CONTINUITY PLAN (APPRENTICESHIP TRAINING)

PURPOSE

This plan is designed to consider those incidents that will have a significant impact on the operation of our course provision at Train'd Up following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

Train'd Up is committed to ensuring that its Apprenticeship provision is not unnecessarily interrupted, and in the event of interruption, its staff and Apprentices would face minimal disruption, with procedures put in place to ensure a swift continuity of this provision.

The Continuity Plan for Apprenticeship training is designed to assist business recovery in an emergency situation for the staff members and learners of Train'd Up.

The continuity plan for Apprenticeship training, identifies and sets out the main risk assessed scenarios that could impact on the Apprenticeship programmes offered by Train'd Up. It provides details of the response mechanisms and actions to remedy business interruption and enable the continuity of activity in as little time frame as possible.

PROCESSES AND POLICIES

Processes and policies are in place to ensure a transparent approach and methodology to the delivery of Apprenticeships. Policies for all aspects of Apprenticeship delivery are the same and there are few differences between the delivery methods across all the sectors and levels that Train'd Up delivers. Where there are differences, these are often down to the requirements of the Apprenticeship Standard or may be related to that particular Apprenticeship End-Point Assessment (EPA).

All Train'd Up policies and procedures are available to staff on the Train'd Up Document Master Log. All new staff receive training on this during their induction process and the element is signed off on the induction checklist once completed. Processes and policies are routinely reviewed on at least an annual basis by the Board of Directors, but interim updates are agreed at Board of Directors level if there are changes required during the period.

If a significant change is required or needs to be investigated, it is likely that the Quality Improvement Plan linked to the Self-Assessment process will be updated to include this so that suitable timely objectives can be set, and certain members of staff made responsible for the required investigation or actions.

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
- Loss of Contract
- Sub-contractor performance (partner rail employers)
- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding

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 Train'd Up.

The plan ensures that there are limited and ideally no disruptions to the provision of Apprenticeship training and we have set up the following arrangements to ensure this.

The two main objectives of this plan are:

1. to prevent or to minimise the effects of a disaster or disruption;
2. to bring Train'd Up's delivery back into full operation with minimal disruption.

ESFA NOTIFICATION

In any event that continuity of provision is disrupted, ESFA notification will be undertaken with immediate effect. ESFA guidance will be referred to and enacted including the recording of any breaks in learning in line with the funding guidance and reporting requirements on the ILR.

ESFA Service desk contact information

Telephone: 0370 267 0001

E-mail: SDE.servicedesk@education.gov.uk

CONTINUITY OF APPRENTICESHIP TRAINING

All Train'd Up staff and Apprentices are asked to ensure that they read and understand the contents of this plan and to that they remain aware of its contents in order to act and respond accordingly.

CONTINUITY OF LEARNING KEY CONSIDERATIONS

Designing for Different Age Groups. Instructional design, course content and plans for support will be aligned with the skill level of age groups and the level of Apprenticeship being studied.

Supporting System Training. Training for staff, Apprentices, and parents 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. Train'd Up will abide by the Disability Act and ensure materials are available in alternative formats, when necessary.

PHYSICAL RESOURCES

Resources should not deter an Apprentice from completing their programme. As a company Train'd Up offer a variety of resources to ensure Apprentices have access to methods which suit their needs. Where required, Apprentices are issued with IT equipment.

Our Apprenticeship training is delivered through a hybrid learning 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 delivery, virtual, directed and supervised learning activities, webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments.

All workshops delivered have back-up tutors, which allows for contingency if there is a delay in their arrival, sickness, holiday or incident which prevents a trainer reaching the training venue.

- We have qualified and experienced trainers and assessors who are able to step-in at short notice.
- 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 multiple training venue options available including third-party venues and employer locations.

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.

Trainer and Assessor Check-ins and Tutorials: A variety of technologies (telephone, e-mail, web conferencing, VLE) can be used to facilitate one-on-one, or tutor-and-class interaction or lesson delivery between Apprentices and tutors/assessors.

MS Teams for Education, Telephone and Video Calling. Tutors and assessors can hold group and individual discussions, or teach lessons, with Apprentices in a secure and private setting.

E-mail. Use existing e-mail service provider to send, receive, and track messages. In the event that the service provider is not operating, response teams can use other online systems that allow quick distribution of multimedia content to a mass audience. There are a variety of free e-mail service providers on the Web, including Google, Yahoo, and Hotmail, most of which support document sharing, scheduling, and web chats.

Web Conferencing. A variety of free web conferencing services are available on the internet. Train'd Up will consider setting up an account for use in cases of emergency, when distance learning methods are needed and may want to conduct workshops or learning sessions using one of these services for ease of use in the event of an emergency.

Social Media. Many Apprentices, 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. 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

Train'd Up 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. Curriculum 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 Head of Quality & Compliance, 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.

IT / SOFT DATA / BUSINESS CRITICAL SYSTEMS

Train'd Up's data is stored electronically, via Mircrosoft Share Point, staff laptops, secured by passwords that are required to be changed on a regular basis. Staff are required to back up laptop data daily. Spare laptops are also made available to staff should this be required.

As well as Mircrosoft Share Point, electronic data is held on business-critical systems such as the e-portfolio APTEM and on e-mails via our Microsoft Office 365 server. All systems are secured by passwords individual to the user that are changed on a regular basis.

Each system automatically backs up data on a daily basis, allowing lost information to be recovered and restored where necessary on any PC using the secure log in issued; staff are provided with portable IT equipment to access such data accounts; spare laptops are also available for staff to use as necessary.

