



Heart of England Training Ltd

*...training for a brighter future*

# Continuity of Apprenticeship Training

## 2024 POLICY & PLAN

**C** Continually strive  
for excellence

**A** Act with integrity  
and be respectful  
at all times

**R** Responsive and  
flexible to learner  
and employer needs

**E** Encourage and  
support high  
aspirations

## 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, Sarah Murphy, Joshua Pyott, Cheryl Edwards, Richard Mills, Sheila Fretter 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	
<b>Communication channels</b>	<p><b>Website:</b> 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><b>One File message board:</b> 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><b>Share Point/ Teams message board:</b> 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><b>Email system:</b> 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><b>Telephone:</b> 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>
<b>Transport</b>	<p><b>Apprentices:</b> 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><b>Staff:</b> 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>
<b>Operating locations (academies)</b>	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.
<b>Back-up of business systems</b>	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.
<b>Back-up and restore data</b>	We use OneFile and PICS for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.

<b>In the event that we can no longer deliver training</b>	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.
------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 5. Emergency contacts team

---

**ESFA Service centre Telephone:**

0370 2670001

Email: [SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk)

Name	Title	Responsible for	Telephone	Email
<b>Jill Gibson</b>	Managing Director	See A.	07711 836445	<a href="mailto:Jill.Gibson@hoet.co.uk">Jill.Gibson@hoet.co.uk</a>
<b>Matthew Barry</b>	Director	See A.	07557 635186	<a href="mailto:Matthew.Barry@hoet.co.uk">Matthew.Barry@hoet.co.uk</a>
<b>Rachel Timms</b>	Director	See A.	07912 700932	<a href="mailto:Rachel.Timms@hoet.co.uk">Rachel.Timms@hoet.co.uk</a>
<b>Ruth Dawson</b>	Data manager	ICT/Data	01788 820140	<a href="mailto:Ruth.Dawson@hoet.co.uk">Ruth.Dawson@hoet.co.uk</a>
<b>Aby Williamson</b>	Marketing and Communications Manager	Communication	07825 353803	<a href="mailto:Aby.Williamson@hoet.co.uk">Aby.Williamson@hoet.co.uk</a>
<b>Rebecca Guppy</b>	Accounts Controller	See B.	01788 820138	<a href="mailto:Rebecca.Guppy@hoet.co.uk">Rebecca.Guppy@hoet.co.uk</a>
<b>Saj Sumra</b>	Academy Manager Leicester	See B.	01162 856182	<a href="mailto:Saj.Sumra@hoet.co.uk">Saj.Sumra@hoet.co.uk</a>
<b>Holly Kazai</b>	Academy Manager Coventry	See B.	02476 223442	<a href="mailto:Holly.Kazai@hoet.co.uk">Holly.Kazai@hoet.co.uk</a>
<b>Sarah Murphy</b>	Academy Manager Birmingham	See B.	01212 368595	<a href="mailto:Sarah.Murphy@hoet.co.uk">Sarah.Murphy@hoet.co.uk</a>
<b>Sheila Fretter</b>	Academy Manager Rugby	See B.	01788 544146	<a href="mailto:Shelia.Fretter@hoet.co.uk">Shelia.Fretter@hoet.co.uk</a>
<b>Richard Mills</b>	Sport Study Programme Manager	See B.	07534 647 837	<a href="mailto:Richard.Mills@hoet.co.uk">Richard.Mills@hoet.co.uk</a>
<b>James Rumsby</b>	Academy Manager Romulus Academy	See B.	07376 364167	<a href="mailto:James.Rumsby@hoet.co.uk">James.Rumsby@hoet.co.uk</a>

**Version:** 3

**Prepared by:** Training & Development Director

**Approved by:** Governors

**Effective date:** August 2024

**Review date:** July 2024

**Date to be reviewed:** July 2025