Apprenticeship and Training Continuity Plan

Purpose

This Plan is supplementary to our main Business Continuity Plan and is 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 in the event of a prolonged company closure. It is a critical component of emergency management, as it promotes the continuation of teaching and learning despite circumstances that interrupt normal attendance for one of 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 ESFA will be informed of any break in learning).

Sam Warnes Managing Director (or his deputy)

- 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)
- Liaise with employers, partner providers, Awarding Bodies (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

Milly Wildish– Senior Designated Safeguarding Lead

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 the building 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 tutors and assessors
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety

Ian Gunn Head of EDLounge & Assessment-Michael Farrar Quality Assurance Manager

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

Scope

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

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

Loss of:

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

The EDLounge 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:

1. to avert or to minimise the effects of a disaster or disruption

2. to bring the EDLounge apprenticeship delivery back into full operation with minimal disruption to learners, employers and stakeholders.

Continuity of Apprenticeship Training

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

Continuity of learning key considerations

Designing for Different Age Groups. Instructional design, course design and plans for support will be aligned with the skill level of age groups and the level of apprenticeship being studied

Supporting System Training. Training for staff, apprentices, and parents on the use of continuity of learning systems to ensure true continuity and accessibility.

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. EDLounge will abide by the Disability Act and ensure materials will be provided in alternative formats, when necessary.

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 two trainers which allows for contingency if there is a delay in their arrival, sickness, holiday or incident which prevents a trainer reaching the training venue.

1. We have qualified and experienced trainers and assessors who are able to step-in at short notice. This was required for one of our workshops when the lead trainer was unable to attend the workshop.

2. Where necessary, and when a workshop is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with additional virtual webinars and peer learning sessions to complete the training.

3. We have multiple training venue options available including partner venues, third- party venues and employer locations.

The following list also includes a range of tools and modalities for facilitating distance learning, including those with no, some, or great levels of technological sophistication.

Instructional Packs. In advance of a prolonged closure absence, trainers and assessors can prepare hard copy instructional packs that apprentices 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.

EDLounge may take two different approaches when developing packs:

1. Generic packs that can be used at any point that promote apprentice learning according to level and subject-specific standards, or

2. 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.

Trainer and assessor Check-ins and Tutorials: A variety of technologies (telephone, email, web conferencing, VLE) can be used to facilitate one-on-one, or teacher-and-class interaction or lesson delivery between apprentices and trainers/assessors

Telephone and Video Calling. Trainers and assessors can hold group and individual discussions, or 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, response teams can use other online systems that all quick distribution of multimedia content to a mass audience. There are a variety of free email services providers on the Web, including Google, Yahoo, and Hotmail, most of which support document sharing, scheduling, and web chats.

Web Conferencing. A variety of free web conferencing services are available on the internet. EDLounge will consider setting up an account for use in cases of emergency, when distance learning methods are needed, and may want to conduct workshops or learning sessions using one of these services for ease of use in the event of an emergency.

Social Media. Many apprentices, parents, and staff use social media on a daily basis, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers.

Coursework and Examinations

EDLounge is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off site, to ensure that no essential information is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Examinations Officer, who will liaise with and be advised by the Awarding Bodies.

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

Communication channels

1. Through our training systems and available communication channels we have the following options to communicate with EDLOUNGE LTD staff, our apprentices and students: our VLE, e-mail, by telephone and by our designated Twitter and 'Facebook' groups. We also have the employer contact details for each employer involved in our apprenticeship programmes.

2. We use 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.

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 Finance Department will calculate the additional cost involved and arrange to make payments to apprentices on a case by case basis.

System enabled contingencies

1. Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved easily.

2. We use SharePoint for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.

Emergency contacts.

In case of a significant incident emergency, various contact details will be available in the programme handbook for each apprenticeship cohort and on the programme page on the virtual learning environment and on EDLounge website www.edlounge.com

These include:

EDLounge Ltd- Ian Gunn iangunn@edlounge.com

ESFA Service desk contact information

Telephone: 0370 2670001

Email: SDE.servicedesk@education.gov.uk