

Policy title:	Apprenticeship Continuity Plan		
Scope:	Achieve Training		
Policy owner & job title:	Nina Walker, Head of Skills Development		
Signed:		Date:	01/09/22
Approver:	Daniel Canavan, Exec Director Achieve Training		
Signed:		Date:	01/09/22
Date:	01/09/2021	Review date:	31/07/22

POLICY SUMMARY

This Achieve Training policy outlines the processes and actions to be taken should regular delivery of training operations be disrupted due to factors beyond our control. The aim is to minimise any delay or impact on any apprentice’s development or progression.

Associated policies and procedures:

- Business Continuity Plan
- Flexible Operating Model
- Emergency Contact List

1. Policy Statement

This plan is supplementary to our main Business Continuity Plan and is to consider those incidents that will have a significant impact on the operation of our Apprenticeship provision following a major crisis or disaster or an event, and which creates the need for short-term closure, suspension of activity or changes in delivery location.

Emergencies should still be treated as per emergency procedures and in line with our critical incident policy and procedures.

Continuity of learning is crucial for our business and the development of our students and apprentices. This policy promotes the continuation of teaching and learning despite circumstances that interrupt normal attendance.

2. Roles and responsibilities

Key emergency contacts and functional responsibilities below (these include staff responsible for managing any crisis between the centre and the apprentice. The ESFA will be informed of any break in learning.) Full contact details for emergency and out of hours contacts are shown at appendix 1 of the Business Continuity and Incident Management Plan.

Daniel Canavan, Exec Director Achieve Training – 07818 410292

- Overall responsibility for the continuity of apprenticeship training
- Incident Manager
- Group Strategic Team member – wider bus con group
- Co-ordination of the response
- Liaise with Funding Agency (where appropriate)
- Liaise with employers, partner providers, Awarding Bodies (where appropriate)
- Allocate resources
- Responsible for external liaison
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff and apprentices should be sent home

Nina Walker – Head of Skills Development - 07769 882994
& Chris Wilshaw Head of Education and Construction - 07525 700312

- Incident Officer
- Chair Tactical Team meetings
- Responsibility for managing disruption in the provision of administrative services, assessment arrangements and physical premises
- Meet and greet emergency services as they arrive, with a floor plan of the building if necessary
- Agree key information to be given to apprentices by tutors and assessors
- Responsibility for dealing with issues relating to personal and pastoral support
- Follow up communication

Jenny Scrivens, Quality Manager - 07500 557237

- Supporting the curriculum design and approving changes
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety
- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression

3. Scope

The types of major or large-scale incidents that should be considered significant include:

- Loss or absence of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- Vandalism
- Sabotage
- Theft
- Loss of confidential information/data protection issue/loss of IT/MIS
- Extortion
- Serious accident
- Serious assault
- Armed or dangerous intruder

- Bomb threat
- Pandemic
- Notifiable disease

In some instances, these incidents can be due to natural causes such as severe weather, while in other cases, equipment failure, progressive deterioration or human error or involvement may be the cause. They have the potential to lead to the following losses, which are likely to have a major impact on the operation of Achieve Training. Loss of:

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding

Achieve Training operates in line with Aspire Housing's Group Business Continuity and Incident Management Plan and ensures that there are limited and ideally no disruptions to the provision of our apprenticeship training and have set up the following specific arrangements to ensure this.

4. Flexible Operating Model

The recent Covid-19 Pandemic resulted in several new business continuity actions including the development of a flexible operating model. This allows us to consistently increase, decrease or differ the way we provide education and training based on the operating environment and guidance at that time.

This includes face to face and remote teaching, staffing levels, priority services and facilities, communication and contact methods.... etc.

Our business systems are now almost entirely cloud based with colleagues equipped with Office365 accounts and suitable devices for access, usually in the form of a laptop and mobile device. Our performance Management systems, Aptem, onedrive and Hubspot are also cloud-based and accessible from any device and network.

The two main objectives of this Apprenticeship Continuity Plan are:

1. to avert or to minimise the effects of a disaster or disruption to bring Achieve Training's
2. apprenticeship delivery back into full operation with minimal disruption.
3. Continuity of Apprenticeship Training

All Achieve Training staff, students and apprentices are asked to ensure that they read and understand the contents of this plan and that they remain aware of its contents in order to

act and respond accordingly Copies of the plan are made available on the Intranet and updates are issued through Yammer, The Aspire Group Social networking service.

5. Continuity of learning key considerations

Instructional design, course design and plans for support will be aligned with the skill level of age groups and the level of apprenticeship being studied.

Supporting System Training. Training for staff, apprentices, and parents on the use of continuity of learning systems to ensure true continuity and accessibility.

