

## Apprenticeship Continuity Plan

### Purpose

This Plan is supplementary to our main Business Continuity Plan and is to consider those incidents that will have a significant impact on the operation of our apprenticeship provision following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

Continuity of learning is the continuation of education in the event of a prolonged closure. It is a critical component of emergency management, as it promotes the continuation of teaching and learning despite circumstances that interrupt normal attendance for one of more apprentices.

### Roles and responsibilities

**Key emergency contacts and functional responsibilities (these include staff responsible for managing any crisis between the centre and the apprentice. The ESFA will be informed of any break in learning.)**

<p>Jerri Burden (Quality and Curriculum Manager)</p> <p>or other SMT staff</p>	<ul style="list-style-type: none"> <li>• Overall responsibility for the continuity of apprentice training</li> <li>• Incident officer</li> <li>• Chair Crisis Team Meetings</li> <li>• Co-ordination of the response</li> <li>• Liaise with Line Managers/Employers/Awarding Bodies</li> <li>• Allocate resources</li> <li>• Discuss media response with Council Department.</li> </ul>
<p>Lorraine Miles (Programme Manager for WorkSkills)</p>	<ul style="list-style-type: none"> <li>• Responsible for deciding whether or not staff and apprentices should be sent home</li> <li>• Responsibility for managing disruption in the provision of admin services, assessment arrangements and physical premises</li> <li>• Meet and greet emergency services as they arrive, with a floor plan of the building if necessary.</li> <li>• Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.</li> <li>• Agree key information to be given to apprentices and tutor/assessors</li> </ul>

Jan Clowser (Apprentice Manager)

- Responsibility for dealing with issues relating to personal and pastoral support
- Follow up communication
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety
- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression

### Scope

The types of major or large-scale incidents that should be considered significant include:

- Loss or absence of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- Vandalism
- Sabotage
- Theft
- Loss of confidential information/data protection issue/loss of IT/MIS
- Extortion
- Serious accident
- Serious assault
- Armed or dangerous intruder
- Bomb threat
- Pandemic
- Notifiable disease

In some instances, these incidents can be due to natural causes such as severe weather, while in other cases, equipment failure, progressive deterioration or human error or

involvement may be the cause. They have the potential to lead to the following losses, which are likely to have a major impact on the operation of MAE.

Loss of:

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding

MAE'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 Continuity Plan are:**

- to avert or to minimise the effects of a disaster or disruption
- to bring MAE's apprenticeship delivery back into full operation with minimal disruption

### **Continuity of Apprenticeship Training**

All MAE 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. MAE will abide by the Disability Act and ensure materials will be provided in alternative formats, when necessary.

### **Tools to support the continuity of learning**

Our apprenticeship training is delivered through a blended approach and this provides a 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 group workshops, face to face delivery, virtual, directed and supervised learning activities. webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments.

We have qualified and experienced trainers and assessors who are able to cover at short notice. Where necessary, and when a workshop is impacted by adverse weather, we can run additional training sessions.

We have multiple training venue options available including employer locations.

Instructional Packs. In advance of a prolonged closure absence, tutors and assessors can prepare hard copy instructional packs that apprentices may use at home to continue their learning. Hard copy pack may include worksheets; 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.

### **Coursework and Examinations**

MAE is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off site, to ensure that no essential information is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Examinations Officer, who will liaise with and be advised by the Awarding Bodies.

Apprentices will be offered individual advice sessions with a member of staff to discuss their concerns about the effects of the disaster on their work and any extra measures (advised by the Awarding Bodies) which are required to enable them to complete the apprenticeship successfully.

### **Communication channels**

Through our training systems and available communication channels we have the following options to communicate with MAE staff, our apprentices and learners:

our VLE, e-mail, by telephone and by our 'Facebook' groups. We also have the employer Line Manager contact details for each Department/employer involved in our apprenticeship

### **Extra Travel Costs**

If apprentices have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and arrange to make payments to apprentices on a case by case basis.

### **System enabled contingencies**

Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved

### **MAE can no longer deliver apprenticeship training**

The risk that Medway Adult Education 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 we are not dependent on particular members of staff to deliver core teaching. To mitigate the low risk to Medway Adult Education's ability to deliver its apprenticeship programme, the Quality and Curriculum Manager 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 Medway Adult Education being removed from the Register of Apprenticeship Training Providers (RoATP) and therefore becoming unable to continue the delivery of apprenticeship programme, Medway Adult Education will engage with the ESFA to make arrangements for effective exit to minimise the disruption to both learners and employers. The detail 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 Medway Adult Education 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.

### **Emergency contacts.**

In case of a significant incident emergency, various contact details will be available in the programme handbook for each apprenticeship cohort.

These include:

MAE main contact tel number: 01634 338400

ESFA Service desk contact information

Telephone: 0370 2670001

Email: [SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk)