

Floorskills Limited Business Continuity Plan for Apprenticeship Training

1. Introduction

Floorskills Limited is required 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 our other evacuation plans and emergency 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 (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 is reviewed annually.

2. Aim of Plan

The aim of this plan is to provide guidance and support to enable the provider 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:

- a. To safeguard the safety and welfare of apprentices, staff and visitors.
- b. To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning.
- c. To maintain the community and identity of the Provider.
- d. To return the Provider to normality.

We have specific plans for the continuation of apprenticeship training to enable continuation of training without delay. This plan includes how as organisation we

- i) Have difference methods of communication
- ii) Manage transportation needs and different locations (if required)
- iii) Back up apprentice specific business systems and restore data
- iv) List of emergency contact including ESFA
- v) How apprentices would be supported if we can no longer deliver
- vi) Ensure ongoing access to apprentice resources and portfolio's

3. Notification

During working hours, a site disruption is likely to become apparent to all staff and learners very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified by the emergency services to the Provider's Managing Director.

4. Plan Implementation

The responsibility for implementing this plan lies with the Managing Director or, if not available, other designated senior member of staff.

5. Initial Actions and Emergency File

Evacuation is dealt with in the Provider's Emergency Evacuation Plan

Upon activation of this plan, the Provider Managing Director, or his/her nominated deputy, will form a Business Continuity Management Team (BCMT) with responsibilities as listed in Item 7.

The primary objective of the BCMT is to manage the developing situation and minimise harm and danger to:

- Learners
- Staff
- Visitors to the provider
- Building, contents, and other assets and
- The Provider's ability to provide education

Emergency files will be stored in the Administrator's office, student reception and Managing Director's office

The files should contain the following items:

- A copy of this plan
- A copy of the Provider's evacuation and contingency plan
- Site plans
- Any other critical items

Up-to-date contact information for parents/carers will be available via any internet enabled computer.

The file should be taken out of the Provider building by the nearest person, only if safe to do so.

The emergency file will be checked termly for accuracy of information by the Administrator.

6. Assessment / Containment

As soon as practicable, the BCMT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Current IT and telephony capability

If the disruption has resulted in the loss of the Provider site, the BCMT meeting should be held at.

The Limes Country Lodge Hotel
Forshaw Heath Ln, Earlswood, Solihull B94 5JZ.

7. Roles and Responsibilities

Functional roles include, but are not limited to the following (dependant on resources available, individuals may be called upon to fulfil more than one role):

Incident Officer: Managing Director

- Chair Team meetings
- Co-ordination of the response
- Liaise with DFE/ LADO (Local Authority Designated Officer)
- Allocate resources.
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff should be sent home

Staff and Communications Officer: Administrator

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Provide clerical and practical assistance to the Incident Officer.
- (Immediate!) Instruct staff not to leave the rendezvous point until told to do so.
- Liaison between Emergency Team and staff.
- Imparting factual information to staff.
- Liaison with SCC Corporate Communications, Somerset Direct.
- Agree key information to be given to learners by class teachers.

Welfare: Training Manager

- Ensure all learners, staff and visitors are safe and accounted for.
- Marshalling of learners, staff and visitors at the evacuation rendezvous point.
- Arranging for transfer of everyone to place of safety.
- Arrange for warm, dry shelter for everyone in the short term.
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.
- Co-ordinate the sending home of learners and immediate care of those whose parents cannot be readily notified.

Premises: Administrator, supported by Managing Director

- Building security
- Turn off gas, electricity etc, if this can be done safely
- Salvage of critical documents/equipment if this can be done safely
- The nominated person should be in possession of a list of critical items
- Signs and notices for doors/boundaries
- Liaison with neighbours
- Identification/transfer to alternative premises

Continuity and Recovery: Managing Director

- Arrange for opening up of alternative premises
- Co-ordinate fitting out with furniture and equipment
- Liaise with our insurance companies
- Liaise with DFE/ ESFA relationship manager as necessary

Data Recovery: External IT Support (See 8.4)

- Organise the retrieval and restore of data from back up tapes/systems

8. Potential Disruptions

8.1 Loss of Premises

Describe premises location in relation to floodplain, neighbouring properties and risk to fire and flood.

8.2 Loss of Utilities/ICT:

Utilities/ICT	Name of Supplier	Telephone Number
Electricity	Via Landlord	
Gas	Calor	
Water	Via Landlord	

8.3 Virtual Teaching:

If there is a serious disruption to education work can still be submitted by learners and accessed by teachers via normal e-mail addresses

8.4 Loss of Communication

In the event of total loss of telecommunication mobile phones can be used until phone system is repaired /replaced

Computers:

In the event of replacement computers being required the Provider will contact main suppliers and assess which contractor can replace equipment at the quickest/cheapest rate

Internet Access and IT Support:
Provided by BT

8.5. Back up

Dropbox backup holds all data. In the event of total loss, it will be necessary to restore data from the last backup. Data on servers is separately backed up daily and stored in the cloud.

8.6 Staff Shortage

The most likely scenarios involving a significant loss of staff are:

Outbreak of disease (e.g., influenza pandemic)
Fuel Shortage
Industrial action

In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects:

8.6.1 Epidemic/Pandemic - Refer to Covid Assessment and Response Plan

Provider Pandemic Manager: Matthew Bourne and Deputy: Emma Bourne

An influenza pandemic or similar occurrence may jeopardise staffing levels, directly through staff illness, or indirectly through fear of infection or through caring responsibilities for sick relatives.

What the Provider's pandemic manager should do:

It is essential that information is disseminated about how to identify symptoms of flu and what to do in the event of a member of staff becoming ill with suspected flu.

Download the latest information for staff to prevent the spread of infection and in what circumstances they might need to close.

