

Continuity of Apprenticeship Delivery Policy

1. Purpose

It is very important that Showcase Training is able to support Apprenticeship training throughout an Apprentices time on programme. No apprentice is or will be taken onto a programme without the intention of finishing it. To minimise the risk of unforeseen circumstances impeding their training, the Continuity of Apprenticeship Delivery Policy is in place.

Where a more serious incident occurs that can impact Apprenticeship delivery the Showcase Training Continuity and Disaster Recovery plan will be implemented

This policy will be reviewed annually.

2. Processes and Policies

Processes and policies are in place to ensure a transparent approach and methodology to the delivery of Apprenticeships. Policies for all aspects of Apprenticeship delivery are the same and there are few differences between the delivery methods across all the sectors and levels that Showcase Training delivers. Where there are differences these are often down to the requirements of the Apprenticeship Standard or Framework or may be related to that particular Apprenticeship End Point Assessment (EPA).

All Showcase Training policies and procedures are available to staff on the Showcase Training website and ePortfolio system OneFile. All new staff receive training on this during their induction process and the element is signed off on the induction checklist once completed. Processes and policies are routinely reviewed on at least an annual basis by the Senior Management Team (SMT), but interim updates are agreed at SMT level if there are changes required during the interim. If a significant change is required or needs to be investigated, it is likely that the Quality Improvement plan linked to the Self-Assessment process will be updated to include this so that suitable timely objectives can be set, and certain members of staff made responsible for the required investigation or actions.

3. Key Premises

Showcase Training is based at Unit 25 Basepoint Business Centre, Aerodrome Road, Gosport, Hampshire, PO13 0FQ. The centre is managed by Basepoint Business Centres Ltd, and as tenants Showcase staff and learners have access to communal break out areas and private meeting rooms on site. Although on the same site, these facilities are in a separate building from the Showcase unit. As part of the licence agreement, Showcase also have access to all other Basepoint centre meeting rooms and communal areas which includes a network of over 30 centres across the country. There are local centres in Southampton and Havant which would provide reasonable local alternatives should the main site become unusable.

All staff are issued with portable IT equipment to enable them to work remotely, at home or off site in places such as public spaces (libraries, community centres etc.) and at the employer's premises as required. As such, this serves as another alternative site of operation.

4. Key People

There are sufficient staff resources to enable learning to continue during the period on programme. Should a Tutor or manager leave the business, or be unavailable for a prolonged period, Senior Managers will have sufficient staff resources in place to continually support each Apprentice on programme. In nearly all cases there will be more than one person capable of delivering to a sector or level. If that were not to be the case, an alternative provision would be available as an interim measure to support training until a new suitable resource can be recruited or brought in.

Showcase Training has specialists in a range of areas including Maths and English. These specialist staff are accessible to all areas of the business and will travel as and when required.

Tutors are also available for 1-2-1 or small group work where required. If these are used on a regular basis over and above the expected levels of support on an Apprenticeship, additional Learner Support Funding (LSF) may be accessed by Showcase Training to support this work. This is reviewed on an ongoing basis.

Showcase Training has scope to utilise external support if required in the delivery of sectors, although this has never been implemented.

5. IT / Soft Data / Business Critical Systems

Showcase Training's data is mainly stored electronically, either remotely or online.

Remote data is stored on portable laptops, secured by passwords that are required to be changed on a regular basis. Staff are required to back up laptop data to an external hard drive at least once a month, which is kept securely at the main Showcase Office. Spare laptops are also made available to staff should this be required.

Electronic data is held on business-critical systems such as the ePortfolio OneFile, cloud servers such as Dropbox and Google Drive, and on emails via the Microsoft Office 365 server. All systems are secured by passwords individual to the user that are changed on a regular basis.

Each system automatically backs up data on a daily basis, allowing lost information to be recovered and restored where necessary on any PC using the secure log in issued; staff are provided with portable IT equipment to access such data accounts; spare laptops are also available for staff to use as necessary. Personal IT equipment may be used to log into business-critical systems if no alternative is possible and access is urgent; with approval from a Senior Manager or Director before proceeding.

DigitalDinos manage Showcase training's IT portfolio including the server for the website. They run systematic checks on functionality, effectiveness and security. Remote backups are completed daily ensuring that in an emergency situation there remains access to critical data.

6. Hard Data / Paper Records

Hard data is stored on site at Showcase Training in locked filing cabinets. All critical data is scanned and stored electronically as a back up to ensure lost data is able to be recovered where necessary. Paper files must be kept in the office as per Showcase Training's GDPR and Privacy Policy, and the Document Storage Risk Assessment form. Files are signed in to create an auditable trail.

7. Communications

Communication with staff, learners, and partners/suppliers is of paramount importance to Showcase Training. The primary sources of communication are via telephone and email, and all staff are issued with work mobile telephones. Mobile phones are set up to include access to the internet, emails and some software relating to Apprenticeship delivery e.g. OneFile. Should these be unavailable, staff have access to landline telephones within the main Showcase Office and Basepoint Business centres and, as a last resort, are able to use personal phones if absolutely necessary.

Key staff and contact details are provided within this continuity document – see forms F & G

Emails are backed up to the Office 365 server – this allows lost data to be recovered, and for staff to access email accounts from any PC with their own secure log in. Email is accessed via Microsoft Office Outlook which can be used offline, though users are required to be online for messages to be sent or received.

Internet access is required for emails and for communication via the e-Portfolio system OneFile. All staff mobile phones are equipped with access to portable mobile data, and within the office, and at all Basepoint centres where wi-fi is provided. Staff are encouraged to link to their home and public space wi-fi where possible (e.g. at employer premises). OneFile has an alternative App for use via a mobile phone which is available to use off-line should internet access fail.

Showcase Training also encourages staff to use alternative forms of communication such as instant messaging and video conferencing technology (e.g. Skype).

In an emergency, key contacts include IT support advisers DigitalDinos who will be able to support the flow of information. Should an incident occur, telephone will initially be the primary method of communications with relevant staff and key contacts followed by email.

8. Transport

Showcase Training recognise the primary source of transportation for its remote staff is via car. As such, expenses of 45p per mile are paid to contribute towards the cost of fuel and general upkeep of the vehicle to enable staff to maintain this source of transport. Staff, Learners, partners and suppliers use the Basepoint parking facilities as necessary, however should this become unavailable, there is alternative parking facilities off-site opposite the business centre.

As an alternative, Showcase Training recommends the use of public transport such as buses or trains, and private transport such as taxis or car sharing where appropriate. Local train and bus timetables are made available to all staff and learners through internet links during induction. The most local train station to the Showcase Office is Fareham, and there is a bus stop opposite the centre. Local taxi firm contact details are included in Key Contacts.

All staff are issued with portable IT equipment to enable them to work remotely, negating the need to travel in the event of an emergency. Remote visits can be completed using mobile phone, email and software such as Skype.

All staff are required to have appropriate insurance and breakdown cover, which is monitored annually, to ensure that in the event of an incident, suitable support is available.

9. Physical Resources

Resources should not deter an Apprentice from completing their programme. As a company Showcase Training offer a variety of resources to ensure apprentices have access to methods which suit their needs.

These include but are not limited to:

- Training centres and practical resources such as nurseries, pre-schools, and meeting rooms. These are used for specialist or off the job training and all have suitable access for those with limited physical abilities.
- IT facilities in centre and additional laptops with internet accessibility for on-site work.
- Online portfolio and apprenticeship management software.
- Aids for those with any form of disability.

Where support required is above the expected levels of support on an Apprenticeship, additional Learner Support Funding (LSF) may be accessed by Showcase Training to support this work.

Showcase Training is able to access a range of support for those with conditions restricting their physical ability or learning difficulties but has rarely had to action this in the past. Showcase Training would be able to access interpreters, readers, hearing loops, additional laptops and software, access aids and almost any other required assistance. Showcase Training would buy this in from external sources, in most cases and may use additional funding routes to support this if applicable.

10. Termination of Funds

Should the ESFA for any reason terminate access to funds as an employer provider, Showcase Training will work with the ESFA to ensure that a plan is in place to continue the Apprentice currently on the programme.

11. Major incident requiring the Business Continuity Plan

The aim of the Showcase Training Business Continuity plan [See Annex 1 for the full plan] is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation's normal business operations to such an extent it poses a threat. This could have an impact on the support available for Apprenticeship learners that could last for several days up to 10 working days.

An incident is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis. This could have an impact on the support available for Apprenticeship learners that could last for a maximum of 3-5 working days.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

12. Further Support

In the first instance, any concern should be reported to one of the Senior Management Team, or in their absence Showcase Training Directors:

Managers

Name	Role	Contact details
Nicola Bailey	Head of Quality	07597 366606
Louise Bloomfield	Apprenticeships Manager	07597 366506
Sarah Bowler	Internal Quality Assurer	01329 848714

Directors

Name	Role	Contact details
Luke Bailey	Managing Director	01329 848714
Ellen Mould	Director of Apprenticeships	07715 658036
James Sproat	Director of Sales	07715 658042

Once escalated to Director level additional support may be sought from:

The ESFA	Funding issues or implications
OneFile	Online Apprenticeship management system
NCFE	Awarding bodies and EPA organisation
TQUK	Awarding bodies and EPA organisation
DigitalDinos	IT Support
Basepoint Business Centre	Landlord of Showcase Training
Ofsted	Quality support around Inspection



Annex 1 - Business Continuity and Disaster Recovery Plan

Purpose Statement

This document sets out the Business Continuity Plan incorporating major incidents and a disaster recovery plan. The Plan is a prepared response for a range of incidents that have a potential effect on Showcase's core business activity (Business Critical Processes).

Aim

The aim of The Plan is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to interrupt normal business activities.

The Plan will help to ensure the continuation of Business-Critical Processes by minimising the impact of any damage to staff, premises, equipment, or records.

The Plan will help to include an adequate level of detail used to maintain the business and:

- to ensure a prepared approach to an emergency/ incident
- to facilitate and coordinate a response to an emergency/ incident
- to provide an agreed framework within which people can work in a concerted manner to solve problems caused by an emergency/ incident.

The Plan will also help to identify actions that can be taken in advance of an emergency or incident to reduce the risk of it happening.

Scope of Plan

The scope of The Plan is limited to the immediate and short-term management and operational issues resulting from a major incident. The Plan may include how the business can reduce the potential impact of an incident by being prepared to maintain services. The following, although not exhaustive, is a list of possible causes:

- Deliberate acts of violence, such as the use of a knife or firearm
- Industrial action
- Severe weather
- Fire or explosion
- Disease pandemic
- Total or partial loss of utilities (gas, electricity, water)
- Flooding
- Disturbance or release of hazardous materials
- Loss of critical systems
- Destruction or vandalization of property/ equipment
- Medical emergency
- Death of learner or colleague
- Transport-related incidents
- Civil disturbances
- Terrorism
- Wide-spread disaster affecting the community

Business Critical Processes

Whilst most parts of the business are considered important, if an incident did occur priority must be given to the processes that are deemed to be business critical. Business Critical Processes can be defined as "critical operational or support activities without which the business would rapidly be unable to achieve its objectives". The following processes are considered critical:

- Key premises (**P**)
- Key staff (**S**)
- IT systems/ soft data (**IT**)
- Communications (**C**)
- Hard data/ paper records (**D**)
- Key partners/ suppliers (**PS**)

- Transport (T)

Assumptions

General Assumptions

- The Business Continuity Plan will cover three scenarios:
 - o For the first 24 hours following an incident; and
 - o For both 2-5 days and 6-10 days.
- Recovery plans required for longer periods would be developed during the first 10 days of an incident.
- The Business Continuity Plan will be reviewed regularly with a full update on an annual basis, or where a significant change to the business occurs.

Detailed Planning Assumptions

The following assumptions have been taken into account when developing The Plan:

- In the event of a major incident, existing business premises will be out of use for 7 days.
- In the event of a less-significant disruption, some of the existing premises will remain in-use.
- Utilities may be interrupted.
- The availability of the IT network may be limited.
- The availability of mobile communication may be limited.
- In a pandemic, 25-30% of staff could be off work at any one time.
- In a fuel crisis, only staff involved with delivering critical service would be likely to have priority access to fuel.

The Plan

Major Incident Team

The Senior Management Team (SMT) will deal with strategy, operations and internal focus, liaising with and as required, external agencies dependant on the nature of any major incident and those involved. The hierarchy of the team will be used to lead on implementation of the plan taking into consideration where the incident occurs and who is immediately and subsequently available. All members of the SMT will retain a copy of the plan.

Key responsibilities of the Major Incident Team

- Identify all staff, learners and partners involved
- Monitor progress of recovery
- Effective and timely communications
- Identify and address business critical processes affected

Actions by the Major Incident Team

Stage 1: Initial Actions

- Obtain full facts of the incident
- Open and maintain major incident log
- Assess extent and effect of the incident on staff, learners and partners
- Agree initial course of action and level of response
- Identify key personnel and open communication channels
- Mobilise major incident team
- Notify staff of incident and those imminently affected
- Notify insurers

Stage 2: Once Established

- Fully assess the situation, identify roles and responsibilities with proposed course of action
- Confirm agreed course of action with key personnel and Emergency Services
- Establish regular communication with Emergency Services



- Ensure alternative on-site / local facilities for all personnel
- Ensure accurate information flow including telephone, mobile and email to notify and update personnel, being sensitive to nature of the incident and those affected
- Co-ordinate full building evacuation if necessary
- Notify utility companies as necessary
- Secure building / liaise with landlord to arrange access as necessary
- Ensure staffing lists, contact lists and signing in information details are available
- Establish system to identify casualties and their whereabouts
- Maintain Incident log
- Address business critical processes which have been affected, following continuity guidance to implement agreed alternatives where necessary

Stage 3: Period Following Close of the Incident

- Co-ordinate and manage recovery to full business operation
- Identify losses and update insurers
- Establish recovery costs
- Allocate sufficient resources to ensure quick return to normal business operations
- Monitor recovery programme progress
- Manage recovery costs
- Co-ordinate removal and recovery of any damaged resources
- Notify staff, learners and partners of any location, transport, communication or IT changes
- Manage contact with customers and suppliers

Stage 4: Longer Term Issues

- Implement over 10-day recovery plan and assist key personnel where appropriate and required

Forms

[Form A: Immediate Actions](#)

[Form A i: Major Incident Event Log](#)

[Form A ii: Major Incident Checklist](#)

The Immediate Actions, Log and Checklist are a list of the actions that should be taken in response to the initial incident and will support identification and recording of the process. The checklist is not prescriptive, exclusive or prioritised; any incident will require a dynamic assessment of issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the Senior Manager is responsible for the actions taken.

[Form B: Response Actions Checklist](#)

The Response Actions Checklist is a list of the actions that should be taken for Showcase Training to maintain business critical processes. The checklist is not prescriptive, exclusive or prioritised; any incident will require a dynamic assessment of issues and actions required. Depending on the scale of the incident actions can be delegated to a support team but the Senior Manager is responsible for the actions taken.

[Form C: Essential Services](#)

The Essential Services is a list of the essential functions undertaken by Showcase Training that must be maintained or quickly restored in the event of a disruptive incident.

[Form D: Summary of Post Incident Resources and Equipment](#)

The Summary of Post Incident Resources and Equipment summarises the accommodation and equipment needed to maintain operations.

[Form E: Summary of Essential IT Systems and Records](#)

The summary of Essential IT Systems and Records summarises the basic desktop, software and systems data that need to be restored.

[Form F: Key Staff Details](#)

Key Staff Details lists all service staff, indicating those business-critical staff that will be required to maintain services in the event of an incident.

[Form G: Key Contacts](#)

Key Contacts is a list of those people that would need to be contacted in the event of an incident. This includes business partners or suppliers.

[Form H: Plan Summary](#)

The Plan Summary provides a single sheet summary of the main business continuity options of the plan.



Form A – Immediate Actions

	Business Critical Processes Affected (see key)	Actions Required						
		Evacuate Office/affected area	Summon First-aider	Contact Services/Public Health England	Emergency Health	Summon Police	Evacuate local area & cordon off	Incident report
Deliberate acts of violence, such as the use of a knife or firearm	P, S	✓	✓	✓		✓	✓	✓
Industrial action	P, S, IT, C, D, PS, T	Assess extent						✓
Severe weather	P, S, IT, C, PS, T	If required	If required	If required			If required	✓
Fire or explosion	P, S, IT, C, D	✓	✓	✓		✓	✓	✓
Disease pandemic	S, C, PS, T	Assess extent		✓			If required	✓
Total or partial loss of utilities (gas, electricity, water)	P, S, IT, C, T	If required		✓				✓
Flooding	P, S, IT, D, T	✓	✓	✓			✓	✓
Disturbance or release of hazardous materials	P, S, C, PS	If required	If required	✓		If required	✓	✓
Loss of critical systems (IT and Communications)	S, IT, C, D, PS			✓		✓		✓
Destruction or vandalism of property/ equipment	P, S, IT, D	If required				✓		✓
Medical emergency	S	Assess extent	✓	✓				✓
Death of student or colleague	P, S, PS	✓	✓	✓		✓		✓
Transport-related incidents	S, C, T		✓	✓		✓		✓
Civil disturbances	S, IT, C, PS, T	Assess extent				✓		✓
Terrorism	P, S, IT, C, D, PS, T	✓	✓	✓		✓	✓	✓
Wide-spread disaster affecting the community	P, S, IT, C, D, PS, T	✓	✓	✓		✓	✓	✓

Key

Key Premises (P) Key Staff (S) IT systems/ soft data (IT) Communications (C) Hard data/ paper records (D) Key partners/ suppliers (PS) Transport (T)



Form A i - Major Incident Event Log

Major Incident Officer: _____

Date: _____ **Start time:** _____ **End time:** _____

Nature of incident: _____

Post-incident learning points: _____

EVENT LOG:

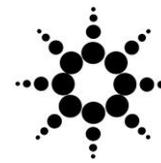
Time	Action	Delegated to:	Date/time action completed	Remarks



Form A ii Major Incident Checklist

Plan	Action
Implement Run Hide Tell – Incoming Threat – Weapons or Firearms Attack	
Cordon off/make secure incident area/appoint marshal to prevent access	
Contact the Police/Emergency Services	
Establish control. Most senior person to take charge.	
Consider if fire procedures, in full or part, need to be adopted: <ul style="list-style-type: none"> • evacuation • need to communicate • wearing of high-viz waistcoat/clothing • appoint incident marshal to control doors/congregation points • appoint first aiders • congregation points for staff and learners and partners • staff to remain with learners and take roll call 	
Obtain mobile phones as means of communication (DO NOT USE if suspect bomb on site)	
Nominate person to be Emergency Services/Police liaison	
Nominate person(s) to communicate with staff, learners and those imminently affected	
Notify/seek advice from Environmental Health Officer/Public Health England	
Contact insurers	
Contact families of those staff/learners involved	
Consider if additional tasks required and nominate person(s) to undertake	
Complete events log - use continuation sheets where necessary	
Identify business critical processes affected	

NB: In the event of a bomb, the evacuation distance needs to be at least 500 metres from the building. (Car parks should not be used.)



