



# Continuity Plan for Apprenticeship Training

(Inclusive all programmes)

POLICY LEAD (SMT Member)	Mrs Gail Dalton-Ayres
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APPROVED BY COMPANY DIRECTORS	Mrs Julie Ritson and Mrs Gail Dalton-Ayres 

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## Introduction

There is potential for the operation of BL Training (BLT) to be disrupted by a range of risks which could impact upon the business in the short, medium, or long term.

For the purposes of Business Continuity Planning, BLT considers that there are six key risk areas that would need to be addressed:

- 1 Failure or inability to use all or part of BLT's ICT systems
- 2 Loss or inability to use BLT premises / Academies
- 3 Inability to deliver BLT programmes at any premises affected by the risk
- 4 Loss of key personnel
- 5 Loss of key Employer, Partner, funding stream or contract
- 6 Significant disruption due to pandemic (Additional detailed resources now available due to Covid 19 impact)

Whilst it is hoped that risks never materialise, all possible precautions should be taken and to this end BLT has drawn up this BLT Continuity Plan. The plan sets out a series of responsive measures aimed at:

- Preventing or limiting the loss of life or injury
- Safeguarding all apprentices, learners on other BLT programmes, staff, and associates at BLT locations
- Minimising or limiting the damage to buildings and assets
- Returning to full operational and delivery activities as soon as possible
- Have short term contingencies in place to ensure continuation of learning

The BLT Continuity Plan (BLTCP) is designed to ensure the continuation of vital services and functions that support BLT delivery and operations in the event that any form of business interruption occurs. This plan should help to provide an effective solution which will assist the Senior Management Team (SMT) and Academy Managers to recover all critical processes, services, and delivery at any BLT delivery premises/academy, within pre-determined designated time frames.

The plan should not be considered in isolation but should be used in conjunction with all emergency plans and procedures, health & safety guidance and evacuation instructions that relate to the specific affected area/site/centre.

This Plan mainly deals with no-notice disruptions most likely to occur:

- Loss of premises/academy (through fire or flood for example)
- Loss of utilities (electricity, gas, water, fuel)
- Failure of ICT and telephone communications and systems
- Failure of supply such as staff shortages (through incident, pandemic covid for example)

The impact of any serious disruption may manifest itself in terms of delivery of training, teaching, and learning, safety/welfare, financial consequences, reputation damage, or environmental consequences.

The plan also deals with disruptions caused by the loss of a contract, funding stream, loss of a key employer, partner, or contractor.

#### **ESFA Contact:**

Where Apprenticeship delivery provision is affected and requires notification to the ESFA, the BLT Contracts Manager is:

Name/Contact Details

Richard Stockton – ESFA Senior Contract Manager

FE Directorate (North Yorkshire, York & East Riding Education and Skills Funding Agency

07766 087192

richard.stockton@education.gov.uk

#### **Alternative Modes of Transport**

In the event that apprentices may be unable to travel, BLT Operational Manager will assess the situation and organise appropriate and cost-effective travel facilities on a temporary basis, liaising with the Finance Manager to ensure appropriate payment arrangements for the transport can be arranged.

Alternative modes of transport may be taxi or minibus (if several apprentices are affected), or provision of public transport costs as appropriate. The Head of Apprenticeships would liaise with the Employer who may pay for the transport or agree a longer-term solution where the requirements may last for more than two weeks.

#### **Use of Alternative Sites/Venues**

BLT will work with other partners/providers who may provide suitable temporary adequately located accommodation in the first instance so that disruption to apprenticeship learning can be kept to the minimum. BLT will use its networks to help support locating short, medium, and longer-term alternative accommodation needs.

The Plan will be reviewed by the SMT on an annual basis.

## **Aim of Plan**

The aim of this plan is to provide guidance and support to enable BLT to tackle the impact of severe disruptions due to a variety of one-off, but credible causes; and to:

- 1 create awareness of the need for planned arrangements
- 2 provide a management framework for responding to a major incident
- 3 establish an Emergency Response Team that manages strategies and allocates resources to ensure a major incident has minimal impact on BLT and its delivery programmes and operations
- 4 ensure that the requirements of the BLT Safeguarding & Child Protection policy and the BLT Prevent & Safeguarding Policy are always adhered to during any incidents that might occur in relation to safeguarding of apprentices and learners on other BLT programmes
- 5 to coordinate the full reinstatement of BLT delivery and operational services as soon as possible

The plan is designed to achieve the following strategic objectives:

- a safeguard the safety and welfare of apprentices, learners on other BLT programmes, staff, and associates.
- b resume provision of training and delivery services at the earliest opportunity and, where possible, secure continuation of teaching and learning of apprentices and learners on other BLT programmes including maintaining delivery of maths and English.
- c maintains the identity and reputation of BLT.
- d return the business to normality

## **Scope of the Plan**

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of the following:

- Loss of key premises to include delivery academies
- Loss of key staff to include delivery staff, L&D coaches/tutors/specialists
- Loss of IT/Data – Portal, E-Portfolio system, Dropbox, Q-Learner
- Loss of telecommunications
- Loss of hard data/paper records/files
- Loss of utilities (electricity, water, gas, fuel)
- Loss of a key partner(s), contractor(s), employer(s), or supplier(s)
- Loss of funding stream or contractual issues/withdrawal of contract
- Disruption due to severe weather conditions

- Disruption due to terrorist activities
- Disruption due to pandemic

During working hours, an incident is likely to become evident to all staff, apprentices, and learners on other BLT programmes very quickly (alarm activation, word of mouth, etc).

