



# **Apprenticeship Continuity Policy**

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# 1 Mission Vision Values and Behaviours

## 1.1 Mission

Aspire Procurement Training exists to provide UK businesses with the next generation of aspiring supply chain professionals

## 1.2 Vision

To be the supply chain training provider of choice for apprenticeships and commercial courses, by putting the apprentice and the learner at the heart of everything we do

## 1.3 Core Values

- The passion and commitment to provide quality supply chain training
- The freedom from discrimination for all apprentices, learners, skills teachers, skills coaches and employees
- Continuous improvement through compliance to standards, adoption of best practice principles, and measurement against all performance targets

## 1.4 Behaviours

### 1.4.1 Be inspirational

- Our apprentices and learners perform best when they are inspired. Our whole team is passionate about the learning experience and committed to provide the best supply chain training

### 1.4.2 Add value

- We are focused on the value to the apprentice and the learner
- Both our study material and our teaching will bring to life the core academic content provided by our qualifying institutions
- Our skills trainers will be respected supply chain practitioners from a variety of industries and organisations and all will be MCIPS qualified
- Our teaching methods will be interactive and promote ethical best practice

### 1.4.3 Be inclusive

- We are advocates of inclusivity across all apprentices, learners, skills trainers, skills coaches and employees

### 1.4.4 Be a learner yourself

- Feedback and shared experiences will make us better. We are passionate about improvement
- We understand that learners have different learning styles. We will deliver our teaching in different formats and at a pace to suit the individual apprentice and learner

## 2 Policy Statement

By having a continuity plan, the business will be better prepared for minimising disruption to the learner in cases of service failure.

## 3 Purpose

The purpose of this plan is to outline the continuity arrangements we have in place to maintain and safeguard our apprenticeship provision. The policy identifies reasonable measures in place to respond to and be able to mitigate business risks where there is a potential of significant damage to business operations and apprenticeship provision.

## 4 Scope

This process applies to all service delivery aspects of all Apprenticeships delivered by Aspire Procurement Training.

## 5 Roles and Responsibility

The **Directors** are responsible for this policy and plan, it will be reviewed on an annual basis. All staff are responsible in adhering to this policy and plan.

The **Quality Manager** is responsible for reviewing the policy, monitoring incidents and the effectiveness of implementation of this policy in any event of service failure.

The **Operations Manager** is responsible for implementing recovery against each service failure.

The **Student Champion** is responsible for communicating with the apprentices and skills trainers in the event of a service failure.

Every staff member must be aware of the evacuation and health and safety arrangements that will impact their working environment. Staff must ensure they report critical incidents or concern to the lead of this policy immediately.

Staff will be made aware of this policy within their induction and reinforced within training and drills.

## 6 Policy Implementation

### 6.1 Principles

The principles of this plan are to:

- Outline actions required in the event of an emergency or incidents which threatens to disrupt the normal working practices of our business
- Ensure limited or no disruption to provision in the event of an emergency or threat.

We consider that the threats most likely to affect the services we provide are:

- Loss of key staff – requiring change of communication
- Damage to main premises of business e.g. Fire
- Loss of critical systems – IT failure or breach of IT
- Telephone line failure
- Supply chain failure - consumables
- Supply chain failure - trainers
- Severe weather condition

In some cases, these incidents can be due to natural-causes e.g. severe weather, while in other cases, equipment failure or human error or involvement may be the cause. They have the possibility of leading to the following losses, which are likely to have a major impact on our operations.

- Expertise
- Training material
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding and or contracts

## 6.2 Fundamental Steps

- As this plan is stored on a remote server, it is secure in the event of a localised system failure, disaster or emergency and may be accessed by any team member, who is able to connect to the internet.
- Telephone and e-mail contact details for team members and trainers are stored in the staff and managers' mobile telephones, as well as on the training management system (TMS).
- The business has buildings, contents, business interruption and practice expenses insurance policies, to meet the cost of repairs and other overheads, where necessary.
- Training can be switched to online classes, or remote 1-2-1 sessions can be scheduled, to ensure that the learner remains on track with the curriculum.
- Exams can be re-scheduled

## 6.3 Consistency Team

The team responsible for managing serious incidents and supporting this plan are listed below.

