

# TM-PP-110

## PLAN FOR CONTINUITY OF APPRENTICESHIPS

Approved	25 January 2021	<i>J Richards</i>
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## 1. Introduction

The policy is designed to preserve the continuation and quality of study for all current and potential apprentices at Teaching Matters if a risk to their continued study crystallises.

In line with its Business Continuity Plan, Teaching Matters is committed to ensuring its ability to plan for and subsequently respond to both Major Incidents and periods of disruption thus safeguarding the continuation of business critical operations including its apprenticeship delivery. Teaching Matters wishes to adopt both a formal and integrated Business Continuity Management process and cycle, and this document should be read in conjunction with the overarching Business Continuity Plan.

Teaching Matters's Apprenticeship Continuity arrangements are underpinned by the following core aims:

- To protect people from harm
- To protect critical infrastructure and facilities
- To resume teaching and key services in an appropriate timeframe, with minimum disruption

## 2. Responsibilities

Overall responsibility for business continuity in the organisation is held by Lee Rudge, Finance Director.

If a major disaster occurs then the Crisis Management Group will be mobilised by the Director. The members of the group are Board of Directors

The CMG has ultimate responsibility for the development, implementation and monitoring of the continuity plan.

As soon as possible after a major incident the Director will assess the situation to determine if the Continuity Plan needs to be put into effect. If the Director is no longer able to undertake the duties of the post, or is unavailable at the time of the incident, the Operations Director will 'deputise' as Crisis Manager until such time as the Director returns.

## Key responsibilities in relation to apprenticeships

### *Knowledge sharing*

Identify all staff and learners involved  
 Monitor progress of recovery  
 Effective & timely communications with the learners, employers and staff

### *Operations*

Identify areas affected  
 Identify alternative space within/outside the company  
 Establish alternative space and relocate staff and equipment  
 Maintain core operating systems(HR, Finance, MIS etc)

### *Media*

Provide accurate and regular updates on the website

### *Teaching*

Identify programs affected  
 Identify alternative teaching space within/outside the company  
 Reschedule teaching to alternative locations

### *Recovery*

Plan specialist recovery/repair works  
 Plan re-establishment of normal operations  
 Plan re-establishment of IT & communications systems  
 Conservation and prevention of future damage

## 3. Risk Assessment

### **Institutional**

The risk that Teaching Matters as a whole is unable to operate has been assessed as very low based on our performance for many years to date.

Institutional failure will be monitored through risk management in accordance with regulatory bodies and instance of this will be managed in accordance with institutional policies.

### **Site Closure/Infrastructure**

Teaching Matters is currently located at the 9 Apex Court, Bristol, BS32 4JT

Teaching Matters may be disrupted due to events outside of its control, which will necessitate closure of one or more sites 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; and other. During these times, most staff and apprentices will be asked to attend class at an alternative location, sent home or requested to stay at home until further notice. If such a circumstance arises and cannot be reasonably quickly resolved, Teaching Matters will typically consider remedies such as: relocation to an alternative location, revising timetables, and delivering provision via other modes i.e. distance and online learning.

If students have to pay extra travel costs to attend another site then arrangements will be made to provide assistance with these costs.

### **Staff/Operational**

The risk that Teaching Matters would no longer be able to deliver elements of the apprenticeship programme due to staff or operational issues is low as assessors are home based and we are not dependent on particular members of staff to deliver core teaching. To mitigate the low risk to Teaching Matters's ability to deliver its apprenticeship programme, the Head of Quality and HR will continue to foster a positive working environment for staff, to maintain staff retention. Should there be a loss of key teaching staff the robust recruitment strategy and procedure will be implemented to swiftly replace those members of staff. The recruitment strategy and procedures are annually reviewed.

### **Widespread Environmental**

In order to minimise the possibility of a major incident occurring, the management team shall ensure as far as is practicable, that any perceived risks have been determined, assessed and recorded. There are also separate disaster recovery plans for key areas and separate policies for example 'lock-down' procedures which will be updated (and tested) on an annual basis.

## 4. Preventive Measures

The following measures are in place to minimise the risks.

- Regular Health & Safety assessments at all the premises
- Regular Fire Risk Assessments at all the premises
- Annual reviews of the policies
- Effective data management of the staff information (Contact details, Next of Kin)
- Multi-skill training of the staff, cross training of skills
- A possibility of remote working for some key members of staff
- The contact details of the staff and suppliers are stored externally

### **Communication**

The Crisis Management Group will ensure staff and students are kept informed and updated via appropriate tools, e.g. email, telephone, website and intranet.

The **emergency mobile number 07769 973351 or 01454 617 707** can be dialled when Teaching Matters cannot be reached through its usual communication lines. If Teaching Matters cannot be reached via its emergency mobile or usual communication lines in the event of a significant incident apprentices are advised to contact the ESFA (Education Skills Funding Agency).

### **Back-up Business Critical Systems and Data**

Teaching Matters' outsourced IT supplier has backup and contingency arrangements in place. Backups of critical systems cover system files, software files and data files, for both the running systems and the default system. A combination of backup technology is used to ensure the most efficient backup and recovery of operation services.