa@education.gov.uk