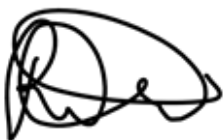




# Multi Trades Training

## Apprenticeship Continuity Plan

Review Date: July 2024

<b>Approved by</b>	RK Jones	<b>Position</b>	Director
		<b>Date</b>	7 <sup>th</sup> June 2023

### Document Control

Date	Review & Revision	By
07.06.2023	Instructional packs have been updated to digital instruction from hard copy	Quality Lead

## 1. Purpose

Multi Trades Training (MTT) is required by the Civil Contingencies Act 2004 to develop plans to manage business continuity in the event of a range of disruptions to services.

This plan should be read in conjunction with Health and Safety policies and procedures that deal with the immediate response to an emergency situation. This plan deals with no-notice disruptions most likely to occur: loss of premises and mobile workshops (through fire, flood etc.); loss of utilities (electricity, gas, water, fuel); failure of IT and telephony; failure of supply; staff shortage; issues such as pandemic 'flu'.

The impact of any serious disruption may manifest itself in terms of delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences. This plan should be reviewed annually.

## 2. Aim of Plan

The aim of this plan is to provide guidance and support to enable MTT to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes. The plan is designed to achieve the following strategic objectives:

- To safeguard the safety and welfare of learners, staff and visitors
- To resume provision of education services at the earliest opportunity and where possible
- Secure a continuation of learning
- To maintain the community, identity and reputation of MTT
- To return the delivery of the apprenticeship process to normality.

The key emergency contacts and their functional responsibilities in managing any crisis between the centre and the apprentice. Please note that the ESFA will need to be informed of any break in learning.

Name	Responsibility	Contact Details
Rob Jones (Director & CEO)	Overall responsibility for the continuity of apprentice training Co-ordination of the response Liaise with managers, employers, awarding organisations, ESFA. Allocate resources Deciding when/ if staff and apprentices should be sent home Managing disruption of admin services, assessments in physical premises Liaise with emergency services and supply floor plans of the building if necessary. Record all significant occurrences and decisions and reasons for decisions made. Decide what information should be given to apprentices and tutor/assessors	07733 171 338

Name	Responsibility	Contact details
Craig Barwick (Director & CFO)	Dealing with issues relating to personal / pastoral support Follow up communication Dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety Deal with issues associated with learners' apprenticeship	07437 114 514
Stuart Brown (Operations Director)	Deputy in the absence of the Directors	07979 677 602

### 3. Scope

While the programmes are delivered remotely and via the face -to-face training in the mobile workshops at the employer locations, and not at a regular venue, the types of major or large-scale incidents that should be considered significant to affect MTT include:

#### Training Delivery

- Loss or absence of key staff
- Serious accident and injury
- Serious assault
- Pandemic
- Notifiable disease
- Loss of confidential information/data protection issue/loss of IT/MIS

#### Resources (Mobile workshops)

- Vandalism
- Sabotage
- Theft
- Fire
- Armed or dangerous intruder
- Bomb threat
- Explosion

#### Weather

- Serious adverse weather conditions
- Flood, storm etc.

Whether these incidents are due to natural causes such as severe weather, or in other cases such as, equipment failure, progressive deterioration, human error or involvement, there is still potential to lead to the following which are likely to have a major impact on the operation of MTT.

**Loss of:**

- Control
- Personnel
- Expertise
- Data
- Buildings (office and training centre)
- Equipment / Facilities (mobile workshop)
- Reputation
- Funding

MTT's Continuity Business 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 Apprenticeship Continuity Plan are:

- to identify, avert or minimise the effects of a potential or real disaster or disruption
- to bring the apprenticeship provision and delivery back into full operation with minimal disruption to apprentices, employers and staff.

**Apprenticeship Continuity Training**

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

**Continuity of learning key considerations**

Designing for different age groups. Teaching and learning delivery, course design and plans for support will be aligned with the skill level of age groups and the level of apprenticeship being studied.

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

**Tools to support the continuity of learning**

MTT apprenticeship training is delivered through a blended approach which provides a high 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 employer on the job training and workshops, face to face individualised delivery and virtual, tutor led, directed and supervised learning activities. Other methods include webinars, online-coaching, telephone review, work-based learning assignments and work-based assessments.

MTT have a network of time served, qualified and experienced trainers and assessors who are able to cover at short notice. Where necessary, owing to the unique way in which the 1-2-1 practical training is delivered in the mobile workshops, if a workshop location is impacted by adverse weather, we can

relocate to avoid the harms or run additional training sessions. MTT can also take advantage of other training venue options including employer locations.

### **Instructional Packs**

Hard copy packs would be considered a last resort as MTT fully embraces the use of digital technology in an attempt to remove the need for paper.

However, in advance of a prolonged closure or absence, tutors and assessors can prepare digital copy instructional packs that apprentices may use at home to continue their learning. This may include signposting to hard copy worksheets to download and complete; 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.

### **Use of Mobile Training Workshop**

MTT apprenticeship delivery is based on 1-1 training in the apprentice's place of work using one of the Mobile Workshops. If a van breaks down and is off the road West Berkshire Van Hire should be contacted immediately to arrange a substitute vehicle to replace the usual van while it is off the road being repaired. There is a temporary rig ready to use in an event of an emergency of this nature so that the apprentice's training is not impacted.

