



Business Continuity, Centre Contingency and Adverse Effects policy

Reviewed by Adam Davies, Quality Manager.

Updated Julie Simpson, IQA 28 February 2022

Approved by Lynne Whitehouse, Operations Director

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Person/s responsible: SLT, all management and staff

Signed *Adam Davies*

Signed 

Policy owner

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Policy Statement

Netcom Training Limited is committed to providing an ongoing service to its customers in the event of incidents, significant issues, emergencies, or disruptive events that may result in service interruption or closure. These may include:

- Civil unrest or national emergency
- Terrorist attack or threat
- Fire
- Evacuation due to serious incident nearby
- Cyber-attack/ data breach
- Communications loss (telecommunications and IT systems)
- Outbreak of contagious or pandemic disease
- Loss of access to work premises e.g., fire, asbestos leak, flooding
- Loss of utilities/energy supply
- Widespread reduction or loss of transport infrastructure
- Loss of key suppliers or contractor support
- Extreme and continuous weather conditions affecting business premises and travel
- Awarding Body Centre approval withdrawal.

Disaster management and recovery processes will come into effect for the most serious incidents and this policy sets out the roles and responsibilities and procedures to be followed to support the continuity of the business operation.

The Operations Director is responsible for business continuity systems and planning, in consultation with the Chief Executive Officer and approving any revisions or updates. The Senior management team will share the responsibility of any deployment of the Business Continuity Plan to meet the challenge of any service interruptions or closure to minimise the impact on service administration and delivery as far as is reasonably practicable. In the event of a major incident posing a threat to the safety and security of its employees, business premises or its key operating systems, Netcom Training Ltd will take every step to put in place special protective measures and follow the guidance of emergency services before normal service can be resumed.

Business continuity plan deployment

To support the implementation and co-ordination of the business continuity plan, the senior management team will carry out designated duties under the direction of the Operations Director to restore safe/normal service operation as soon as possible. Staff will be informed of any change to working arrangements and the need to assist in any tasks required of them to support the business continuity plan.

Incident Management team

To support the implementation and co-ordination and updating of the business continuity plan, members of the incident management team will be comprised of the following members:

Bev Gough-Contract and Data Manager

bev.gough@netcomtraining.co.uk

Sharon Bennett-Contract and Compliance Manager

sharon.bennett@netcomtraining.co.uk

Tim Childe-Tutor and Innovation Lead

tim.childe@netcomtraining.co.uk

It will be responsible for supporting the Operations Director in notifying all staff and relevant parties, including learners, clients' visitors where appropriate in the event of any significant interruptions to service delivery and emergency action if required. Staff will be informed of temporary changes or otherwise to working arrangements where necessary. An up-to-date record of all private staff and management contact details, in addition to work ones is to be maintained to support the communication of any emergency action and significant service interruptions or closure.

A decision to close business premises at any time will need authorisation from the Operations Director who will be responsible for ensuring that staff, learners, and clients are notified and as to any alternative arrangements until such a time as normal service resume. Learners will be advised if scheduled training or support sessions can be delivered at other locations, remotely or suspended until further notice. Where alternative locations are utilised, learners will be assisted with transportation needs, whether organised by the business or information provided on public transport links and venue location.

In the event of Centre approval status or qualification withdrawal by any Awarding Body, necessary and appropriate action will be taken to ensure students are transferred to the registered company Apprentify.

Emergency action and evacuation procedures

General evacuation procedures will apply as set out in the company Health and Safety policy in the event of business premises being affected by emergencies or serious disruptive events. Staff are made aware at induction, as are learners of the designated assembly point. Visitors will be informed of the procedures to follow, if on site at the time of an evacuation. Fire marshals are in place to be deployed, if required to escort everyone present to a place of safety. This may be to the

secondary assembly point if necessary. Alternatively, the incident management team may make the decision to direct everyone on site away from the premises and out of the grounds via a safe exit route. A nominated member of the incident management team will be responsible for contacting and working with the relevant emergency services, providing information as and when required including details of the facilities and services at the premises. Staff, learners, and any visitors will be directed to safe available public transport routes where appropriate.

Lockdown

A decision may be taken to “lock in” anyone on site in the event of an outside threat to personal safety and security. A contingency plan will be in place in this eventuality to include procedures on the management of site entrances and exits and silent evacuation.

Recovery Management

The replacement of any company equipment, systems, and assets damaged or lost due to service disruptions will be the responsibility of the business and its insurer. A decision will be made as to whether temporary work facilities and/or training venues (located with consideration of commute routes/costs for learners) will be utilised in the event of company premises being closed or unavailable until such a time as operations can be resumed at existing premises where applicable.

Where at all possible, training delivery will continue via remote means using available technology and this will support the continuity of learning for those affected. Apprentices will continue to have remote access to their electronic portfolio and access any of their documents as this will be unaffected by any service disruption. Employees will operate from home where at all possible and equipment and resources will be provided if not currently available to them e.g., laptop computer, mobile phone. An assessment will need to be completed to determine if a home working setup is feasible and sustainable for a mid to longer term scenario. They will be contacted regularly to support their wellbeing and kept informed of any changes to their working arrangements.

The incident management team will oversee the delivery of learning and administrative support in the event of the activation of the business continuity plan. In the event of apprentices being affected by events of a similar nature at their workplace, Netcom Training Ltd will ensure it works closely with their employers to gain an understanding of their business continuity processes to best support the apprentice/s concerned.

The business will invoke a Disaster Recovery plan with its IT service provider to ensure that systems essential to the delivery or the administration of learning programmes, including apprenticeships are recovered and operational as soon as is reasonably practicable in the event of service failure/loss. Data is stored on cloud-based services and backed up as part of normal procedure to assist this objective. The service provider will commit to the following as part of the continuity agreement:

- Review incident history
- Gather diagnostics
- Propose repair/replacement/response based on the nature/scale of the incident
- Arrange technical personnel, if applicable
- Provide regular status updates
- Contact to confirm successful resolution
- Provide the Customer with DR Incident Report

Monitoring/review

The policy and procedures will be reviewed at least annually or in the light of significant changes to processes or legal requirements. Any such changes will be communicated at the earliest opportunity to all relevant staff.

Key contacts

Insurer

AXA Specialist Risks

Telephone: 0344 902 8323 customerservice@axaspecialistrisks.co.uk

IT Service Provider

Pure Technology Group

Account Manager: Oscar Benson

Tel : 07970 627542

Email : oscar@tptg.co.uk

Funding Partner

Louise Phipps, Senior Delivery Manager - Higher Level Skills

Direct Dial : 07766421132

Mobile : 07766 421132

Email : Louise.Phipps@wmca.org.uk

Property service

Bruntwood SciTech
Holt Street, Birmingham B7 4BB

[0333 323 2235](tel:03333232235)

ESFA contract manager

Alan.sweeney@education.gov.uk

Telephone: 0370 267 0001

Emergency services

999

101 for non-emergency incident

West Midlands Fire Service

General enquiries 03300 589000

Appendix 1 Covid-19 business update

Since the outbreak of the Coronavirus and resulting lockdown in the UK, the company has taken the initial decision to close business premises from March 2020 and is currently operating on a limited staff and management presence on a rota basis, following government guidelines as they change. This is due to the need to limit any spread of the Covid-19 virus but also to allow the opportunity for more normal business practice to continue operating. This flexibility allows staff to gain access to desktop computers and office equipment and data systems where necessary and enables interaction that might otherwise be limited to remote means only which might give rise to feelings of isolation. All employees are given the opportunity to attend the business premises (numbers are limited at any time to observe social distancing measures) and are otherwise working from home. The training, assessment and management of learners is taking place remotely via a collaborative communication system to support the continuity of learning.

The company will make efforts to ensure that employees who are working permanently or temporarily from home are kept informed of important business updates and their health, safety and welfare checked periodically to assess if support may be required. The company encourages any facility for employees to stay connected with colleagues to aid positive mental and physical health and for management to monitor progress against work activity set and that it is being done safely.

Home working assessments have been completed by all employees to ensure that they have a suitable working environment and equipment to carry out their duties. A workstation (DSE) assessment is a requirement to be completed by all employees working from home either on a temporary or more permanent basis. They are provided with supporting information and guidance to reduce the risk of harm/injury occurring from display screen work and encouraged to raise any concerns.

The business will continue to operate on a remote delivery basis with a view to re-opening premises at such a time as it may be ready to do so to ensure the safety of staff, learners, and visitors on site. In this event, staff to learner ratios will be appropriate to government and medical advice and guidelines on social distancing and protective measures will be followed to limit the risk of the spread of the Covid-19 virus. Learners' circumstances will be assessed and reviewed as to any vulnerabilities that may present themselves in the light of them attending business premises for their learning. A review of the business premises' health and safety practices will ensue at such a time as employees may return to more permanent office-based roles. In the meantime, a temperature probe and supplies of face masks and shields, sanitiser and wipes are available to support social distancing guidelines and safe working practices.