

Basingstoke ITEC Ltd

Apprenticeship Continuity Policy

Purpose of Plan

This plan is designed 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 or suspension of activity.

Continuity of learning is the continuation of education for our Apprentices (and includes the continued delivery of maths and English for those apprentices that require support) in the event of a prolonged company closure.

It is a critical component of emergency management measures, as it promotes the continuation of teaching and learning despite circumstances that interrupt normal attendance for one or more apprentices.

Roles and responsibilities Key emergency contacts and functional responsibilities (these include staff responsible for managing any crisis between the centre and the apprentice. The DfE will be informed of any break in learning).

Mark Hammond – Chief Executive Officersocial

Overall responsibility for the continuity of apprenticeship training

- Incident Officer - Chair Crisis Team meetings
- Co-ordination of the response
- Liaise with Prime Funding organisations (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

Sharon Bungay – Safeguarding officer

- 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 our office and classroom if necessary
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Agree key information to be given to apprentices by trainers
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety

Sharon Bungay – Quality Lead

- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression

Scope

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

- Loss or absence of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather
- Vandalism
- Sabotage
- Theft
- Loss of confidential information, data protection issue, loss of IT or 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 Basingstoke ITEC Ltd.

Loss of:

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

The Basingstoke ITEC Ltd Continuity Plan ensures that there are limited and ideally no disruptions to the provision of our apprenticeship training and have set up the following arrangements to ensure this.

The two main objectives of this Continuity Plan are:

- to avert or to minimise the effects of a disaster or disruption
- to bring the Basingstoke ITEC apprenticeship and traineeship delivery back into full operation with minimal disruption to learners, employers and stakeholders.

Business Continuity and continuity of Learning

All Basingstoke ITEC staff, trainees and apprentices are asked to ensure that they read and understand the contents of this plan, so that they remain aware of its contents in order to act and respond accordingly.

Continuity of learning key considerations:

Designing for groups. Course design and plans for support must be aligned with the skill level of age groups and the level of apprenticeship being studied. We do this by creating bespoke Curriculum plans for each employer that we work with. This includes delivery of maths and English Functional Skills. All training is adapted to meet the individual needs of learners and the needs of the employer.

Supporting System Training. Training for staff, apprentices, on the use of continuity of learning systems to ensure true continuity and accessibility. This typically involves use of our e portfolio system for learners and trainers. Other staff are trained and have regular CPD for EPAOs, Awarding Organisations and DfE programmes.

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 and alternative delivery sites, so that face to face sessions can still take place. Basingstoke ITEC will comply with the Equality Act 2010 and provide reasonable adjustments where required.

Tools to support the continuity of learning

Our apprenticeship training is 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 a trainer who has support of remote trainers and or additional staff which allows for contingency if there is a delay in their arrival, sickness, holiday or incident which prevents a trainer reaching the training venue.

- We have qualified and experienced trainers who are able to step-in at short notice.
- Where necessary, and when a workshop is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with remote sessions and peer learning sessions to complete the training.
- We have multiple training room options available including partner venues, third- party venues and the business premises of our trustees.
- We make sure we have additional hardware and software for learners to use, this proved to be particularly important during the covid pandemic. Having these resources in place meant that learners without their own hardware were able to continue their learning.

If no training is able to be delivered

Basingstoke ITEC will communicate directly with the DfE if in the unlikely event that we are unable to continue with delivery of training for any learner on an Apprenticeships. We will do this in line with the DfE funding and contract rules. This will be communicated to all Trustees, staff, employers and apprentices. We will continue to support apprentices with guidance, coaching and mentoring if we

are unable to deliver any training (this could be due to negative interventions from Ofsted or DfE such as a failed RoATP application or not meeting minimum levels of performance). We will continue to support by using our qualified staff and will do so until the situation is resolved, or the Apprentice is transferred to a new provider in the unlikely event that our Apprenticeship contract is terminated or suspended. This would include transferring the Apprentice's E portfolios so that they will continue to have access to their E Portfolios and their records of learning, assessments and any exams achieved.

