

# INTROTRAIN & FORUM LTD (IFL)

*Education and Training*

## BUSINESS CONTINIUIITY PLAN FOR APPRENTICESHIPS

In the event of a 'High Risk Business Critical' incident, which threatens the business of Introtrain & Forum Limited (IFL) the following procedures will be followed to allow day-to-day operations to continue. This will enable permanent plans to be formalised and implemented allowing the business to continue.

COVID\_19 has affected our business, not in the least the Hair & Beauty business. As a provider we were able to continue our learning. We found innovative ways of delivering through Teams, Zoom and nanopod. We have COVID\_19 restrictions in place – these are covered in separate COVID\_19 policies etc.

### 1. **Alternative Communication channels**

All training consultants have mobile phones. Apprentices have the number of the consultant who has responsibility for their salon. Our website has a main head office number. We also communicate with apprentices through Facebook, Twitter and Instagram, together with our website, to ensure we reach all apprentices. 8. Emergency contacts.

### 2. **Alternative modes of Transport**

In the case of a major incident and no public transport was available for apprentices to attend the centre, we would where possible drive to the apprentice and deliver in the workplace. If a consultant had a transport issue, we would make an appointment at the earliest once the transport issue was resolved.

### 3. **Alternative site of operations (Loss of Premises)**

In the event of the business premises becoming unusable, work would be continued by staff working from home, until such time as the existing premises are re-usable or alternative premises identified. IT systems would be installed on computers at home via back up data. Desktop & Laptop computers, if destroyed, would be purchased to replace those lost. Insurance cover is in place to mitigate these costs. The Apprentices would be informed to remain in salon placement until we are in a position to continue weekly delivery. IFL will ensure the learners employers are made aware of the situation and the implications to the learners learning would be fully explained.

### 4. **Back-up and store data - Web Site & Hosted Services**

The company website and services is hosted remotely on a guaranteed site which is managed by an external organisation and backed up to ensure no loss of service and data integrity in the case of restoration.

### 5. **Loss of Computer Data**

All training consultants use company laptops, computer data is stored and backed up on the central server each day. A further back up of this information is made daily and held on a remote server, managed by our IT support 'Span Networks'. Laptops are generally kept with the consultant but can be accessed by all directors if need be.

Learners funding related data can be recovered from our MIS YETI system hosted by Cognisoft is a web-based application where data is uploaded monthly onto the ESFA system 'Submit learner data' currently operated by the data service.

### 6. **Learner's**

Policies & Procedures IFL

Should, in any event, it not be possible for the IFL to continue delivering its ESFA funded learning following a significant incident the following action would be taken.

- a) The ESFA would be contacted immediately and informed and advised as to the action being taken to remedy.
- b) All efforts would be made to continue the learners on the current course or programme, if this is no longer possible: -
- c) The ESFA would be notified to confirm the learner transfer.
- d) An alternative provider would be identified and contacted to determine if a learner(s) transfer was possible.
- e) The learner and employer would be informed of the potential transfer.
- f) Once a transfer(s) has been confirmed IFL would work with the new provider to supply the necessary learner/employer information to ensure a successful transfer.

## 7. Loss of 'KEY' Member of Staff

In the event of sudden loss of a member of staff, the following procedures would be implemented:

### a) Training Director

The remaining directors, Training Co-ordinator together and consultant would cover the work of the member of staff until a permanent replacement has been recruited

### b) Directors including financial director

The remaining directors with external support (Business partner familiar with ESFA systems and Funding requirements) would cover the work of the member of staff until a permanent replacement has been recruited.

### c) Training manager and Training co-ordinators

In the absence of one of these key members of staff the other with the support of the Finance and managing Director would cover the work of the member of staff until a permanent replacement has been recruited. Our accountants together with the help of the other directors would cover all financial issues until a replacement is found.

### d) Training Consultants

In the absence of one of these key members of staff the other consultants with the support of the Training Director and training co-ordinator would cover the work of the member of staff until a permanent replacement has been recruited

### e) Managing Director

The other Directors of IFL would undertake to direct all of IFL staff, until a replacement had been identified and recruited. They would cover operational matters in the short term.

## 8. Emergency contact details.

Centre 01865 793196

Carolyn – lead safeguarding officer 07801420829

E-mail [training.consultants@introtrain.com](mailto:training.consultants@introtrain.com) generic e-mail.

ESFA - 0370 267 0001

Created by Carolyn Howard	August 2017
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