



## **AWC Training Ltd**

**Reviewed by: Allan Clare, Managing Director**

**Date of Review: 01 January 2021**

**Next Review: 01 January 2022**

**January 2021**

# Review and Version Control Sheet

NB: This Policy will be revised annually or when legislation, improved practices or other modifications occur

Date of Review	Policy Period	Next Review	Reviewer(s)	Comments	Authorised By
May 2019	12 months	May 2020	Allan Clare Peter Quinn	Updated and Reviewed Policy	<i>Allan Clare</i>
May 2020	12 months	May 2021	Allan Clare	Updated and Reviewed Policy	<i>Allan Clare</i>
May 2021	12 months	May 2022	Allan Clare	Updated and Reviewed Policy	<i>Allan Clare</i>

## **Introduction**

We are committed to the highest standards of business and ethical behaviour, to fulfilling our responsibilities to our clients that we serve and to the creation of long-term value for all stakeholders on a socially and environmentally sustainable basis.

## **Statement of intent**

AWC Training Ltd (AWC) makes every effort to ensure that it is protected against risks and threats which make impact on the day-to-day services in which AWC provide, this could be for example staff sickness the hazards of fire, flood, loss of vital information, services or materials, that could materially impact upon, disrupt or interrupt our day-to-day operations. However, AWC recognises that the unexpected could and may happen, the effect of which could compromise the ability to meet acceptable standards of business and of ethical behaviour. In the event of the termination of any contract either with a Funder or with AWC itself, AWC aims to ensure the continuation of training for its learners in order for them to complete their courses in a timely and efficient manner and to not be disadvantaged in any way.

For these reasons, AWC has implemented a business continuity management programme (BCMP) and business continuity Plan (BCP) to protect our organisation, its people, our brand, reputation, the interest of our stakeholders and the wider community.

## **BCM definition**

AWC will apply business continuity management (BCM) throughout to identify, measure, evaluate, control and respond to risks and threats that have potential for preventing AWC from attaining and maintaining its stated aims, as set out in the company mission statement. AWC will achieve this by ensuring the ability to respond to unexpected incidents that inhibit our ability to carry out key activities and processes, by means of:

- Business impact analysis and risk assessment
- Cost-effective loss prevention and management
- Good practice resilience and damage limitation measures and procedures
- A business BCP that provides structured response and recovery guidance
- A system of monitoring, testing and exercising, reviewing and training that ensures that the BCMP is accepted by all as an embedded and essential part of our activities.

## **Objective and Scope**

Our business management continuity (BCM) objectives are to:

- Have in place cost-effective resilience and damage mitigation arrangements
- Recover key deliverables, within a suitable timeframe, following an incident or circumstances that prevent an acceptable level of service defined via a strategic analysis, or otherwise affect other key operations for a period in excess of defined time scales.

The scope of our business continuity plan (BCP) is that it would respond to `reasonably foreseeable events` including the following:

- Non availability of staff
- Non availability of resources
- Non availability of information
- Death or serious injury

- Denial of access
- Supplier, logistics or distribution failure  
Continued support of learners/apprentices in event of contractual loss/withdrawal

### **Non availability of staff**

Where staff are unavailable to conduct their duties through warranted and unwarranted absence of duties, AWC shall make contact with their intended service users. Negotiation of attendance of another staff member or on request the original member of staff attendance. This shall be concluded within a 7-day period to reconcile the matter.

Where request is made for duties to continue at the requested times and days, a replacement member of staff shall be installed with immediate effect, where such members of staff are available.

### **Non-Availability of resources**

Where resources are not available, either supplemented resources shall be made available within a 7-day period or original resources made available with notification after 7 days but no more than 10 days.

### **Non availability of information**

All information is backed up to external hard drives, company servers and paper based. In the event of one of our systems failing alternative equipment shall be sought immediately and reinstated the point of purchase.

### **Death or serious injury**

This shall form part of the Non availability of staff BCP

### **Denial of access**

If a staff member is denied access to premises, the staff member will contact AWC immediately. AWC shall contact the organisations concerned to meet mutual measures to alleviate the denial process. All staff members shall be informed of any future policy regarding this situation.

### **Supplier, logistics and distribution failure**

In the event of failure of supplies, logistics and distribution of any resource, AWC shall find alternative methods in rectifying the matter. This shall meet in accordance with no more than a 7-day delay of such failures.