8.6.2 Fuel

In the event of a widespread fuel shortage, options will include Increased use of.

- Public transport
- Car sharing
- Walking or cycling

When information indicates that a fuel shortage is expected, a list of staff living remotely from their place of work and with particular difficulties in accessing any of the above options will be compiled.

8.6.3 Industrial Action

As far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff that may be available to work in order to plan work in accordance with priorities.

9. Recovery

Long-term recovery may be affected by decisions made during the assessment/ containment phase, so recovery issues should be taken into account by the BCMT from the outset. Dependent on the nature of the incident recovery may take months or even years to achieve (for instance if a full rebuild is required after a fire, or if injuries or deaths occur) and will include ways of keeping the Provider community together during any period of dispersion or commemorating the event on anniversaries.

10. Continuity of Apprenticeship Training

All Floorskills Training 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

Supporting System Training for staff and apprentices on the use of continuity of learning systems to ensure true continuity and accessibility.

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. Floorskills will 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 face to face Floor laying workshops and practical delivery, virtual, directed and supervised learning activities, webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments.

Teaching and learning sessions at the face-to-face workshops are delivered by our tutors and we have additional staff in each subject specialism which allows for contingency if there is a delay in their arrival, sickness, holiday or incident which prevents a tutor from reaching the training venue.

Where necessary, and when a workshop is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with additional virtual webinars and peer learning sessions to complete the training.

We have central training venue (Solihull HQ) but options available including third-party venues and employer locations for some elements of training

The following list also includes a range of tools and modalities for facilitating distance learning, including those with no, some, or great levels of technological sophistication.

1. Instructional Packs. Each standard has a series of resources which compliment virtual delivery, and the tutors will use these to support either face to face or virtual teaching and learning sessions.
2. Tutor/Learner Check-ins and Tutorials: A variety of technologies (telephone,email, web conferencing, VLE) can be used to facilitate one-on-one, or tutor-and-class interaction or lesson delivery between apprentices and tutors
3. Telephone and Video Calling. Tutors can hold group and individual discussions, or teach lessons, with apprentices in a secure and private setting.
4. Email. Use existing email service provider to send, receive, and track messages. In the event this service provider is not operating, response teams can use other online systems to communicate and share resources, such as Zoom, Microsoft Teams and OneDrive.
5. Online Portfolio. Use the online portfolio (Aptem) to send messages and alerts to apprentices with regards to teaching, learning and assessment sessions or additional information about their apprenticeship
6. Social Media. Many apprentices, employers, parents, and staff use social media on a daily basis, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Private Floorskills Training groups within social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers.

Coursework and Examinations

Floorskills 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 Organisations.

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 Organisations) which are required to enable them to complete the apprenticeship successfully.

Our E-portfolio – Aptem back up apprentice work daily and meets GDPR requirements. Apprentices can access e-portfolio ongoing via mobile / computer both remotely and online.

Communication channels

Through our training systems and available communication channels we have the following options to communicate with Floorskills Training staff, our apprentices and employers: our VLE, Online Portfolio, e-mail, by telephone and by our designated Twitter and 'Facebook' groups. We also have employer contact details for each employer involved in our apprenticeships.

We use Dropbox and secure shared drives for internal, organisational collaboration and storing of relevant programme data which is also backed up every 24-hours and can be accessed remotely aswell as on-site.

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 General Manager 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

The other IT systems that we use such as OneDrive, drop box, and Moodle for organisational collaboration and storing of relevant data is stored outside of the business and is also backed up every 24-hours, which minimises risk.

Loss of Funding

In the event of loss of funding, Floorskills would immediately contact the ESFA to plan the continuous training of apprentices with the minimum amount of disruption to the apprentice as possible. Floorskills has additional links with other training organisations within the same sector areas who would be approached for support and strong links with EPAO organisation. We would ensure that learners and the receiving training organisation(s) (as approved by the ESFA) had full access to the learning resources, online portfolios, including exported portfolios where appropriate.

This section contains the contact details that are essential for continuing the operation of the organisation.

A. Staff

Name	Job Role	Telephone Number	E-mail
Matt Bourne	Director	01564 703900	matt@floorskills.co.uk
Emma Bourne	General Manager	01564 703900	emma@floorskills.co.uk

Key Suppliers

Supplier	Provides	Telephone	E-mail / Address
ESFA (General Number)	Funding Stakeholder	0370 2670001	DE.servicedesk@education.gov.uk Education and Skills Funding Agency (ESFA) enquiry form - Customer type - DFE Online Forms Department for Education Piccadilly Gate Store Street Manchester M1 2WD ESFA Relationship Manager: Alan Sweeney Alan.sweeney@education.gov.uk
NOCN	Awarding Organisation	<u>0300</u> <u>9991177</u>	nocn@nocn.org.uk
Chief Assessments	End Point Assessment	07966155786	info@chiefassessments.co.uk

Key Customers

Customer	Service / goods used	Telephone	E-mail
Learners and employers if affected	Training	Calendars will list who is booked in and contact details	Calendars will list who is booked in and contact details

Utility Companies

Utilities/ICT	Name of Supplier	Telephone Number
Electricity	Via Landlord - Becketts	01564 823402

Gas	Calor	0345 6096209
Water	Via Landlord	

Include a plan of your premises (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	03459881188
Police	Emergencies All stations across the borough	999 101

Insurance and Finance Companies

Service	Company	Telephone
Banking	Barclays	01928 584421
Insurance	Aviva	0345 609 6209

G. Local Authority

Service	Company	Telephone	E-mail
Local Authority	Stratford Upon Avon	01789 267575	info@stratford-dc.gov.uk

Signed:



Name: Matt Bourne

Title: Director