Outside of normal working hours, a site disruption may be notified by the emergency services to the Director or Operational/Academy Manager.

Evacuation is dealt with via each Academy's own evacuation procedure. Where offices and salons are within a building complex each Academy Manager will already have a copy of the evacuation process displayed at that premises.

Upon activation of this plan, the nominated deputy (member of the senior management team), will establish an Emergency Response Team who will prepare the immediate response to a disaster and oversee the recovery from the disaster.

The Emergency Response Team is also responsible for the establishment of a strategic and operational framework to implement and ensure the continued operation of services and delivery programmes after an incident. All members of staff, associates and partners involved in implementing any aspect of the BLT Continuity Plan should be fully conversant with their role.

The BLT Continuity Plan will be kept under regular review and will be subject to periodic testing when deemed necessary by the BLT SMT. The plan should be tested where there has been any major revision of BLT procedures or if there has been any significant change to the business or personnel. Academy Managers are responsible for ensuring that the main tutor of the Academy takes up the role of fire marshal in the event of an evacuation. The Academy Manager must also ensure that regular evacuations take place at each academy and that the evacuation procedure is displayed on all notice boards as appropriate.

The primary objective of the Emergency Response Team is to manage the developing situation and minimise harm and danger to:

- Apprentices and Learners on any other BLT programme
- Staff and associates
- Partners and contractors
- Visitors to BLT premises
- Buildings, contents, and other assets

BLT will aim to resume delivery of training to apprentices and learners as quickly as possible where this has been interrupted as a result of an emergency situation.

BLT will provide support, advice and updates on modes and methods of transport including updates on public transport links via their website and on social media networks such as Facebook. Staff, apprentices, and learners on other BLT programmes would be advised to use their own Smart phones where they have them, for

regular updates on public transport – buses and train links – and utilise their Sat Nav or maps apps for alternative routes in the event of a road traffic accident and/or severe weather conditions. BLT will sign up for flood and severe weather warning alerts either via the Environmental Agency website and local, regional, and national alert centres including the BBC for updates on issues such as floods, high winds, snowstorms to give guidance on which areas are affected and what travel methods have been disrupted and timescales for services being resumed.

A copy of the BLT Continuity Plan is held on the SharePoint system however it is suggested that a copy of the policy is displayed on notice boards at each centre/site:

The documents can be located on BLT Share-point site – Dropbox.

## **The Plan**

It is important BLT consider risks that could impact on the business and the measures that could be implemented to help reduce or manage the identified risks. There are external risks to the business such as:

- availability of key suppliers – this might be staff, coaches/tutors/associates; shortages or absence due to issues such as severe weather conditions or pandemics
- disruption of IT service – this could be due to power/electrical failures, cyber-attack, or terrorism

There are other external risk factors to the business such as:

- changes in government party, policy, changes in funding streams, unsuccessful in ITT/PQQ/Bids
- poor performance of partner/prime contractors/centres, or loss of key employers

It is key to decide what mitigation is appropriate and what is cost effective based on the potential impacts.

The following are examples of ways BLT can manage the risk of disruption to the business:

### **1 Loss of a key Partner, contractor, employer, or Supplier; or loss/reduction on funding stream or contractual issues/withdrawal of contract**

- Ensure that there are other business/funding avenues to maintain the business and bring in revenue to the business
- Keep ahead of all changes in funding or contractual requirements so that any changes in allocations to funding can be swiftly met by the business or does not miss deadlines or submission dates
- Maintaining 'good' achievement rates, timely achievement rates, meeting minimum levels of performance
- Strict monitoring and managing of partners/contractors/suppliers and regular thorough audits on paperwork
- Following contractual requirements with partners/contractors and ensuring that actions are taken promptly

## **2 Flooding**

- Consider where the business office, academy is – is it in a flood risk area? One way to check this is by accessing information on the Environmental Agency website.
- Sign up to receive flood warnings from the Environment Agency – this will enable us to react to protect the business where there is a risk from flooding.
- Effective flood defence items can be purchased to help protect premises which could mean the difference between the business surviving a flood incident or not.

## **3 Interruption to energy supply**

- Consider if the business is particularly vulnerable to the possibility of power supply interruptions. If yes, what could this cost the business? If it is considered that the business is not vulnerable to energy interruption, and it would have only minimal impact then it would not be necessary to invest in measures to protect the business.

## **4 Loss of website or virus attack on ICT systems**

- How big a risk is this to the business? What would the impact be if this occurred?
- Is our information safe? What would be the impact on the business if there was an attack and how safe is sensitive information?
- What professional advice and support is in place to ensure our ICT systems are secure and protected?

## **5 Severe Weather – for example heavy snow/storm**

- What would the impact be on the business if staff were unable to come into work due to severe weather conditions?
- What would be the impact on the business if coaches/tutors were not able to access the delivery centre or site to meet their apprentices/any learners on other BLT programmes due to severe weather conditions?
- How can we help staff travel into and from work? This may vary depending on which regional centre staff are affected.