Instructional Packs.

In advance of a prolonged closure absence, trainers can prepare hard copy instructional packs that apprentices or trainees may use at home to continue their learning. Hard copy pack may include worksheets; calendars or schedules of work to be completed; directions for homework, projects, or written assignments; excerpts from textbooks or other reading materials; and sample assessments. Basingstoke ITEC may take two different approaches when developing packs:

- Generic packs that can be used at any point that promote apprentice learning according to level and subject-specific standards, or
- Unit-specific packs that are based on the planned curriculum and integrate with the apprentices' current learning at their workplace or off the job training.
- Unit specific packs for maths and English that are based on the level of Functional Skills the apprentice is working towards.

Trainer check-ins and tutorials. Trainers can hold group and or individual group discussions, teach lessons with apprentices in a secure and private setting.

Email Use existing email service provider to send, receive, and track messages. In the event this service provider is not operating, our staff can use other online systems that all offer fast distribution of multimedia content to all staff, apprentices and employers. There are a variety of free email services providers on the Web, including Microsoft, Google, and many others, most of which support document sharing, scheduling, and web chats.

Social Media and other software resources. Many apprentices, parents, staff and employers use social media on a daily basis, we can use this to send announcements and keep everyone informed, whether it is about lessons or any other information related to the continuity of learning. Social media is a useful communication tool given the wide range of devices that can access the information.

Coursework and Examinations

Basingstoke ITEC is required to keep copies of essential coursework and or exam papers in a fireproof safe or electronically off site, to ensure that no essential information is lost in the event of a disaster. The Chief Executive Officer and Quality Lead will meet as soon as possible to consider the effect of the disaster on any apprentices' course work or examination. This information will be disclosed to the awarding organisations and EPAO where necessary.

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 Organisations) which are required to enable them to complete the apprenticeship successfully.

Communication channels

- Through our training systems and available communication channels we have the following options to communicate with our apprentices and students: our website, e portfolio system, e-mail, mobile telephones, telephone landlines (that can be transferred to our mobiles through integrated VoIP system, and by our designated Twitter, Instagram, LinkedIn and 'Facebook' groups. We also have the employer contact details for each employer involved in our apprenticeship programmes.
- We use Office 365 and SharePoint for internal, organisational collaboration and storing of relevant programme data which is also backed up every 24-hours and can be accessed remotely as well as on-site.
- Data, and our IT systems are protected and managed by a third-party service
- Basingstoke ITEC Ltd maintains Cyber Essentials Certification and monitors renewal requirements

Extra Travel Costs

If apprentices have to pay extra travel costs to attend another site, then arrangements will be made to assist with these costs. The Chief Executive Officer will calculate the additional cost involved and arrange to make payments to apprentices on a case by case basis.

System enabled contingencies

- Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved easily.
 - Critical Systems
 - Microsoft 365 data is protected through Microsoft's resilience measures and organisational backup arrangements
 - E Portfolio (learner evidence – backed up daily through OneFile off site servers
 - ILR Upload tool (learner funding data, submitted up monthly via Gov.uk data service).
 - EPAO and Awarding Organisations (Registration, Certification and Exam data backed up daily using providers offsite systems).
- We use SharePoint for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours. This is overseen and supported by an external third-party supplier

Emergency contacts.

In case of a significant incident emergency, various contact details will be available in the programme handbook for each apprentice, parent and employer on the programme page on the E Portfolio and on the ITEC website www.basingstokeitec.co.uk

These include:

Basingstoke ITEC Ltd MarkHammond@basingstoketitec.co.uk SharonBungay@basingstokeitec.co.uk Chairoftrustees@basingstokeitec.co.uk 01256471161 (this will forward to a staff mobile in any significant event

DfE Service desk contact information Telephone: 0370 2670001

[Home - Customer Help Portal](#)

Name Chief Executive Officer: Mark Hammond

Signed Chief Executive Officer:



Name Chair of Trustees: Tina Easton



Signed Chair of Trustees