### **Coursework and Examinations**

All critical data is created or scanned and stored electronically to ensure data is stored and can be recovered where necessary. Paper files must be kept in the office as per MTT's GDPR and Privacy Policy.

Apprentice delivery teams will meet as soon as possible with employers and apprentices to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Directors, who will liaise with the Awarding Organisations and act on their advice.

Apprentices will be offered individual advice sessions with a member of staff to discuss their own specific concerns about the effects of the disaster on their work and any extra measures, considerations or adaptations, as advised by the Awarding Organisations, which can be put in place to complete the apprenticeship successfully.

### **Communication channels**

Communication with staff, learners, and partners/suppliers is of paramount importance to MTT. 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. Quals Direct. Should these be unavailable, staff have access to landline telephones within the main Multi Trades Training Ltd Office.

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 Quals Direct.

All staff mobile phones are equipped with access to portable mobile data, and within the office. Staff are encouraged to link to their home and public space wi-fi where possible (e.g. at employer premises).

Multi Trades Training Ltd also encourages staff to use alternative forms of communication such as instant messaging and video conferencing technology (e.g., Teams, Zoom or Skype). Should an incident occur, telephone will initially be the primary method of communications with relevant staff and key contacts followed by email.

### **System enabled contingencies IT / Soft Data / Business Critical Systems**

MTT'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 Multi Trades Training Ltd 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 Quals Direct, 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. Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved.

### **If Multi Trades Training Ltd can no longer deliver apprenticeship training**

The risk that MTT would no longer be able to deliver elements of the apprenticeship programme due to staff or operational issues is low as assessors are home based and as an organisation, are not dependent on specific members of staff to deliver core teaching. To mitigate the low risk to MTT's ability to deliver its apprenticeship programme, the Directors will continue to foster a positive working environment for staff, to maintain staff retention. Should there be a loss of key teaching staff the robust recruitment strategy and procedure will be implemented to swiftly replace those members of staff. The recruitment strategy and procedures are annually reviewed.

In the event of termination of agreement with the ESFA as a result of Multi Trades Training Ltd being removed from the Register of Apprenticeship Training Providers (RoATP) and so becoming unable to continue the delivery of apprenticeship programme, MTT will engage with the ESFA to make arrangements for effective exit to minimise the disruption to both learners and employers. Details of all apprentices, their apprenticeship programme, progress made, registration with awarding organisations and evidence that is required to contribute towards successful completion of their end point assessment would be made readily available.

The primary goal of MTT is to see every apprentice through to successful completion of their apprenticeship standard and every effort would be made under such circumstances to enable this to happen.

### **Processes and Policies**

All Multi Trades Training Ltd policies and procedures are available to staff on the Multi Trades Training Ltd website and ePortfolio system Quads Direct. 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.

### **Key Premises**

Multi Trades Training Ltd is based at Shalford Dairy, Wasing Estate, Aldermaston, Berkshire, RG7 4NB. 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.

### **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.

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 Multi Trades Training Ltd to support this work. This is reviewed on an ongoing basis. Multi Trades Training Ltd has scope to utilise external support if required in the delivery of sectors, although this has never been implemented.

### **Transport**

MTT recognises the primary source of transportation for its remote staff is via car and skills coaches travel to training locations in the company vans. Where a coach or assessor needs to travel independently to a training site, the expenses of 25p per mile are paid to contribute towards the cost of fuel and general upkeep of the vehicle to enable staff to maintain their own source of transport.

As an alternative, Multi Trades Training Ltd 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. 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 or Zoom.

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.

### **Physical Resources**

Resources should not deter an Apprentice from completing their programme. As a company Multi Trades Training Ltd offer a variety of resources to ensure apprentices have access to methods which suit their needs. Where support required is above the expected levels of support on an Apprenticeship, additional Learner Support Funding (LSF) may be accessed by Multi Trades Training Ltd to support this work.

Multi Trades Training Ltd 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. Multi Trades Training Ltd would be able to access interpreters, readers, hearing loops, additional laptops and software, access aids and almost any other required assistance. Multi Trades Training Ltd would buy this in from external sources, in most cases and may use additional funding routes to support this if applicable.

### **Major incident requiring the Business Continuity Plan**

The aim of the Multi Trades Training Ltd 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.

### **Further Support**

In the first instance, any concern should be reported to one of the Senior Management Team.

The Business Continuity Plan will cover three scenarios:

- For the first 24 hours following an incident
- 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.

### **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 dependent 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

### **Monitoring & Review**

This policy and its procedures will be reviewed annually with a full update, to ensure it continues to meet our needs should there be a significant change to the business.

### **The contact point for further advice is:**

#### **Multi Trades Training Ltd**

Shalford Dairy  
 Wasing Estate  
 Aldermaston  
 Berkshire  
 RG7 4NB

Tel: +44 (0) 2034 883801  
 E: info@mttraining.co.uk

## **MTT Emergency Contacts**

Rob Jones	07733 171 338	rob.jones@mttraining.co.uk
Craig Barwick	07437 114 514	craig.barwick@mttraining.co.uk
Stuart Brown	07979677602	stuart.brown@mttraining.co.uk

## **ESFA**

Department for Education Piccadilly Gate  
Store Street Manchester M1 2WD

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>  
[SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk)

Tel: 0370 2670001

## **Awarding Organisation**

### **NCON**

<https://www.nocn.org.uk/>

Main Switchboard: 0300 999 1177  
cskillsawards@nocn.org.uk  
nocn@nocn.org.uk

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