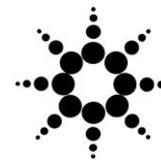
Form B – Response Actions Checklist

Plan	Action
Ensure communications with SMT, staff, learners and relevant outside agencies are functioning	
Ensure staff, learners and partners are safe	
Undertake full premises checks as appropriate	
Review critical business processes and implement alternatives using continuity guidance	
Ensure information is recorded accurately for insurance purposes	
Contact any business partners, local authority or affected third parties	
Initial assessment of loss and damage	
Determine information to be cascaded and provide regular updates to staff, learners and partners. This must include any business-critical processes to support reduction in impact	
Prioritise services that need to be returned, recovered or replaced to meet business critical processes	
Determine the use of other (pre-planned) locations (e.g. other Basepoints centres, breakout areas, nurseries etc.)	
Scheduling to implement the transport of staff and students relating to above	
Support those affected by the incident (e.g. pastoral care)	



Form C – Business Critical Processes

Business Critical Process	Impact (Days)			Action	By Whom
	1	2-5	6-10		
Key Premises					
Key Staff					
IT Systems					
Soft Data					
Hard Data					
Communications					
Paper Records					
Key Partners					
Key Suppliers					
Transport					



Form D – Summary of Post Incident Resources & Equipment
(Excludes IT systems – see Form E)

Requirement	Within 24 hrs	2 -5 Days	6 – 10 Days
People			
Key Staff			
Number of Staff (FTE)			
Furniture			
Chairs			
Desks			
Storage (Cabinets)			
Equipment			
Office Phones			
Mobile Phones			
Laptops			
Printers			
Photocopier			
Scanner			
IT Hardware - other			
Portable Hard Drive			
Records			
Learner Files			
Employer Files			
Achiever / Leaver Files			
Staff Details			
Special Provisions			
Confidential area			
Meeting area			
Access to vehicles			
Wheelchair access			
Post			



Form E – Summary of Essential IT Systems and Records

Requirement	Within 24 hrs	2 -5 Days	6 – 10 Days
Desktop			
E-Mail			
Internet Access			
Microsoft Office			
Additional Software			
OneFile			
Dropbox			
Google Drive			
Google 365			
ESFA LRS			
Bravo			
Online Banking			
PayPal			
Showcase Website			
Secure Client			
Essential other			
DigitalDino Server			

Form F - Key Staff Details
Directors

Name	Role	Contact details
Luke Bailey	Managing Director	07966 931695
Ellen Mould	Director of Apprenticeships	07715 658036
James Sproat	Director of Sales	07715 658042

Managers

Name	Role	Contact details
Nicola Bailey	Head of Quality	07597 366606
Louise Bloomfield	Apprenticeships Manager	07597 366506

Form G – Key Contacts

The ESFA	Funding issues or implications	0370 267 0001
OneFile	Online Apprenticeship management system	0161 638 3876
NCFE	Awarding bodies and EPA organisation	0191 239 8000
TQUK	Awarding bodies and EPA organisation	03333 583 344
DigitalDinos	Showcase IT Support	02392 421150
Basepoint Business Centre	Premises Facilitator Showcase Training (Utilities)	01329 848700
Regus	Landlord of Showcase Training	0800 7562911
Kestrel Security	Premises Out of Hours and Emergencies (Inc Fire)	02380 865658
Tecnologywithin	Premises Phone and IT	0345 0034676
Ofsted	Quality support around Inspection	0300 123 1231
O2	Mobile Phone Provider	0344 8090202
Environment Agency	Flooding/COSHH	0370 8506506
DEFRA	Animal Incidents	0345 9335577
Police non-Emergency		101
Anti-Terrorist Hotline	Terrorist Threat	0800 789321
Public Health (South East)	Health Hazards	0344 2253861
HTP Training	Existing Lead Provider	01983 533926
Eastleigh College	Existing Lead Provider	02380 911000
Fareham 24/7 Cars	Taxi Service	01329 235235



Form H – Plan Summary

Identified Risk	Recovery Option	Evaluation Criteria	Possible Further Action
Loss of Premises			
Loss of Staff			
Loss of IT			
Loss of Data (Hard/Soft)			
Loss of Communication			
Loss of Utilities			
Loss of Transport			