Staff Name	Title	Area of responsibility	Phone number	Email
Mark Parker	Director	Overall Company	07810 528468	<a href="mailto:mark@cips-training.com">mark@cips-training.com</a>

Nicola Hicks	Quality Manager	Quality, Contracts and Funding	01925 717428	<a href="mailto:nicola@cips-training.com">nicola@cips-training.com</a>
Rachelle Quinton	Operations Manager	Course venues, skills trainer communications	01925 717428	<a href="mailto:rachelle@cips-training.com">rachelle@cips-training.com</a>
Fiona Lowndes	Student Champion	Apprentice and learner communications	01925 717428	<a href="mailto:Fiona@cips-trianing.com">Fiona@cips-trianing.com</a>
ESFA Service Desk		<i>(if emergency is related to injury, death or normal business unable to continue)</i>	0370 2670001	<a href="mailto:SDE.servicedesk@education.gov.uk">SDE.servicedesk@education.gov.uk</a>

## 6.4 Short Term Incidents

Power failure, water failure, heating and or severe weather will often lead to short term impacts on daily operations. These incidents are managed by the Operations Manager and key staff listed above.

Information to staff and stakeholders will be communicated by the Operations Manager to ensure each team has up to date information on the current situation. Where an incident prevents staff from accessing the head office, staff will be asked to stay home where possible to work from home until further notice.

All apprenticeship delivery is conducted either in Aspire classrooms, virtually online or on employer premises and within our technical skills development centres so it is determined there will be limited disruption to apprentices and employers with short term incidents. Where a Trainer is unable to attend the delivery site due to severe weather, remote learning approaches will be applied to ensure there is no detrimental impact to the apprentice's progress.

We will aim to rectify any incident as soon as possible to ensure minimal disruption to the operations of the business.

## 6.5 Continuity Plan

## CONTINUITY PLAN

<b>COMMUNICATION CHANNELS</b>	<p><b>Website:</b> Is externally managed allowing us to regularly update the site either ourselves or via our third party partner, ensuring updates regarding services are timely uploaded, and that communication channels such as change of personnel or phone numbers can also be updated.</p> <p><b>Head Office Support and Management Team:</b> Head Office is a central support team that can support all stakeholders within apprenticeships. Through the TMS, the central team is able to communicate on mass to apprentices and employers to ensure regular updates are provided where a significant change or incident has occurred. The Student Champion and the Senior Leadership Team has direct phone and email to support further communication lines.</p> <p><b>Email failure:</b> IT systems will be rebooted and email downtime will be monitored, where email is not available apprentices, suppliers, staff and employers can be contacted via phone or from the TMS.</p> <p><b>Telephone line failure:</b> In addition to the landline telephone line, the company management and leadership team all have mobiles. These numbers are available to all employers, delivery staff, and suppliers. Our telephone and internet supplier can redirect calls to the alternative numbers, so that we can continue to receive and make calls using our normal telephone number. If all our landlines fail, calls can be redirected to the Operations Manager’s mobile.</p> <p><b>Training Management System (TMS):</b> Communication updates to apprentices and employers can be added through our training management system. This gives real time updates and ensures that there is limited disruption to any apprenticeship services.</p> <p><b>Delivery team:</b> Where there are changes to our Skills coaches or trainers the Operations Manager can directly call or email the apprentices or employer. The Skills coaches and trainers have the ability to provide learning interventions face to face and remotely, ensuring flexibility to meet the employer’s needs.</p>
<b>MODES OF TRANSPORT</b>	<p>Where training is delivered in Aspire classroom or on customer premises, the Skills trainers’ primary transport method to apprentices is by car, however alternative transport by public transport such as rail and bus are available.</p> <p>Head office/central staff have multiple transport approach these being car, public transport and walking. We have localised staff to open and close the premises, they are able to reach the premises by foot in the event of severe weather.</p> <p>Apprenticeship delivery is carried out at our Warrington head office, at our other training centres and, if applicable, customer premises. We do not offer transport to apprentices as part of the provision, but as a backup all of our training and reviews can be done virtually.</p>

<b>ALTERNATIVE SITES</b>	<p>The Operations Manager is responsible for procuring alternative accommodation. The senior leadership team and the board will support the procurement processes and identify facilities and equipment required.</p> <p>Our delivery team have the flexibility to work from home as they are most often visiting apprentices and employers. Office based staff will also be able to work from home with provided equipment until alternative site is made available.</p>
<b>SUPPLY CHAIN</b>	<p>Our supply chain provides us with paper, printing services, courier, and learning support material. For each of these we have alternative suppliers, from whom we can source the same standard of services. We also store reserve stocks in the event of low supplies.</p>
<b>BACK-UP OF BUSINESS CRITICAL SYSTEMS</b>	<p>Our IT systems are on a subscription basis which automatically upload the latest version updates and provide secure Cloud backup of all data. All IT hardware is protected by antivirus and antimalware software, that automatically updates from the internet on a regular basis. Where possible, we also provide Guest Wi-Fi networks to minimise risk to our corporate network.</p>

## 6.6 Monitoring

Incidents that initiate this policy are monitored to ensure there is a full record of events. The Quality Manager who manages the quality management system is responsible for working with the Operations Manager in recording the incident within the critical incident log.