## **6 Fire**

- How high is the risk of fire at the offices/academies?
- Are there any highly flammable materials or goods stored within the premises and are they correctly stored?
- Are there tools or equipment on site that could cause a fire risk, and if so, are they well maintained?
- What about neighbouring offices, floors, businesses, and properties? Could they cause an increased risk of fire?
- Are the evacuation plans and procedures for the offices, centres, and sites adequate?
- Do you know if the fire equipment/extinguishers appropriate to the risks and are they well maintained?

- Are all the staff trained in what to do in the event of a fire and do you believe that any apprentices/learners/customers/visitors would be evacuated safely in the event of a fire?

These are some examples of what might be threats to the business, there will be others.

All managers should understand the risks to the business and the potential impact it could have at each office, academy for which they are responsible.

BLT monitors its business risks on a regular basis by means of a Risk Register. This is reviewed at the monthly management meetings by the SMT throughout each contract year; the document is regularly updated and included on the Quality Manual on Dropbox.

It is important that our Employers, Partners, that work with BLT have robust business continuity arrangements in place. Evidence of this should be provided at all Due Diligence procedure points. It is the Partnership Manager's responsibility to request a copy of each Partners Continuity Plan and Procedure.

Where they do not have robust arrangements in place, we must consider how we would manage knock-on impacts to BLT and what we need to do to protect our business.

**Considerations:**

**Office, Academy base - Considerations in the event of an incident**

OBJECTIVE	ACTIONS OR CONSIDERATIONS
Establish the current situation at the affected office, site, or delivery centre	<ul style="list-style-type: none"> <li>- Which office, site/delivery centre is affected?</li> <li>- What has happened?</li> <li>- When did it occur?</li> <li>- Are the Emergency Services informed on on-site?</li> <li>- Is there access to the site?</li> <li>- Are the ICT systems and services still running?</li> <li>- Who else has been informed?</li> <li>- How potentially serious is the situation?</li> <li>- Are there any casualties? If so, details?</li> </ul>
Decide whether to invoke BLT Continuity Plan	<ul style="list-style-type: none"> <li>- The decision will be based upon the information provided; consideration should be given to:</li> <li>- How quickly the business will be able to re-enter the affected workspace?</li> <li>- Prevailing weather conditions</li> <li>- Whether the area is currently responding to an external incident</li> <li>- If the decision is to relocate key staff to the agreed alternative accommodation alert the site via the contact details – these are detailed on the <b>Alternative Accommodation Schedule</b>.</li> <li>- If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal access is granted to the disrupted location.</li> </ul>
Communicate with staff, associates, apprentices, learners on other BLT programmes, partners, contractors, customers as appropriate	<ul style="list-style-type: none"> <li>- <b>IF EVACUATION IS REQUIRED – FOLLOW YOUR OWN CENTRE/SITE EVACUATION PLAN AND PROCEDURES.</b></li> <li>- Fire Marshals should keep a register as appropriate as per their normal fire evacuation procedures</li> <li>- Keep staff informed at Assembly Points until a decision has been made about whether the building is likely to become available again soon.</li> <li>- If the building will not become available, relocate identified key staff to the agreed alternative workspace.</li> <li>- Where the incident is a delivery centre, a register of apprentices/learners on BLT programme must be taken. Consideration be given to sending apprentices and/or learners on other BLT programmes home until otherwise advised of their next training session; advising them that their coach/tutor will contact them in due course.</li> <li>- Consider sending other staff home and tell them to await instructions. They must be advised/reminded to check in with their manager at an agreed time.</li> <li>- Out of Hours – if the disruption occurs outside of normal working/office hours, staff communication will be coordinated by the manager or their designated staff member.</li> </ul>

**ICT Systems/Data – Considerations in the event of an incident:**

<b>OBJECTIVE</b>	<b>ACTIONS OR CONSIDERATIONS</b>
Confirm the nature of the disruption	<ul style="list-style-type: none"> <li>- What has happened?</li> <li>- When did it occur?</li> <li>- Which systems and/or services are affected?</li> <li>- How potentially serious is it?</li> <li>- What is the estimated duration of the problem?</li> <li>- Who else has been informed (staff, partners, subcontractors, suppliers, etc)</li> </ul>
Decide whether to invoke BLT Continuity plan	<p>The decision will be based upon the following information:</p> <ul style="list-style-type: none"> <li>- How long systems will be unavailable</li> <li>- Whether the systems affected are required to support the business priorities</li> <li>- Whether the area is currently responding to an external incident</li> <li>- Inform staff that the BLT Continuity plan is being invoked or put staff on standby or invoke agreed manual systems to ensure that the service can continue to operate.</li> <li>- If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed</li> </ul>
Specific actions or considerations if the disruption is due to non-availability of ICT systems or data	<ul style="list-style-type: none"> <li>- Consider alternative ways to transfer information where sharing of data is critical</li> <li>- Accessing and making available critical data to key staff as appropriate</li> <li>- Keeping back up data secure off site, consider how often back up of data required</li> <li>- Working from an alternative location unaffected by the incident</li> <li>- Where landlines are lost, revert to utilising mobile phones</li> <li>- Agree a key mobile number to give to staff, partners, subcontractors, suppliers, and others as appropriate</li> </ul>

