

Continuity of Training Policy (External)

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Continuity Plan

Introduction

Ginger Nut Training acknowledge that there are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats and the results of our deliberations are included in this section. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

Potential disasters have been assessed as follows:

Potential Disaster	Probability Rating	Impact Rating	Brief Description Of Potential Consequences & Remedial Actions
Flood	4	3	Ground floor office with some PCs on ground. All PCs backed up and replaceable with laptops
Pandemic	1	3	Office closed and all visits to learners cancelled. Staff to work remotely and via web-based software.
Fire	3	2	Fire and smoke detectors on all floors. No chance of not hearing during working hours
Tornado	5	2	
Electrical outage	2	2	Loss of power reduces ability to use office equipment. Availability of remote working reduces impact depending on spread of outages
Act of terrorism	5	2	
Loss of communications	3	4	Alternative communication channels available at short notice

Probability: 1=Very High, 5=Very Low

Impact: 1=Total destruction, 5=Minor annoyance

Apprenticeships Training Programme delivery

Training Programmes are delivered remotely to staff either on employers' own premises or at home, so depending on the type of emergency/ hazard disruption may not be an issue. All training is delivered remotely so disruption would be where learner unable to access equipment.

Due to the Coronavirus pandemic all training is delivered remotely so location of learners and tutors does not impact ability to train, where learners have access to appropriate equipment. Where this occurs in the short term, impact will be minimal but for longer term (4 weeks or more) disruption Breaks in learning may be required.

The impact of a delay to training learners could be:

- A slowing down of progress towards the qualification
- Progression target dates and completion may be missed
- If completion targets are missed our success rates will be affected
- This may affect future contracting agreements with the Education and Skills Funding Agency

Potential impact / timescales

- First 24 hours – No impact
- 24-48 Hours – Minimal Impact
- Up to 1 week – Some impact
- 2- 4 weeks – Noticeable impact
- 4 weeks- maximum tolerable period of disruption before serious impact on success rates and reputation

To minimise serious impact, in the instance of long-term inability to visit learners Ginger Nut Training would liaise with the Education and Skills Funding Agency to discuss alternative options to support learners such as:

Currently there are a number of Covid-19 related flexibilities available to enable training delivery to continue so disruption has been significantly reduced. When these are changed this process will be revisited accordingly.

Ginger Nut Training are acutely aware of the impact to learner's should any changes occur as follows and would aim to reduce the impact on the learner to mitigate the learners' progression.

IT systems at Ginger Nut Training

All major systems are cloud based

- Salesforce – Customer Contact management. Cloud only and in majority of cases have contacts separately in email and phones
- OneFile – cloud only, copies most comms and evidence locally too. High disruption to learning if offline for >1 week but less short-term impact if down
- Microsoft Office 365 – main platform for email, servers, skype and most office functions

- Email – local storage on PCs and cloud-based access
- Server – SharePoint keeps regular files local and cloud based. External backup maintained for 186 days. Longer term disruption if lost for historic files which are rarely accessed. Short term lower impact
- File backup – local documents, desktop etc backed up into cloud
- Internet breaks – We have a dedicated line so if that goes down can access separate Wi-Fi throughout building (separate channel). If both lines down, then revert to mobile 4G
- Offsite working available, all data accessible remotely
- Computer/laptop theft – PCs are encrypted, all files backed up on cloud.

Communications Systems

Communications systems are predominantly cloud based and as such there is significant overlap with plans above. In addition to these:

- Main office phone system down - All staff have mobiles and using remote and local systems we can redirect line to Need More Time phone remotely for call filtering and message taking
- Mobile phone outage – all company mobiles are on the O2 network so if this went down there would be disruption. All learners, clients and other contacts should have the main office number so calls can be received and in the majority of cases staff have a personal phone that can be used at short notice. Where this is not the case, we can purchase a phone and new SIM very quickly and use that until the network is back up and running

Building

Business premises may be disrupted due to events outside of our control, such as:

- Fire
- Power failure
- Water failure
- Failure of Heating Services
- Severe snow or other hazardous weather conditions preventing access
- Serious Security risk

Where the premises are unsafe for staff to attend, all staff will work from until further notice. All IT systems etc can be accessed remotely and business would continue.

If building destroyed, then a risk of loss of hard copies of paperwork but all originals are scanned and uploaded so recoverable. Loss of equipment would cause disruption but can

be worked around.

Key staff, such as those who are part of the Crisis Management Team, maybe called upon to attend to oversee remedial actions.

The role of the crisis team is to keep the business running as smoothly as possible and to liaise/inform stakeholders/ ESFA / HSE / Police etc regarding emergency plans.
Training is conducted remotely / via webinar / online so can continue with no adjustment

Staffing issues

There will be occasions where a gap in staffing through natural turnover and Ginger Nut Training aim to minimise any negative impact on learners by:

- Ensuring assessing staff have transferable skills to be able to cover more than one vocational area
- Succession planning
- Some members of senior management team are qualified Apprenticeship Support Tutors who can temporarily support learners

Financial Issues

The aim of the business is to ensure 'business as usual' should any funding streams be withdrawn. To do this, Ginger Nut Trainings strategic aims are to have multiple income streams to negate risk.

- Change in funding etc
- Cash reserves, access to loans, temporary borrowing capability
- Commercial training
- Legal action

Transport Issues

Travel to and from learners is covered in section 2. Apprenticeships Training Programme delivery.

Where it is not possible to reach the office due to travel issues in or out of that office then all staff can work from home.

Disaster Recovery Team

The team will be contacted and assembled by the ERT. The team's responsibilities include:

- Establish facilities for an emergency level of service within 2.0 business hours;
- Restore key services within 4.0 business hours of the incident;
- Recover to business as usual within 8.0 to 24.0 hours after the incident;
- Coordinate activities with disaster recovery team, first responders, etc.
- Report to the emergency response team.
- Emergency Alert, Escalation and DRP Activation

This policy and procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery.

The Disaster Recovery plan will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. Suppliers of critical goods and services will continue to support recovery of business operations as the company returns to normal operating mode.

Emergency Alert

The person discovering the incident calls a member of the Emergency Response Team in the order listed:

Emergency Response Team

- Phil Warnock – 07754 800510
- Harry Simpson – 07860 590 568
- Dan Williams - 07834 554 379

If not available try:

- Tanya Murphy – 07702 887 499

The Emergency Response Team (ERT) is responsible for activating the DRP for disasters identified in this plan, as well as in the event of any other occurrence that affects the company's capability to perform normally.

One of the tasks during the early stages of the emergency is to notify the Disaster Recovery Team (DRT) that an emergency has occurred. The notification will request DRT members to assemble online or in-person and will involve sufficient information to

have this request effectively communicated. The Business Recovery Team (BRT) will consist of senior representatives from the main business departments. The BRT Leader will be a senior member of the company's management team and will be responsible for taking overall charge of the process and ensuring that the company returns to normal working operations as early as possible.

Procedures for Management

Members of the management team will keep a copies of the names and contact numbers of each employee in their departments. In addition, management team members will have a local copy of the company's disaster recovery and business continuity plans on file in the event that the headquarters building is inaccessible, unusable, or destroyed.

Contact with Employees

Managers will serve as the focal points for their departments, while designated employees will call other employees to discuss the crisis/disaster and the company's immediate plans. Employees who cannot reach staff on their call list are advised to call the staff member's emergency contact to relay information on the disaster.

Backup Staff

If a manager or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties.

Updates

For the latest information on the disaster and the organization's response, staff members can call any member of the ERT or BRT. Included in the exchanges will be data on the nature of the disaster, assembly sites, and updates on work resumption.

Personnel and Family Notification

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalization of injured persons, it will be necessary to notify their immediate family members quickly.

Emergency Contacts

Function	Company	Main Contact / Account Manager	Alternative Contact
IT Support	TCS		
Broadband & Phones	County Broadband		
Learner Records	OneFile		
Client Records	Salesforce		
Building	Space		
Insurance	Essex and Suffolk Insurance Brokers		
Government Regulator	ESFA		
Industry Support & Advice	AELP		

Media

Media Contact

- Assigned staff will coordinate with the media, working according to guidelines that have been previously approved and issued for dealing with post-disaster communications.
- Media Strategies
- Avoiding adverse publicity
- Take advantage of opportunities for useful publicity
- Have answers to the following basic questions:
 - What happened?
 - How did it happen?
 - What are you going to do about it?

Media Team

- Tanya Murphy
- Harry Simpson

Rules for Dealing with Media

Only the media team is permitted direct contact with the media; anyone else contacted should refer callers or in-person media representatives to the media team.

Insurance

As part of the company's disaster recovery and business continuity strategies a number of insurance policies have been put in place. These include errors and omissions, directors & officers' liability, general liability, and business interruption insurance.

If insurance-related assistance is required following an emergency out of normal business hours, please contact: [REDACTED]

Financial and Legal Issues

Financial Assessment

The emergency response team shall prepare an initial assessment of the impact of the incident on the financial affairs of the company. The assessment should include:

- Loss of financial documents
- Loss of revenue
- Theft of check books, credit cards, etc.
- Loss of cash
- Financial Requirements

The immediate financial needs of the company must be addressed. These can include:

- Cash flow position
- Temporary borrowing capability
- Upcoming payments for taxes, payroll taxes, Social Security, etc.

- Availability of company credit cards to pay for supplies and services required post-disaster
- Legal Actions

The company legal department and ERT will jointly review the aftermath of the incident and decide whether there may be legal actions resulting from the event; in particular, the possibility of claims by or against the company for regulatory violations, etc.

DRP Exercising

Disaster recovery plan exercises are an essential part of the plan development process. In a DRP exercise no one passes or fails; everyone who participates learns from exercises – what needs to be improved, and how the improvements can be implemented. Plan exercising ensures that emergency teams are familiar with their assignments and, more importantly, are confident in their capabilities.

Successful DR plans launch into action smoothly and effectively when they are needed. This will only happen if everyone with a role to play in the plan has rehearsed the role one or more times. The plan should also be validated by simulating the circumstances within which it has to work and seeing what happens.