



APPRENTICESHIP TRAINING CONTINUITY PLAN

APPRENTICESHIP TRAINING CONTINUITY PLAN

Overview

This plan is to supplement the main Business Continuity Policy that Pro Business EDGE has in place. We recognise that apprentices have specific and unique requirements, needs and considerations due to the nature of their learning and environment. Policies in place regarding the safeguarding/wellbeing, quality assurance and assessment, adjustments, malpractice and complaints & appeals apply to all learners across the organisation, but this policy supplements any other policy already in place with specific relation to apprentice, employer and training provider needs for the provision of training/learning.

Aims of the Policy

This policy sets out to clarify specific requirements to ensure the continuity of apprenticeship training should any issues or situations arise that may affect or prevent the delivery of apprentice training and learning.

Scope of the Policy

The policy applies to all employees within Learning and Development Bureau, employer training partners and apprentices on programme.

The Training Continuity Policy

In light of the number of factors that can affect the delivery of training to apprentices, this policy is to outline how when an event or problem with delivery of training arises Pro Business EDGE will respond in order to ensure the apprenticeship training can continue. There are three areas or factors to consider:

1. The apprentice
2. The employer
3. The training provider (Pro Business EDGE)

The Apprentice

It is the responsibility of the apprentice to follow their personal role requirements throughout the process as outlined in the Apprenticeship Policy but sometimes there may be factors outside of the apprentice's control that affect their training. For example, personal and family issues could affect their participation. In this event both the employer and training provider should be engaged with the apprentice and support them through any situation. The apprentice may need a more flexible training pattern or a break in learning. These can be discussed and agreed, but the apprentice should be encouraged to continue on the programme and the benefits of completion explained so they do not withdraw.

In certain circumstances employment may be terminated by the employer meaning that training is unable to continue. In this situation would engage with the employer through the assessor and Apprenticeship Coordinator to ascertain the reason for termination, discuss options with the employer and apprentice and try to facilitate a reinstatement of the apprentice's employment. If this is not possible then support would be offered to the apprentice to continue training and the Apprenticeship Coordinator would seek to find a new employment position elsewhere.

The Employer

The employer is an integral part of the process of training. Employers provide on job training, mentoring for the apprentice and facilitate availability for the off the job element of apprenticeship training. Should something happen that affects the availability of the employer in regard to the apprentice training then alternative arrangements or solutions need to be in place.

- ❖ **Bullying & Harassment:** This will not be tolerated and if there is an incident the employer will be expected to deal with it as per their own company policy. In addition, Pro Business EDGE will take steps in line with their own policies and procedures and in the worst-case scenario an alternative employer placement would be found, and the apprentice would be removed from the current employer.

- ❖ **Incident/Emergency in the workplace:** In this event the Employer and Pro Business EDGE continuity plans would be applied. The apprentice would be given support to continue training at a different location with the employer if necessary and if the option was required could be put on a break in learning as a final measure, with an agreed timescale for returning to training with the employer.

- ❖ **Closure of business:** If the employer ceases trading/the business closes then Pro Business EDGE would support the apprentice to continue training off the job with assessor support. The Apprenticeship Coordinator would follow procedures to find and engage with a new employer that the apprentice could then take up a position with. If necessary, a break in learning could be agreed and the apprentice supported to return to the programme.

The Training Provider

In the event of an incident causing significant disruption to the normal service of the training provider, Pro Business EDGE would instigate their Business Continuity Plan.

In relation to continuity of apprenticeship training, certain key factors are to be taken into consideration:

- ❖ **Communication** – communication with the apprentice/employer would be continued through whatever medium is deemed appropriate (landline, mobile, email, social media, text, etc.). The primary responsibility for maintaining communication would be with the assessor and Apprenticeship Coordinator and as such they would both be issued with a dedicated mobile phone in order to be able to communicate effectively in the interim.

❖ Transport – Pro Business EDGE does not use company vehicles. All employees use their own vehicles to travel. Should it be required due to vehicle breakdown the alternative forms of transport would be considered, depending on the circumstances and location of the apprentice. These could be using a rental car, taxi or public transport. Alternatively if the assessor had no way of reaching the apprentice then a remote visit could be carried out or in the last instance another assessor could make a face to face visit.

❖ Alternative Site – Should the Pro Business EDGE offices become unusable, arrangements are in place for the business to use rooms at another training location. The impact on apprentice training itself would be minimal as assessors are home based, but in the case of some incident occurring at the home of an assessor then that assessor would transfer to the Pro Business EDGE offices or a local training centre to continue working effectively.

❖ Data & Critical systems back-up – Pro Business EDGE's back up plan would be initiated in the event of a failure of critical systems. Data is backed up off site weekly and so would be restored and affected systems would be up and running again in 1 week through our IT support company. In the event of loss of utilities the alternative site procedures would be initiated if necessary until those utilities were reinstated.

❖ Closure of business: If Pro Business EDGE were to cease trading/the business closes down then all apprentices would be transferred to another RoATP registered provider.

This process would be facilitated through the National Apprenticeship Service, the Educational Skills Funding Agency and Learning and Development Bureau.

Pro Business EDGE has in place subcontracting agreement with several training Provider, who would be able to work with all parties to ensure a smooth transition subject to NAS/ESFA approval

Emergency Contacts – In the event of a significant incident the following persons and organisations would be points of contact:

Coordinator of Apprenticeships

Health & Safety Officer

Safeguarding & Welfare Officer

All Employers engaged with Apprentices

The appropriate Awarding Organisation depending on learner/apprentice registrations

Health & Safety Executive (HSE)

National Apprenticeship Service (NAS)

Educational Skills Funding Agency (ESFA)

Awareness of this Policy

We will raise awareness of this policy via employer engagement, the company website, the National Apprenticeship Service website and any other means that may be deemed appropriate.

Monitoring the effectiveness of the policy

This procedure shall be subject to periodic review and may be changed from time to time.

BUSINESS CONTINUITY PLAN

The current version of this plan is stored in the Policies and Procedures folder on the company main server. The plan will be reviewed, audited and tested annually.

The purpose of this plan is to:-

- Respond to a disruptive incident (incident management).
- Maintain delivery of critical activities/services during an incident (business continuity).
- Return to 'business as usual' (resumption and recovery).

The Senior Management Team is responsible for creating this plan, putting the plan into action, communication, etc. The plan will be 'activated' in response to an incident causing significant disruption to normal service.

SIGNIFICANT DISRUPTION

- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness.
- Loss of critical systems e.g. IT failure.
- Denial of access, or damage to, facilities e.g. loss of a building through fire.
- Loss of a key resource e.g. all training vehicles set on fire.

INCIDENT MANAGEMENT

The purpose of the incident management phase is to:-

- Protect the safety of staff, visitors and the public - see fire procedures, incident management, etc.
- Protect vital assets e.g. staff, equipment, data etc.
- Develop an action plan to react to an incident and prepare for continuity and normal resumption.
- Customers/learners and all other applicable stakeholders will be informed of the incident and the plans for business continuity.

There are already plans and procedures in place for protecting people in the event of an emergency e.g. fire. Protection of vital assets is established and covered via the necessary insurance.