The log will review trends in incidents, timeframes for resolution, and impact to ensure further preventative actions are implemented where possible.

The Quality Manager is responsible for monitoring the effectiveness of the policy and plan and completing a quality risk analysis process.

## 6.7 Risk Analysis Process

- Identifies those risks which could impact on apprenticeship delivery
- Provides the basis for a risk containment plan
- Ensures each risk is analysed for probability and impact
- Identifies an appropriate contingency plan
- Reports on the status of current risks

Through the life of all apprenticeship programmes, meetings will be held with the apprentice and employer at regular pre-determined intervals, reporting on progress, performance and any variances, taking necessary corrective action to ensure satisfaction and reduction in impact to the apprenticeship success.



Aspire Procurement Training has a dedicated and highly experienced administration and delivery team who design and implement the required systems and documentation to support and ensure compliance with client requirements.

We are approved to deliver qualifications by the Chartered Institute of Procurement & Supply (CIPS) and in order to satisfy their requirements we have IT systems to maintain, monitor and keep data securely.

The system is firewall and virus protected and all data is saved on a daily basis using the cloud.

## 6.8 Delivery

Aspire Procurement Training deliver training to learners on site at our study centres, virtually and in partnership with employers. In the case of any issue regarding delivery we will switch training method to accommodate student needs.

## 6.9 Staffing

A staff matrix is available which details responsibilities, qualifications and experiences of all delivery staff to ensure sickness and holiday cover is always available.

## 6.10 Finance

Our financial controls are supported by an independent organisation to ensure compliance at all times.

## 6.11 Risk Analysis Plan

Risk	Probability 1-5	Severity 1-5	Score P x S	Action to Prevent/ Manage Risk
<b>Staffing</b>				
Failure to provide appropriate resources within proposed timeline	1	5	5	Maintenance of appropriate skilled resource
Difficulty in obtaining appropriately skilled staff	1	5	5	Database of qualified resource
<b>Organisational</b>				
Lack of organisational coherence	1	5	5	Experienced management team
Poor take-up or engagement	1	5	5	Experience in recruiting all learners

Failure to address user needs	1	5	5	Significant experience using Organisational Needs Analyses and Individual Skill Scans
Loss of focus from original aims	1	5	5	Ongoing quality assurance against original aims and objectives
Delivery fails to engage learner leading to loss of interest & belief.	1	5	5	Achieve buy-in on induction
Communication	1	3	3	We will endeavour to use alternative communication systems should there be an issue with telephones etc. We will have access to social media, text, emails utilising wi-fi and other means. We have backup systems and access to mobile systems as necessary.
Transport	1	3	3	Should there be an issue with transport for our apprentices or staff we have the capability to support and engage in learning with all of our learners remotely utilising our IT systems.
<b>Technical</b>				
Failure to deliver adequate technical resource	1	5	5	Sophisticated administration and IT resources in place

<b>Suppliers/Contacts</b>				
Risks identified:				
Accredited bodies do not deliver when required	1	5	5	Effective communication and administration systems in place
Training facilities not available	1	5	5	Alternative venues can be sourced immediately or switch to virtual delivery
Emergency Contacts	1	5	5	<p>A list of emergency contacts is available should any incidents occur including (but not limited to):</p> <ul style="list-style-type: none"> <li>• ESFA</li> <li>• HSE</li> <li>• Local Police</li> <li>• All emergency services</li> <li>• Apprentice emergency contact</li> </ul>

Significant Incident	1	5	5	<p><b>Immediately:</b></p> <ul style="list-style-type: none"> <li>Advise a member of Senior Management</li> <li>Follow and complete appropriate procedure and documentation such as Safeguarding and Prevent incident</li> </ul> <p>Report to emergency contacts and out of-hours contacts accessible via staff intranet. Director report to ESFA contact within 24hours <b>ESFA Service Desk</b></p> <p><i>(if emergency is related to injury, death or normal business unable to continue)</i></p> <p><b>0370 2670001</b></p> <p><b>SDE.servicedesk@education.gov.uk</b></p>
<p>Details of major incidents and action taken will be recorded on the Incident Document. These notes may be referred to if there is any further investigation and it will also inform future business continuity planning. All significant incidents must have the relevant emergency contacts contacted, including ESFA for funded learners and apprentices.</p>				
<b>Financial</b>				
Failure to maintain adequate financial systems and resources	1	5	5	Sophisticated accounting procedures and adequate financial resources available, support from an independent consultant

## 7 Monitoring and Review

This policy will be reviewed annually to ensure that it is up to date and compliant with the latest legislation.

The policy was last updated in September 2021 and is due for renewal in September 2022.

This policy may also be updated before the renewal date if legislation changes or if monitoring and review of performance suggests that practices should be altered.

## 8 Signature



Mark Parker  
Director