**Key Staff – Considerations in the event of an incident:**

OBJECTIVE	ACTIONS OR CONSIDERATIONS
Confirm the nature of the disruption	<ul style="list-style-type: none"> <li>- What has happened?</li> <li>- When did it occur?</li> <li>- Who and how many are affected?</li> <li>- Which systems/operations/delivery services are affected?</li> <li>- How potentially serious is it?</li> <li>- What is the estimated duration of the problem?</li> <li>- Who else has been informed (staff, partners, subcontractors, suppliers, etc)</li> </ul>
Decide whether to invoke BLT Continuity plan	<p>The decision will be based upon the following information:</p> <ul style="list-style-type: none"> <li>- How long staff/trainers/tutors will be unavailable</li> <li>- Whether the staff/trainers/tutors are required to support the business priorities</li> <li>- Whether the area is currently responding to an external incident</li> <li>- Inform staff that the BLT Continuity plan is being invoked or put staff on standby or invoke agreed systems or plans to ensure that the service can continue to operate</li> <li>- If the decision is made not to invoke the plan, continue to monitor the situation until such time as normal service is resumed</li> </ul>
Specific actions or considerations where the disruption is due to non-availability of staff	<ul style="list-style-type: none"> <li>- Change of job functions for some staff – in order to support the business priorities, delivery, etc</li> <li>- Contact associates and engage where available</li> <li>- Employ agency staff</li> <li>- Offer overtime</li> <li>- Consider outsourcing some services if possible or where feasible until ready to restore and deliver services ourselves.</li> </ul>
Specific actions or consideration where there is disruption to methods and modes of transport.	<ul style="list-style-type: none"> <li>- Provide advice and updates on modes and methods of transport including updates on public transport links via BLT website and on social media networks such as Facebook.</li> <li>- Advise Staff, apprentices, and learners on other BLT programmes to use their own Smart phones where they have them, for regular updates on public transport – buses and train links</li> <li>- Suggest individuals utilise their Sat Nav or maps apps for alternative routes in the event of a road traffic accident and/or severe weather conditions.</li> <li>- BLT will sign up for flood and severe weather warning alerts either via the Environmental Agency website and local, regional, and national alert centres including the BBC for updates on issues such as floods, high winds, snowstorms to give guidance on which areas are affected and what travel methods have been disrupted and timescales for services being resumed.</li> </ul>

## Appendices

The following Appendices are attached:

### Appendix 1

- Disaster Recovery – Hosted Services Assurance Detailed Overview 2021-2022

### Appendix 2

- Disaster Recovery – Programme Level Assurance Detailed Overview 2021-2022

### Appendix 3

#### - Risk Assessments and Actions

This table is a risk assessment of the example risks which are 'likely' to impact on BLT at BLT Academies. This is a reference to what should be put in place for the example risks which BLT staff may face and acts as a guide on how to manage/mitigate risk in the short term. Further actions may need to be raised, however the SMT will review each risk at that time and make further recommendations using the above plan as a guide.

### Appendix 4

BLT Evoke lockdown due to pandemic (COVID 19) - ESFA Notification and timelines

### Appendix 5

- Key Business Contacts and Suppliers Contact Details

## Appendix 1

### Disaster Recovery – Hosted Services Assurance

BLT agreements require a 4-hour SLA response from all partners, a 24-hour RTO and maximum 1 Hour RPO. Further Resilience information this from our data storage partners are given below:

#### Microsoft

The Primary Data location one of the Microsoft 3 data centres in the UK (Durham, London, Cardiff), Backup storage could be anywhere in EMEA (Dublin - Ireland, Finland, Amsterdam, Austria, United states)

SharePoint Site back-ups are stored for 14 days and can take 2 days to be restored, but this is only required if the whole site is corrupted or deleted by a user with Admin rights. Otherwise, the failover will automatically bring the system back up in the event of server failure, or an engineer will reroute traffic. Items in the recycle bin are kept for 90 days and can be recovered by users.

Microsoft State: In line with our commitment to provide customers the utmost transparency, we have enhanced auditing around Office 365 information security and privacy controls. We asked independent third-party auditors to test and assess Office 365 against the ISO 27001 and ISO 27018 standards, making Office 365 one of the first major cloud services to be assessed against these standards. You can now find the Office 365 ISO 27001 and ISO 27018 audit assessment report in the compliance reports section on the Office 365 Service Trust Portal (STP). <https://trustportal.office.com/>

#### Ecordia E-Portfolio System

The system and all work evidence are stored on remote servers and are backed-up every 60 minutes. 128-bit encrypted security and authentication is also provided throughout the system. All links to the Ecordia system are secure and inaccessible without encrypted authentication. Users are given an individual username and password to access the system.

Users can only see the information they are responsible for:

- Candidates can access their portfolio only.
- Assessors can access their candidates' portfolios only.
- Internal Quality Assurers can only access the portfolios of their Assessors.
- External Verifiers can access all the candidate's portfolios registered with the awarding body they represent.
- Other roles have access to reports / summary information.

To safeguard data and to maintain business continuity, all files and data are constantly backed-up to secure offsite locations. Furthermore, users can download candidate portfolios for offline storage and access.