COMMUNICATION CHANNELS

Communication with staff, learners, and partners/suppliers is of paramount importance to Train'd Up. The primary sources of communication are via telephone and e-mail, and all staff are issued with work laptops and mobile phones. Mobile phones are set up to include access to the internet, e-mails and some software relating to Apprenticeship delivery e.g. APTEM. Should these be unavailable, staff have access to landlines at alternative premises and, as a last resort, are able to use personal phones if absolutely necessary.

Key staff contact details are provided within this continuity document.

E-mails are backed up to the Office 365 server – this allows lost data to be recovered, and for staff to access e-mail accounts from any PC with their own secure log in. E-mail is accessed via Microsoft Office Outlook which can be used offline, though users are required to be online for messages to be sent or received.

Internet access is required for e-mails and for communication via the e-portfolio system APTEM. All staff mobile phones are equipped with access to portable mobile data, and within the office, and where wi-fi is provided. Staff are encouraged to link to their home and public space wi-fi where possible (e.g., at employer premises). APTEM has an alternative App for use via a mobile phones which is available to use off-line should internet access fail.

In an emergency, and with prior agreement, staff may also use alternative forms of communication such as instant messaging and video conferencing technology such as **WhatsApp**.

ADDITIONAL TRAVEL COSTS

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

REDUNDANCY

In line with ESFA Apprenticeship Funding rules, there may be circumstances where, if an apprentice is made redundant, Train'd Up must make reasonable efforts to find the apprentice a new employer.

Train'd Up has well established relationships with a large number of employers working across a variety of sectors. Where appropriate, these relationships can be leveraged to identify opportunities for displaced Apprentices.

TERMINATION OF FUNDS

Should the ESFA for any reason terminate access to funds as a Main Provider, Train'd Up will work with the ESFA to ensure that a plan is in place to continue the Apprentices currently on the programme.

TRAIN'D UP EMERGENCY CONTACT DETAILS

This section contains the contact details that are essential for continuing the operation of the organisation. In the event of an emergency or a significant incident some or all the following people, depending on the nature of the emergency/significant incident, will need to be contacted.

Name	Job Title	Telephone	E-mail address
David Gillespie	Company Director	07917 321405	d.gillespie@traindup.org
Alan Wilson	Managing Director	07776 829566	alan.wilson@traindup.org
Laura Thompson	Head of Finance	07824 629975	laura.thompson@traindup.org
Roni Singh	Head of Quality & Compliance	07436 249487	roni.singh@traindup.org
Bill Alexander	Health & Safety, Quality and Environment Manager	0330 0588300	bill.alexander@traindup.org
Paul Daglish	Lead Learning Specialist (Rail)	07867 516290	paul.daglish@traindup.org
Chris Askew	Operations Manager (Engineering)	07587 932612	chris.askew@traindup.org
Fiona McGarva	Management Information Systems Co-ordinator	0330 0588300	fiona.macgarva@traindup.org
Sarah Lane	Compliance Manager (Safeguarding & Prevent Champion)	07825 983958	sarah.lane@traindup.org
Lucy Gillespie	Apprenticeship Co-0rdinator	07826 344960	lucy.gillespie@traindup.org
Anne Marie Ross	Contracts & Funding Co-ordinator	0330 0588300	annemarie@traindup.org
Abigail Carter	Careers Guidance Adviser (Safeguarding & Prevent Champion)	07436 123883	abigail.carter@traindup.org

KEY CUSTOMERS & STAKEHOLDER CONTACT LIST

Customer	Service / Goods user	Telephone	E-mail
ESFA Helpdesk	ESFA	08000 150600	helpdesk@manage-Apprenticeships.service.gov.uk
APTEM	E – Portfolio System	020 7870 1000	info@aptem.co.uk
IRO (Institution of Railway Operators)	End Point Assessment Organisation (EPAO)	07311 060603	epa@railwayoperators.co.uk
RPD (Rail Professional Development)	EPAO	01268 822842	pd@rpd.co.uk
SLC Rail	EPAO	07884 130234	phil.allison@slcoperations.com
Railway Competence Group Ltd	EPAO	07956110523	contact@railwaycompetencegroup.co.uk
Highfield Awarding Body for Compliance (HABC)	EPAO	01302 363 277	bcressey@highfield.co.uk
EAL	EPAO	01923 652 400	EPAservices@eal.org.uk
Innovate Awarding Ltd	EPAO	0117 3142800	epa@Innovateawarding.org
City & Guilds	EPAO	01924 930800	Jamie.Holland@cityandguilds.com
Training Qualifications UK	EPAO	03333 583344	kelle.mcquade@tquk.org
EAL	Awarding Body	01923 652400	customer.experience@eal.org.uk
City and Guilds	Awarding Body	01924 930800	centresupport@cityandguilds.com
ILM	Awarding Body	01543 266867	customer@i-l-m.com
Pearson	Awarding Body	08444 632535	N/A

OfSTED	Office for Standards in Education, Children's Services and Skills	0300 123 1231	enquiries@ofsted.gov.uk
NSAR	The National Skills Academy for Rail	020 3021 0575	eqa@nsar.co.uk
Institute of Apprenticeships & Technical Education	Institute of Apprenticeship Standards	N/A	Enquiries.ifa@education.gov.uk

MONITORING & REVIEW

Incidents that have triggered this policy are monitored to ensure there is a full record of events. The Head of Quality & Compliance is responsible for working with the Managing Director in recording the incident within the critical incident log.

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

DIRECTOR POLICY APPROVAL

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.

Signed on behalf of Company Directors:

Laura Thompson

Name: Laura Thompson
Position: Finance Director
Date: 13/10/2025