### **Continued support of learners/apprentices in event of contractual loss/withdrawal**

The arrangements will depend on the exact scenario and the type of provision that is affected. For example, most employability type Adult Education is of short duration (1-2 weeks) and can therefore be turned off very quickly and easily with little or no detriment to learners. However, for provision of a longer duration, it is vital that the student's interests are protected, and they are able to continue to study.

In a scenario where AWC is in control of the decision to cease certain provision, existing learners would continue their studies until they are completed but no new recruitment will take place.

If there is evidence of contract failure or imminent insolvency, an emergency management meeting will be convened by the Directors.

The following actions will then be taken:

- The relevant funding agency will be informed of the situation.
- Learners will be contacted to inform them of the decision, outlining the contingency plan for continued delivery to ensure minimal disruption to their learning.
- Where the provision is workplace delivery, employers will be contacted.
- The Director will calculate the final reconciliation of income generated under the affected contract and provide this as a completion payment.
- The Quality Manager will contact all awarding organisations to ensure learner registration and certification is moved to any new awarding organisation.
- Wherever possible, AWC will provide alternative delivery to support learners to continue their course. This may include employing tutors and/or hiring premises and equipment.
- AWC through its Quality Department, will undertake all quality assurance to ensure learners achieve their qualifications and receive timely certification.

### **Contract for AEB Provision**

AWC holds an AEB and Apprenticeship contract with the ESFA. If this contract were either terminated or not renewed AWC would support all students to achieve their current learning aims and issue certificates as per normal. AWC would work with the ESFA to facilitate either sharing of staff in the case of staff shortages or transfer of learners in a planned orderly fashion. This would be carried out in conjunction with the ESFA or employers if learners were on apprenticeship courses.

All student data would be held in AWC's secure GDPR compliant storage provision for the required duration. Staff no longer required to support this provision would be redeployed, including TUPE procedures, or go through the necessary process of redundancy.

In the highly unlikely event that AWC were to be made insolvent, AWC would work with the ESFA to either restructure its operations or transfer some, or all, of its provision to another local training provider. On an annual basis AWC undertakes a full review of current provision and considers local market demands, course viability and overall quality in order to align provision and create its curriculum offer for the following academic year. Sometimes, through this process certain courses are discontinued, with new courses taking their place. Existing learners are supported to complete their current qualifications and then directed on to new provision which better reflects the market and will support that student into local work and/or progression.

A significant drop in the overall quality of provision in teaching and learning may lead to an OFSTED inspection and may result in AWC falling to a grade 3 or 4. This will mean that AWC would be unable to deliver any new apprenticeship provision. AWC would continue its current provision, supporting learners to a successful outcome and award of certification and then cease delivery moving forwards. Staff no longer required to support this provision would be redeployed or go through the necessary process of redundancy.

## Key personnel and EFSA Emergency Contact

The following key personnel can be contacted in the following ways in case of business emergencies.

London College of Professional Studies				
Name	Position	Responsibility	Phone	E-mail
Allan Clare	Managing Director	Overall Company	07849077357 (mobile) 01726810143	<a href="mailto:allan@awctraining.co.uk">allan@awctraining.co.uk</a>
Jane Clements	Operations Manager	Operations	01726810143	<a href="mailto:jane@awctraining.co.uk">jane@awctraining.co.uk</a>
Geoff Spinks	Health And Safety	Health & Safety	01726810143	<a href="mailto:geoff@awctraining.co.uk">geoff@awctraining.co.uk</a>
Allan Clare	Managing Director	Safeguarding & Prevent	07849077357 (mobile) 01726810143	<a href="mailto:allan@awctraining.co.uk">allan@awctraining.co.uk</a>
Carl Clements	IT Account manager	IT and Infrastructure	01726810143	<a href="mailto:info@awctraining.co.uk">info@awctraining.co.uk</a>
ESFA				
Name	Position	Responsibility	Phone	E-mail
Main Switchboard	General Enquiries	Apprenticeships	08000150600	<a href="mailto:helpdesk@manage-apprenticeships.service.co.uk">helpdesk@manage-apprenticeships.service.co.uk</a>
	Account Manager	Overall Account		

The company operate an inclement weather contact list, which all employees are aware of from induction. Leavers and new employees are updated as required.

## Telecommuting

In case of access to the business premises being non available, all business activities can be performed from staff home premises using the electronic media the company uses on a day-to-day basis. Communication and co-ordination of duties can be made by the key personnel in the form of Skype, telephone, email and staff intranet to all staff members.

## Critical Documents

The company operate a full electronic back up of all documentation and systems. All paper-based documentation is kept in office, in a lockable cabinet. All Banking facilities is operated online. All emails are backed up by the domain provider Microsoft 365. This is to secure all information both for the company and to comply with data protection.