### BLT Disaster Recovery Framework

The BLT Business Continuity Plan (BCP) included the recovery of IT systems and is designed to ensure the continuation of vital services and functions that support BLT delivery and operations in the event that any form of business interruption occurs. This plan should help to provide an effective solution which will assist the executive and managers to recover all critical processes, services, and delivery at any BLT delivery centre/site, within pre-determined designated time frames.

The plan should not be considered in isolation but should be used in conjunction with other emergency plans and procedures, and health & safety guidance that relate to and deal with the immediate response to an emergency situation.

This plan deals with no-notice disruptions most likely to occur:

- Loss of premises (through fire or flood for example)
- Loss of utilities (electricity, gas, water, fuel)
- Failure of ICT and telephone communications
- Failure of supply such as staff shortages (through pandemic flu for example)

The impact of any serious disruption may manifest itself in terms of delivery of training, teaching, and learning, safety/welfare, financial consequences, reputation damage, or environmental consequences.

Risks are RAG rated and minimised by prioritising those presenting the highest threat levels. A risk register is kept and reviewed at the monthly Management Meetings. The BLTCP Plan itself is reviewed annually.

Upon activation of this plan, the Directors will establish an Emergency Response Team who will prepare the immediate response to a disaster and oversee the recovery from the disaster.

The Emergency Response Team is responsible for the establishment of a strategic and operational framework to implement and ensure the continued operation of services and delivery programmes after an incident. All members of staff, associates, partners, contractors involved in implementing any aspect of the Business Continuity Plan should be fully conversant with their role.

The primary objective of the Emergency Response Team is to manage the developing situation and minimise harm and danger to:

Apprentices & Learners on other BLT Programmes  
Staff and associates  
Partners and contractors  
Visitors to BLT premises  
Buildings, contents, and other assets

### Disaster Recovery Planning Principles

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of the following:

- Loss of key premises to include delivery centres/sites
- Loss of key staff to include delivery staff, L&D coaches/tutors/specialists
- Loss of IT/Data – Portal, E-Portfolio system, SharePoint, PICS
- Loss of telecommunications
- Loss of hard data/paper records/files
- Loss of utilities (electricity, water, gas, fuel)
- Loss of a key partner, subcontractor, employer, or supplier
- Loss of funding stream or contractual issues/withdrawal of contract
- Disruption due to industrial action
- Disruption due to severe weather
- Disruption due to terrorism
- Disruption due to pandemic

The Business Continuity Plan will be kept under regular review and will be subject to periodic testing when deemed necessary by the BLT Directors and Senior Management team. The plan should be tested where there has been any major revision of BLT procedures or if there has been any significant change to the business or personnel. Academy Managers are responsible for ensuring that regular evacuations take place and that the evacuation procedure is displayed on all notice boards as appropriate.

### IT Incident Management Model

The purpose of the BLT IT Incident Management policy is to ensure a consistent and effective approach to the management of information security incidents, including communication on security events and weaknesses. It enables the efficient and effective management of information security incidents by providing a definition of an Information Security Incident and establishing a structure for the reporting and management of such incidents. The policy forms part of the

BLT Continuity Plan. It should also be read in conjunction with the BLT policies including the Safeguarding and Child Protection Policy, Prevent & Safeguarding Policy and BLT Health & Safety Policy.

### **Cloud Systems**

BLT employs a data specialist who is responsible for day to day staff queries in respect of our MIS system and our Microsoft cloud systems. This might include password resets or liaising with the service provider over issues relating to one user (permission levels etc). In the event of any general cloud failure of any service affecting multiple users the matter will be escalated to the Service Provider Manager and the BLT Director must be informed. The Director will then monitor progress and if necessary, escalate the matter to the Service Provider Director responsible until the matter is resolved. Likewise, we have a BLT Operations manager who is our contact for our E-portfolio systems and will liaise with the Ecordia team in the same way to resolve the issue or escalating as above if not resolved.

### **External Customer Notification Process**

Information Security Incidents shall be reported promptly and responded to in a quick, effective, and orderly manner to reduce the negative effect of incidents, to repair damage and to inform policy and mitigate future risks. All BLT staff and associates shall be made aware of the procedure for reporting Information Security Incidents and their responsibility to report such incidents. All Information Security Incidents shall be reported promptly to the Directors. The severity of the incident shall be assessed by the SMT, and the management response shall be proportionate to the threat. Key information about serious information security incidents, including the impact of the incident (financial or otherwise), shall be formally recorded and the records shall be analysed to assess the effectiveness of information security controls. New risks identified because of an incident and shall be assigned to the relevant risk owner and unacceptable risks shall be mitigated promptly in accordance with BLT's risk management processes. Serious incidents shall be reported to the appropriate external authorities where relevant by authorised individuals. All staff and associates of BLT are responsible for reporting actual or suspected information security incidents to the relevant internal contact as soon as possible.

As described above exchange mail services are provided by Microsoft and applications are held on local machines as well as on cloud services. Our business directories are therefore available on local management machines and smartphones as well as on cloud services, and in the event of IT failure all key customer contacts would therefore be available to management by a number of devices and would be notified by the appropriate BLT Relationship Manager of any incident which affected the service they received from BLT.

In the highly unlikely event that normal IT services could not be restored within 24 hours, letters of explanation would be sent to learners and employer contacts affected, as appropriate.

### Appendix 3

**Risk Assessment – use this table to produce an assessment of the example risks to BLT Apprenticeships/Apprenticeship Programmes and other BLT Learning Programmes**

Likelihood	Impact
Low	Low
Medium	Medium
High	High

BLT Site/Centre: All Academies

Completed by: Directors

In the event of any of the below scenarios happening, BL Training have a clear action plan for staff and stakeholder's role to ensure apprenticeship delivery and continuity.

Risk	Likelihood & Impact	Location	Resources	Action Required	Responsibility Emergency response team
Example Fire completely destroying all or part of BLT premises	Low / Low	- Contact partner/ employers to utilise alternative premises as appropriate  - Distance Learning evoked for all apprentices	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Follow emergency services recommendations. Minimal number of apprentices based on BLT premises Apprentices based at different employer centres therefore risk would not affect all apprentices and at each centre risk is minimal. Individual RA & Fire Evacuation procedure evoked as appropriate to the employer/area apprentices working	Directors / Academy Managers
Theft or computer desktops, laptops, or office equipment	Low/Low	-Contact apprentices / -Distance Learning evoked for all apprentices	Laptops/Tablets/Phones – digital alternatives (learners use own devices or allocated IT learner loans equipment from alternative academy) Phones and social media updates	Report theft -Police / Contact insurance for replacement items. Make premise secure and update security systems if recommendations from contractors are necessary.	SMT Academy Managers
Loss of Staff (Pandemic)  Covid-19, Avian flu, H1N1, etc	Med/Med	- Contact apprentices/employer  -Distance Learning evoked for all apprentices  Follow government guidelines based on level of risk – work from home where applicable.	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Directors evoke Covid 19 Procedures on Quality Manual – detailed policies and procedures available for all stakeholders to follow. Directors update stakeholders daily on situation status and company actions. Educators allocated caseload managed by SMT and Academy Managers monitor daily activity for apprentice attendance/inclusion. Communication updates streamed daily via social media and website channels. Telephone calls and Teams meetings with staff to coordinate training support for apprentices. Instigate online/VLE training session plans.	Directors/ SMT/Academy Managers

				<p>All staff report LFT results twice weekly to Operations Manager monitoring staff levels and arrange staff cover. Recruitment of multi-skilled staff, Associates/Agency staff, offer overtime, employer partnerships, utilise distance learning tools.</p> <p>Covid-19 tracker in place to monitor self-isolation and timelines with control measures in place to ensure consistency of learning.</p>	
Serious incident/accident	Low/Low	<p>-Identify and contact emergency contact number of apprentices affected</p> <p>-update employer if appropriate</p> <p>-inform RIDDOR/HSE/ESFA if appropriate</p>	<p>Laptops, tablets &amp; Smart phones To access e-learning resources and e-portfolio</p> <p>BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)</p>	<p>Contact and follow emergency services advice. Robust onboarding and compliance checks are completed to ensure that all apprentice ILR and next of kin information, is obtained using our digital form capture system. Authorised personnel including Apprenticeship SMT, Academy Managers and the Quality and Compliance team, have access should they need to do so.</p>	Directors/SMT
Loss or corruption of IT data	Low/Low	<p>- Contact partner/ employers inform data source affected (if applicable) Inform stakeholder of any alerts if corrupt emails/scams</p> <p>- Distance Learning evoked for all apprentices</p>	<p>Laptops, tablets &amp; Smart phones To access e-learning resources and e-portfolio</p> <p>BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)</p>	<p>We have cloud hosted systems for secure data storage. Access and availability of critical data by key staff as appropriate. Distance learning platforms support ongoing access to learning and resources for learners/employers. Utilise tablets, laptops, and smart phones. SMT to maintain and update learners on how they will continue to work with them through their qualification. Utilise partner premises should this be relevant although learning can be conducted remotely. Work with partners to transfer learners as appropriate and minimise disruption to learning. Recruitment of multi-skilled staff, Associates/Agency staff, offer overtime, employer partnerships, utilise distance learning tools.</p>	SMT
Loss of telecommunications	Low/Low	<p>- Contact partner/ employers to update on suitable comms alternatives.</p> <p>-Alternative premises may be used</p>	<p>Alternative methods of communication to be used as appropriate.</p>	<p>SMT to lead on communication with key employer contacts. Academy Managers to maintain and update learners on how they will continue to work with them through their qualification.</p>	SMT

		- Distance Learning evoked for all apprentices where appropriate		All staff have business mobiles and in the event of mobile failure, academy landlines numbers should be used. Emails used as alternative source for updates and BLT website.	
Loss of Utilities or access to premises  (Electricity, water, gas)  (Weather warnings/flooding/ storm damage)	Low/Low	- Contact partner/ employers to utilise alternative premises as appropriate -Alternative venue may be arranged/inc transport to venue - Distance Learning evoked for all apprentices -BLT academies are not in any flood risk areas	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Contact Utilities Provider to arrange repairs. Monitor BBC Weather Apps on company phones and any updates from Environmental agency. Utilise partner premises should this be relevant arrange all learning is conducted remotely until safe to return to premises. Alternative venues (local hotels/business suites) and transport provided if appropriate. Distance learning platforms support ongoing access to learning and resources for earners/employers. Utilise tablets, laptops, and smart phones. Academy Managers to maintain and update learners on how they will continue to work with them through their qualification. Training, guidance, and support provided to apprentices on using Teams/Zoom.	Directors/SMT
Fuel Shortage	Low/Low	-Distance Learning evoked for all apprentices where appropriate	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Directors to confirm working from home arrangements and implement distance learning plans. Academy managers to facilitate and monitor learning activity online.	Directors/SMT
Terrorist Threat	Low/Low	-Distance Learning evoked for all apprentices where appropriate	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Operations Manager evoke emergency agency advice and protocols based on threat level. Communicate BLT emergency procedures for terrorist threat to all staff. Learners guided on actions by Academy Managers/Educators.	Directors/SMT
External factor preventing access to premises	Low/Low	- Contact partner/ employers to utilise alternative premises as appropriate	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio	Directors to confirm working from home arrangements and implement distance learning plans. Academy managers to facilitate and monitor learning activity online.	Directors/SMT

