Continuity of Apprenticeship Training Policy

Policy Statement

"the ability for the Company to continue to provide a pre-determined and agreed level of service following an incident that could create serious disruption"

In the event of widespread, and / or serious disruption, to the working integrity of the Company, it is recognised that any number of situations can disrupt the continuity of the business and it's ability to carry out it's obligations to it's stakeholders.

In response, the following process-driven management control is in place:

- Implement a thorough Business Continuity Management Process

- Protect and minimise risk to students, staff and visitors

- Protect and minimise risk to all business functions

- Communicate to all stakeholders

- Enable Response particularly in relation to learner continuity

- Restore normality

All of the above to be overseen and reviewed periodically by Senior Management

Emergency Control Management (ECM)

This will be carried out through a Business Continuity Management Process, expressed and informed through staff training , which will result in the Company's employees, whether Centre-based or devolved geographically, being in a state of readiness should there ever be a serious disruption of whatsoever nature.

The following areas of business activity are within the scope of the ECM Process

Risk Assessment

Expertise is available within the company for the following functions:

- Finance,

- Learning Continuity,

- Health & Safety / Safeguarding,

- Information Technology,

- Communications

- Maintenance, and Administration.

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Other required input can be gained from specialist services.

It is anticipated that the Risk Assessments will continuously highlight areas of recommendation, which will be addressed after the periodic reviews.

Prevention

The Company operates a "What if" process, which identifies, through open questionning, the potential impact of widespread / serious disruption, such as loss of power, communications, information, perrsonnel, accommodation, and supplies?

Once the risks have been identified, a program is devised with clear goals,identifiable resources, and measurable outcomes based around the fololowing principles:

Preparedness

Being prepared will enable the Company to respond more quickly and more effectively to emergencies, therefore reducing their effects and facilitating recovery.

All the learner data, information, e-portfolios, and Intranet Resources held by the Company are accessed and stored on a secure cloud base. All can be accessed on and off site as required.

The staff briefing schedule should familiarise all employees of the potential and scope of such an occurrence, along with the positive impact and results of the correct, controlled response.

Response

The Disaster Recovery Plan details the hierachy of response in terms of physical resources

Every effort must be made to maintain an acceptable level of service to stakeholders. Regular progress reports will help retain the support of users and senior management.

Recovery

Involves post-response procedures and activities aimed at restoring buildings, collections, contents, facilities and services, and implemention any necessary measures to ensure service continuity.

This may be a difficult time for staff, particularly if the recovery period is a protracted one. Sfaff must be kept busy, motivated and informed if their morale is to be maintained

Associated Documents

Disaster Recovery Plan PL11