Ensuring Accessibility. Not all apprentices may have access to the Internet, phone lines, TV or radio at the same time, or at all, during a prolonged closure or absence. Therefore, it is important to offer a variety of methods of distance learning. We will abide by the Disability Act and ensure materials will be provided in alternative formats, when necessary.

Tools to support the continuity of learning. Our apprenticeship training can be delivered through a blended approach and this provides a level of flexibility and a number of options to ensure the relevant training continues to be delivered to our apprentices. The methods of training include face to face delivery, virtual, directed and supervised learning activities, webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work- based assessments.

Training at the face-to-face workshops are delivered by two trainers and others are also able to provide short notice cover if needed allowing for contingency if there is a delay in their arrival, sickness, holiday or incident which prevents a trainer reaching the training venue.

Where necessary, and when a workshop is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with additional virtual webinars and peer learning sessions to complete the training.

As part of the Aspire group we have multiple training venue and office accommodation options available, including third- party venues and employer locations. We have been well resourced in 2021 from the DFE digital devices support and these can be utilised by students as needed.

1. We have a range of lessons that are available “off the shelf” if needed at short notice.
2. Trainer and assessor Check-ins and Tutorials: A variety of technologies (telephone, email, web conferencing, VLE) can be used to facilitate one-on-one, or teacher-and class interaction or lesson delivery between apprentices and trainers/assessors
3. Telephone and Video Calling. Trainers and assessors can hold group and individual discussions, or teach lessons, with apprentices in a secure and private setting.
4. Email. Use existing email service provider to send, receive, and track messages. In the event this service provider is not operating, response teams can use other online systems that all quick distribution of multimedia content to a mass audience.

5. We have access to free o365 student accounts and recently invested in APTem to provide an excellent learning platform with app and website access for users. This package also includes TEAMS for video conferencing.

6. Social Media. Many apprentices, parents, and staff use social media on a daily basis, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers.

6. Coursework and Examinations

Achieve Training is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off site, to ensure that no essential information is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Examinations Officer, who will liaise with and be advised by the Awarding Bodies.

Apprentices will be offered individual advice sessions with a member of staff to discuss their concerns about the effects of the disaster on their work and any extra measures (advised by the Awarding Bodies) which are required to enable them to complete the apprenticeship successfully.

7. Communication channels

Through our training systems and available communication channels we have the following options to communicate with Achieve Training staff, our apprentices and students: our VLE in Aptem, email, by telephone and by our designated Twitter and 'Facebook' or WhatsApp groups. We also have the employer contact details for each employer involved in our apprenticeship.

We use Aptem and Hubspot (linked by API) for internal, organisational collaboration and storing of relevant programme data which is also backed up every 24-hours and can be accessed from any device.

8. Extra Travel Costs

If apprentices have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and arrange to make payments to apprentices on a case by case basis. This would be identified by our wellbeing and development coaches maintaining regular contact / check-ins.

9. System enabled contingencies

Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved. We use Hubspot and Aptem for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.

10. Cessation of business trading

In the event of business failure, Achieve Training will seek to identify an alternative training provider who can provide continuation of the apprenticeship programme. We will engage with the ESFA to make arrangements for the most effective exit to minimise the disruption to both learners and employers.

We will take steps to ensure that the quality of a stand-in provider matches Government requirements and that of the apprentice and the employer.

Our first-choice response to business failure would be to work with the apprentice's employer to see if their apprenticeship can be continued in-house. This would depend on the capability of the apprentices' employer and whether they are registered as an Employer Provider on RoATP. Where the apprentices' employer cannot deliver the off the job training in house, we would only seek a replacement provider who is listed on RoATP.

The details of all apprentices, their apprenticeship programme, progress made, Off The Job Training Record, registration with awarding organisations and evidence that is required to contribute towards successful completion of their end point assessment would be made readily available with the replacement provider in line with GDPR requirements.

If the apprentices are close to Gateway at the time of failure of our business, we will also inform the End Point Assessment Organisation (EPAO) and ensure that learning evidence and associated information required by the EPAO is made available to help increase each learner's chance of completing the apprenticeship to a satisfactory conclusion. We will maintain a list of principal points of contact in each EPAO so that we can advise them of the number of apprentices and when they are likely to require end point assessment.

We commit to working closely with employers and any provider proposed by ESFA to transfer the apprenticeships to make handover as seamless as possible.

It is the aim of Achieve Training that apprentices are supported from day one until successful completion of their apprenticeship standard and every effort would be made under such circumstances to enable this to happen.

11. Emergency contacts

In case of a significant incident emergency, various contact details are on the Achieve Training website:

www.achievetraining.org.uk

These include:

Achieve Training main desk: 01782 2729121

Aspire Housing: 01782 635200

ESFA Service desk contact information

Telephone: 0370 2670001

Email: SDE.servicedesk@education.gov.uk