(Fire, police incident, accident, industrial incident)		-Distance Learning evoked for all apprentices where appropriate	BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)		
Loss of a key partner, contractor, employer	Low/Med	-Distance Learning evoked for all apprentices where appropriate	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Collaborate with employers/partners to transfer or maintain learning as required by ESFA rules. Partners to collaborate in best interests of learner to minimise disruption to learning. Maintain regular contact with employers, partners, learners and keep them advised of progress/status of situation. Inform ESFA contracts Manager if applicable/stipulated in funding rules.	Directors / SMT
Loss of funding stream, contractual issues/withdrawal	Low/High	-Distance Learning evoked for all apprentices where appropriate	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio  BLT Learner Laptop Scheme – issue technology if learner does not have access at home (Tech Loans Scheme)	Inform ESFA Contracts Manager and follow ESFA advice. Directors work with stakeholders until alternative solution/funding/subcontract can be found.	Directors

## Appendix 4: BLT EVOKE LOCKDOWN DUE TO PANDEMIC (COVID 19) - ESFA Notification and timelines

If the BLT Apprenticeship Continuity Plan is evoked, and continuity of provision is disrupted, the Directors, in conjunction with the BLT Senior Contracts Manager will notify the BLT Contract Manager at the ESFA, so that guidance can be sought to ensure that all procedures and guidelines are followed, in line with funding rules and guidance at that time.

### Action Plan for Recovery:

Time	Location	Resources	Action Required	Responsibility
First 48 hours	<ul style="list-style-type: none"> <li>- Contact partner/ employers to utilise alternative premises as appropriate</li> <li>- Distance Learning evoked for all apprentices and LDC</li> </ul>	Laptops, tablets & Smart phones To access e-learning resources and e-portfolio	<ul style="list-style-type: none"> <li>- Contact partners &amp; employers</li> <li>- Contact apprentices &amp; their supervisors/managers</li> <li>- Advise Academy Managers so they contact their learners directly</li> <li>- issue laptops/tablets or organise contact with learners via supervisors/managers</li> </ul>	SMT & Managers
First 5-7 Days	<ul style="list-style-type: none"> <li>- Utilising alternative accommodation</li> <li>- Educator's home-working &amp; maintain contact with learners</li> </ul>	<ul style="list-style-type: none"> <li>- Laptops, tablets, Smart phones</li> <li>- Utilising online resources and online such as Teams/Zoom</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure Keeping Safe on-line guidelines shared with apprentices, their supervisors/ managers</li> <li>- training, guidance, and support provided to apprentices on using Teams/Zoom</li> <li>- depending upon nature of incident whether visits to employers/apprentices re-commence</li> </ul>	SMT, Managers & staff
1-2 Weeks	Continue utilising accommodation as required for example practical sessions	- continue to utilise laptops, tablets, Smart phones for communicating with learners	<ul style="list-style-type: none"> <li>- Keep all staff advised on regular basis, with updates &amp; e-newsletters</li> <li>- Academy Managers to maintain and update learners on how they will continue to work with them through their qualification</li> <li>- Ensure Finance kept informed of additional costs or purchase of equipment to maintain continuity of delivery and service</li> </ul>	SMT, Managers, & staff
2-4 weeks and onwards	- analyse use of accommodation and timescales	<ul style="list-style-type: none"> <li>- Check equipment needs in line with caseloads</li> <li>- consider alternative resources to support learning</li> </ul>	<ul style="list-style-type: none"> <li>- Purchase/hire equipment as required for longer term needs</li> <li>- Maintain regular contact with employers/partners/learners and keep them advised of progress/status of situation</li> <li>- Draw up budget for further cost implications for maintaining service</li> <li>- liaise with ICT support provider to ensure security, on-line safety software continue to be current without breaches</li> </ul>	SMT, Managers, and Staff