## Contingency equipment

The company have two extra computers on-site in case of any computer failing. As all work is backed up, this is uploaded onto the new computers. If the failed computer cannot be fixed a new computer is purchased. Photocopiers are on a lease agreement and service engineers attend the same day of call out for maintenance. If a copier cannot be fixed a replacement copier is provided the following day.

## Contingency Location

In the event of the business premises being non attainable, telecommuting shall take effect immediately.

## Responsibilities and Roles

The following outlines job title and responsibilities in the day-to-day operation of the company. See appendix 1. All finance responsibilities are co-ordinated by the accountant and sanctioned by the Director.

### **IT Disaster recovery plan**

Below is an inventory of all IT equipment and software used by the company.

<b>Type of equipment/software</b>	<b>Number of Items</b>
Desktop computers (office)	5
Laptops	12
Photocopiers	2
Telephones	6
Smart Boards	1
Routers	2
Microsoft 365	6 licences
Printers	2
Quick Books	1 company Licence
Mobile Phones	3
NAS server	1
My Concern	1 Company Licence

It is company Policy to hold all software licences online for download. This allows that no disc can be damaged or corrupted for use in emergencies. All equipment is covered by contacts to allow any maintenance or replacements to be available within 24 hours.

All Microsoft packages are purchased to be downloaded to new equipment and licence numbers issued to individual computers. If the computer fails and is irreparable, the licence is issued to a new computer at no extra cost or loss of licence usage.

Financial software holds one licence and is paid annually. In the event of the financial computer becoming corrupted or failure, the licence can be used on a new computer at no extra cost. All financial information is backed up each day on the external hard drive, company server and emailed over to the company's external accountant. The telephone system is covered by licence agreement and any repairs to the system is re-routed to another exchange to eradicate any down-time of the telephone system.

### **Methodology**

AWC is responsible for developing, implementing and maintaining BCM for its activities. AWC provides training, guidance, assistance, methodologies, model material and on-going guidance. However, commonality of approach is encouraged, to ensure transfer of good practice and to permit ease of maintenance and audit.

### **Executive responsibilities**

The Managing Director takes final responsibility for the strategic direction of the BCMP. The Operations Director is appointed BCM co-ordinator reporting to the Managing Director and is charged with ensuring continuity co-ordination and integrity of the BCMP and those responsible for each aspect of the BCM maintenance, exercising and operation, have the necessary level of support and advice. All members of management are required to ensure the on-going currency of the elements of the BCMP for which they are responsible, including that refresher and succession training is to be provided to all that has roles and responsibilities within the BCMP.

BCM and the BCMP form a vital part of AWC`s business protection programme and must therefore be implemented and maintained as an integral part of managing the business. BCM is a regular agenda item for the director`s monthly meeting, demonstrating the importance of this subject.



## Appendix 1

<b>Allan Clare</b> <b>Managing Director</b>
<ul style="list-style-type: none"><li>◆ <b>Overseeing day to day management of the office</b></li><li>◆ <b>Liaising with Lead providers and awarding body Representatives</b></li><li>◆ <b>Completing Lead provider Reports</b></li><li>◆ <b>Maintain and develop systems and procedures in line with ESFA guidelines</b></li><li>◆ <b>Completion of PQQ and ITT`s</b></li><li>◆ <b>Internal verification</b></li></ul>
<b>Jane Clements</b> <b>Operations Manager</b>
<ul style="list-style-type: none"><li>◆ <b>Overseeing the day to day running of assessment and learning</b></li><li>◆ <b>Day to day management of ILRs for all assessors</b></li><li>◆ <b>Weekly reports of learner progression and tracking</b></li><li>◆ <b>Audits from Lead providers</b></li><li>◆ <b>Internal verification</b></li><li>◆ <b>Audits from awarding bodies and Lead providers</b></li></ul>
<b>Sharon Clements</b> <b>Office Manager</b>
<ul style="list-style-type: none"><li>◆ <b>Supervisor</b></li><li>◆ <b>Overstayers</b></li><li>◆ <b>Registrations</b></li><li>◆ <b>Certifications</b></li><li>◆ <b>Completions</b></li><li>◆ <b>Enrolments</b></li><li>◆ <b>Claims</b></li><li>◆ <b>Ace</b></li></ul>

### **POLICY OWNER**

This policy is owned by the Managing Director and will be reviewed in line with other AWC Training policies on an annual basis or more regularly if required by changing legislation or operational requirements.