



Heart of England Training Ltd

Continuity of Apprenticeship Training

Policy and Plan 2022



1. Purpose

This policy and plan outlines the continuity arrangements that are in place to safeguard our apprenticeship training provision. The policy identifies measures in place to respond to and be able to mitigate risk where there is a potential of significant disruption to business operations. This is a critical component of emergency management, promoting the continuation of teaching and learning despite events that interrupt normal activities and attendance for apprentices.

2. Roles and Responsibilities

Jill Gibson - Managing Director, Rachel Timms - Training & Development Director, Matthew Barry - Marketing & Recruitment Director A.

- Overall responsibility for the continuity of apprenticeship training
- Liaise with the ESFA
- Liaise with employers, partner providers, Awarding Bodies (where appropriate)
- Allocate resources
- Chair Crisis Team meetings
- Co-ordination of the response
- 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
- Responsibility for managing disruption in the provision of administrative services, assessment arrangements and physical premises
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Agree key information to be given to apprentices, employers and parents/ cares
 - Responsibility for dealing with issues relating to personal and pastoral support
 - Follow up communication

Academy managers – Saj Sumra, Holly Kazai, Callum Ingram, Richard Mills, Sheila Fretter, Marc Lindsey B.

- Meet and greet emergency services as they arrive, with a floor plan of the building if necessary.
- Dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety
- Handling issues associated with apprentices' training and timely progression

3. Scope

The categories of major incidents that should be considered could include:

- Armed or dangerous intruder
- Bomb threat
- Explosion
- Extortion
- Fire
- Flood
- Loss of confidential information/data protection issue/IT failure or breach
- Loss or absence of key staff
- Notifiable disease
- Pandemic
- Sabotage
- Serious accident
- Serious adverse weather condition
- Serious assault
- Theft
- Vandalism

These incidents, in some instances, could be due to natural-causes such as severe adverse weather or pandemic, while in other cases the cause may be equipment failure, deterioration or human error. All have the potential to result to the following losses and could have a major impact on the operation of Heart of England Training Ltd :-

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

4. Insurance cover

Heart of England Training is comprehensively insured against all of the potential incidents in scope.

| Apprenticeship continuity plan | |
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| Communication channels | <p>Website: hoet.co.uk is internally managed and hosted externally, enabling us to regularly update the site remotely ensuring that updates and instructions are clear for apprentices, employers and parents/carers.</p> <p>One File message board: Is internally managed and hosted externally, enabling us to regularly update the site remotely ensuring that updates and instructions are clear for apprentices, employers and parents/carers.</p> <p>Share Point/ Teams message board: Is internally managed and hosted externally, enabling us to regularly update the site remotely ensuring that updates and instructions are clear for all staff.</p> <p>Email system: All staff use email communication which can be accessed on all devices. In the event of email downtime, the primary method of communication will be telephone.</p> <p>Telephone: Where appropriate, staff have company mobile telephones in addition to a secure land line system. There is a regularly update telephone list accessible on Share Point. Key numbers are also publicised on hoet.co.uk.</p> |
| Transport | <p>Apprentices: make their own way to training academies where training on day release or attending day courses. In the event of disruption to the transport of a group of apprentices, training can move to remote sessions using teams/ Zoom.</p> <p>Staff: travel to visit apprentices in the workplace by car. In the event of serious disruption to car travel whereby staff could not use the roads, training can move to remote sessions using teams/ Zoom.</p> |
| Operating locations (academies) | In the event of us not being able to use a current training academy there are agreements in place with local employers whereby training can continue using their premises. |
| Back-up of business systems | Business systems are secure with Cyber Essentials in place. All data is cloud based with nothing stored locally. Sonic walls are in place at all sites ensuring that threat of system breaches is minimised. |
| Back-up and restore data | We use OneFile and PICS for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours. |

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| In the event that we can no longer deliver training | Should it become apparent that apprenticeship training delivery could not continue effectively, company directors would immediately contact the ESFA and fully support the transfer of apprentices and ensure access to One File portfolios. |
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5. Emergency contacts team

ESFA Service centre Telephone:

0370 2670001

Email: SDE.servicedesk@education.gov.uk

| Name | Title | Responsible for | Telephone | Email |
|-----------------------|--------------------------------------|-----------------|--------------|---------------------------|
| Jill Gibson | Managing Director | See A. | 07711 836445 | Jill.Gibson@hoet.co.uk |
| Matthew Barry | Director | See A. | 07557 635186 | Matthew.Barry@hoet.co.uk |
| Rachel Timms | Director | See A. | 07912 700932 | Rachel.Timms@hoet.co.uk |
| Ruth Dawson | Data manager | ICT/Data | 01788 820140 | Ruth.Dawson@hoet.co.uk |
| Aby Williamson | Marketing and Communications Manager | Communication | 07825 353803 | Ethan.Smith@hoet.co.uk |
| Rebecca Guppy | Accounts Controller | See B. | 01788 820138 | Rebecca.Guppy@hoet.co.uk |
| Saj Sumra | Academy Manager Leicester | See B. | 01162 856182 | Saj.Sumra@hoet.co.uk |
| Holly Kazai | Academy Manager Coventry | See B. | 02476 223442 | Holly.Kazai@hoet.co.uk |
| Sarah Murphy | Academy Manager Birmingham | See B. | 01212 368595 | Sarah.Murphy@hoet.co.uk |
| Sheila Fretter | Academy Manager Rugby | See B. | 01788 544146 | Shelia.Fretter@hoet.co.uk |
| Chloe Debaes | Academy Manager Daventry | See B. | 07376 364167 | Marc.Linsdey@hoet.co.uk |
| James Rumsby | Academy Manager Romulus Academy | See B. | 07376 364167 | James.Rumsby@hoet.co.uk |

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Prepared by: Training & Development Director

Approved by: Governors

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