		- consistent delivery and communication maintained by Academy Managers		
<ul style="list-style-type: none"> <li>• BLT have robust and comprehensive Covid Policies and procedures within our Quality Manual held on Drop box for staff to access. This has detailed information covering all aspects for planning a return to work scenario after a period of lockdown. The following annex documents are not attached to Continuity Plan but are held separately and securely on Company Dropbox Account.</li> <li>• Return to Work Plan</li> <li>• Annex 1 - Notice of Reassurance to Provide to Customers</li> <li>• Annex 2 – Stakeholder communications schedule</li> <li>• Annex 3 – Priority Groups Spreadsheet (Share point)</li> <li>• Annex 4 – Risk Assessments (included protected groups plan)</li> <li>• Annex 5 – Covid 19 Hierarchy Chart (emergency contacts)</li> <li>• Annex 6 – PPE Notices / Daily cleaning routines</li> <li>• Annex 7 – Stakeholder Induction Information / handbooks for staff, learners, and employers</li> <li>• Annex 8 – Induction resources for learners ppts</li> <li>• Annex 9 – Covid 19 Symptoms and protocols</li> <li>• Annex 10 – Communications for stakeholder (social media posts)</li> <li>• Annex 10 – Covid 19 Preparations checklist</li> <li>• Annex 11 – Covid 19 Operational and Contingency Planning</li> </ul>				

## Appendix 4

### Key Business Contacts and Suppliers Contact Details

In the event of a disaster or emergency, the following may need to be contacted:

Name\Contractor\Service	Reason	Contact Phone\Mobile\e-mail
Awarding Body	C&G Qualifications	0844 543 0000 general.enquiries@cityandguilds.com
Q-Learner	Data reporting	0191 2693420
Smart IT	Technology support	03302233525
Ecordia	E Portfolio	info@ecordia.co.uk
Jill Duffy HR Consultants	Staffing	<a href="mailto:JillDuffyHR@outlook.com">JillDuffyHR@outlook.com</a> Tel: 07872988523
Payroll	Wages	Greaves West and Ayre / 01289 306 688 <a href="mailto:berwick@gwayre.co.uk">berwick@gwayre.co.uk</a>
Pensions	Pension advice	0330 100 3334 <a href="mailto:membersupport@nowpensions.com">membersupport@nowpensions.com</a>
Northumbria Water	Flood/water supply issues	Head Office – 0845 604 7468
Environmental Agency Tyneside House	Incident Hot Line	03708 506 506
Highways Agency	<a href="https://www.gov.uk/traffic-information">https://www.gov.uk/traffic-information</a>	Live traffic & incidents information
ESFA	General enquiries	Service Desk Contact – 0370 267 001 / <a href="mailto:SDE.servicedesk@education.gov.uk">SDE.servicedesk@education.gov.uk</a>
Richard Stockton ESFA Contract Manager	ESFA Contract Manager	<a href="mailto:Richard.stockton@education.gov.uk">Richard.stockton@education.gov.uk</a> Tel: 07766 087192
EDF	Electricity	Business customer services Mon - Fri 8am - 6pm 033: 200 5103 (1)
Haven Power	Gas	01473 277556
Virgin	Telecommunications	0800 052 0800
Anglian	Water	03450 704158 <a href="mailto:contactus@anglianwaterbusiness.co.uk">contactus@anglianwaterbusiness.co.uk</a>
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Flood line	Information service	0845 988 1188
NHS Direct	Health	111 for UK
Police	Emergencies	999
	Non-emergency matters	101

BL TRAINING STAFFING CONTACT DETAILS – Company phones

<b>DIRECTORS &amp; SENIOR MANAGEMENT TEAM</b>	<b>NUMBERS</b>
JULIE RITSON - DIRECTOR	07889010792
GAIL DALTON-AYRES - DIRECTOR	07889010794
JUDE SPEED - SMT: OPERATIONS MANAGER	07889010806
ANGE DAVENPORT - SMT: AREA MANAGER	07889010813
GUY SAXTON - SMT: SENIOR CONTRACTS MANAGER	07515286688
BL Training Land Line – call redirect service available	01912619636

<b>ASK PROJECT</b>	<b>NUMBERS</b>
HELEN INNESS	07507727242
KATHRYN SMITH	07889010787
<b>NORTH STAFF</b>	<b>NUMBERS</b>
<b>NEWCASTLE</b> 1 <sup>st</sup> Floor, 11 Nelson St, NE1 5AN	<b>0191 261 9636</b>
AIMEE MCPHERSON	07515286689
GEMMA RICHARDSON	07545503600
SAMMY GREENWELL	07889010795
AMY DINSDALE	07889010809
MARIE BRADFORD	MAT LEAVE
EMMA DORIS	07889010804
SARAH MAY BROWN	07545930024
ROBBIE GILL	07395322058
KIM FLETCHER	07515286690
<b>SOUTH STAFF</b>	<b>NUMBERS</b>
<b>STOCKTON</b> 30 Dovecot St, Stockton on Tees, TS18 1LN	<b>01642 807890</b>
CLAIRE PATTINSON	07515286691
CLAIRE DIXON	07889010811
<b>DARLINGTON</b> 92 Bondgate, Darlington, DL3 7JY	<b>01325 480 665</b>
LOUISE IONS	07889010799
ZOE BURLEIGH	07889010808
CLAIRE GILBY	07591827856
<b>ADMIN TEAM</b>	
JOANNE KNOWLES	0191 2619636
JOANNE YELLOWLEY	WORKS FROM HOME
ROBYN WHITTLE	0191 2619636
ANNABEL RITSON	0191 2619636
JOSH BATEY	0191 2619636

#### **BL ACADEMY NUMBERS**

NEWCASTLE HEAD OFFICE 0191 261 9636

STOCKTON ACADEMY 01642 807 890

DARLINGTON ACADEMY 01325 480 665