# CONTINUITY PLAN FOR APPRENTICESHIP TRAINING POLICY

## 1 – Policy Overview

### 1.1 - 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.

### 1.2 – Policy 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.

## 2 - Our Responsibility

### 2.1 - 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 schedule of training enabling substitute Tutors to step in and deliver sessions to apprentices if a member of the delivery team is ill or needs to take sudden and unexpected leave.

Sessions are recorded and all apprentices have access to these if they have missed any session. Any session that must be cancelled all apprentices and employers would be notified at the earliest opportunity and be offered additional dates. All apprentices also have access to the PDA Playground for additional support which they can attend.

### 2.2 - Apprentice Resources

All apprentices during their time on the Apprenticeship will be using an e-portfolio system and dedicated Teams Channel which will have all the required resources that the apprentices will need.

This includes course slides that will cover First Episode of Learning, project hacks, delivery schedule, forward planning and apprentice handbook.

*2.2.1 - BKSB*

All Apprentices will also have access to BSKB which is used to test the current and ongoing literacy and numeracy skills. It aims to ascertain where the Apprentice has strengths and weaknesses in Maths and English, so that they can study appropriately for the Functional Skills test with helpful resources to support them.

**2.3 – Data & Systems**

Limited IT requirements are needed – mainly the provision of WIFI, as the business works remotely, so all staff have the equipment to perform their daily duties. Outgoings including salaries and business expenses are centralised within Projecting Success, whereby all invoicing and accounting can continue in the event of an SLT member having to be on leave for unforeseen circumstances. The accountancy firm also has access to accounting and payroll software and different members of the team have banking access so that business can continue as usual in the case of an emergency.

**2.4 - Back-up and Restore Data**

Documents are primarily stored in cloud-based storage. Additionally, we use an e-portfolios for training – OneFile and BKSB are both cloud-based and allow Apprentices to access the resources.

**2.5 - Equipment**

The key equipment required to continue functioning is IT. We have sufficient cashflow that if a laptop or a system went down, we could utilise an alternative. 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 have back up physical equipment for the delivery team if any equipment suddenly fails.

**2.6 - 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.

**2.7 - Communication**

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

- Mobile Phone (Personal)

- SMS

- Email

- MS teams

- We also have a database of clients available to access at any one time.

**2.8 - Key Contact Information**

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.

*2.8.1 – Staff Contact Information*

| Name | Job Title | Mobile Number | Email address |
|------|-----------|---------------|---------------|
| Martin Paver | CEO | 07775704044 | MartinPaver@projectingsuccess.co.uk |
| Vicky Emerson | Head of HR, Learning & Development | 07504762103 | VickyE@projectingsuccess.co.uk |
| Sam Sullivan | Learning and Development Manager | 07921110647 | SamS@projectingsuccess.co.uk |
| Tara Owen | Learning & Development Administrator | 07868390726 | TaraO@projectingsuccess.co.uk |

*2.8.2 - Key Customers & Stakeholder Contact list*

| Customer | Service / Goods user | Telephone | Email |
|---|---|---|---|
| ESFA Helpdesk | ESFA | 08000150600 | helpdesk@manage-apprenticeships.service.gov.uk |
| One File | E – Portfolio System | 01616383876 | support@onefile.co.uk |
| Highfield | Awarding body | 01302363277 | info@highfield.co.uk |
| BCS | Awarding body and EPAO | 01793417608 | epateam@bcs.uk |
| Academy 4PM | Awarding body and EPAO | 01693630001 | Administration@academy4pm.com |

| Version History | | | | |
|---|---|---|---|---|
| Date | Version | Details of Change | Revision By | QA |
| 24/03/2023 | 3 | - Added Version Control<br>- Updated Formatting<br>- Removed Employers as they are present in our database<br>- Removed ex-staff from contacts in section 2.8.1 | Vicky Emerson | |