

CONTINUITY PLAN FOR APPRENTICESHIP TRAINING POLICY

Policy Statement:

This plan has been designed to prepare Projecting Success to cope with the effects of an emergency. It is intended that this document will be reviewed annually and provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause, allowing a seamless continuance of apprenticeship training.

Purpose:

The Apprenticeship Continuity Plan sets out how Projecting Success will work and what actions it will take, to ensure that there is no, or minimal disruption, to the delivery of apprenticeship training that it delivers under any agreement with the ESFA or other partners.

Our responsibility:

Resources

Apprenticeship Delivery: Our delivery is segmented into cohorts and if there is a major event or incident not allowing team members to carry out their delivery duties, Projecting Success have substitute members of the delivery team that can be deputised for delivery. All sessions are online via MS teams, and we have committed to this way of delivery. Projecting Success has a strong delivery plan and scheme of work enabling substitute Tutors to step in and deliver sessions to learners if a member of the delivery team is ill or needs to take sudden and unexpected leave.

Sessions are recorded and all learners have access to these if they have missed any session. Any session that must be cancelled all learners and employers would be notified at the earliest opportunity and be offered additional dates. All learners also have access to drop-in sessions which they can attend.

Learner resources

All learners during their time on the Apprenticeship will be using an e-portfolio system which will have all the required resources that the learner will need. This includes course slides that will cover FEOL, pre meetups, project hacks, delivery syllabus, timetable and delivery model and apprentice handbook.

All learners will also have access to BSKB which is used to test the current knowledge and skills base of the candidate. It aims to ascertain where the candidate has strengths and weaknesses in Maths and English, so that they can study appropriately for the Functional Skills test.

Data/ Systems: Limited IT requirement are needed – mainly the provision of WIFI, as the business works remotely at present, so all staff have the equipment to perform their daily duties. Outgoings including salaries and business expenses are centralised within the Projecting Success, whereby all

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invoicing and accounting can continue in the event of an SLT member having to be on leave for unforeseen circumstances.

NB this Policy will be reviewed and monitored every 12 months.

Back-up and restore data: Documents are primarily stored in cloud-based storage. Additionally, we use an e-portfolios for learner training – One file, both are cloud based and allow learners access to resources.

Equipment: The key equipment required to continue functioning is IT. We have sufficient redundancy that if a laptop or a system went down, we could utilise an alternative. We would ensure that our partners and learners are informed of changes in delivery to a face-to-face setting in a venue and location that can be easily accessible. And all learners have access to drop-in sessions. We provide all the delivery team with appropriate equipment including laptops, appropriate software, office desks, chairs, noise reducing headsets and any other equipment that the delivery team need to deliver effectively. Projecting Success also has back up physical equipment for the delivery team if any equipment suddenly fails.

Premises: All members of the team work remotely and can function anywhere there is a WIFI or internet connection. If WIFI fails, in a team member’s house for example, we encourage them to use the hot spot on their mobile phone or locate a local business that has WIFI available for use.

Communication: In the event of a situation where we need to contact staff etc we can use several communications mediums including:

Mobile Phone (Personal)

- I. SMS
- II. Email
- III. MS teams
- IV. We also have a database of clients available to access at any one time.

Key Contact numbers

This section contains the contact details that are essential for continuing the operation of the organisation. In the event of an emergency or a significant incident some or all the following people, depending on the nature of the emergency/significant incident, will need to be contacted.

Name	Job Title	Mobile number	Email address
Martin Paver	CEO	07775 704 044	martinpaver@projectingsuccess.co.uk
Vicky Emerson	Head of HR, Learning & Development	07504 762 103	vicky@projectingsuccess.co.uk
Sam Sullivan	Learning and Development Administrator	07921 110 647	Sams@projectingsuccess.co.uk

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Darren Blackburn	Apprenticeship Quality, Data & Compliance Officer	07764 482 012	darrenb@projectingsuccess.co.uk
James Smith	Chief Technical Officer/Lead Tutor	07891 805 279	jamesmith@projectingsuccess.co.uk
Ben Morris	Tutor & Senior Data Scientist	07856 713 889	benmorris@projectingsuccess.co.uk
Spencer Davies	Tutor & Senior Data Scientist	07855 267 462	spencerd@projectingsuccess.co.uk

Key Customers & Stakeholder Contact list

Customer	Service / Goods user	Telephone	Email
ESFA Helpdesk	ESFA	08000 150 600	helpdesk@manage-apprenticeships.service.gov.uk
One File	E – Portfolio System	0161 638 3876	support@onefile.co.uk
Highfield	Awarding body	01302 363 277	info@highfield.co.uk
BCS	Awarding body and EPAO	01793 417 608	epateam@bcs.uk
SRM	Employer	07970 232 921	rebecca.muttram@srm.com
Mace	Employer	07833 229 431	katie.pinder@macegroup.com
Environment Agency	Employer	07585 992974	lorraine.poole@environment-agency.gov.uk
Highways England	Employer	07970 286481	helen.palmer@hemsleyfraser.co.uk
Gleeds	Employer	07980 961 831	elaine.cottam@gleeds.com
Costain	Employer	07435 981 353	maria.gonzalezrodriguez@costain.com

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To whom it may concern:

I can confirm as a member of the Senior Leadership Team that I fully agree with the content of this policy as part of the annual review.

Name: Vicky Emerson

Position: Head of Human Resources, Learning and development.

A handwritten signature in blue ink that reads 'V. Emerson'.

Signature:

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