


BUSINESS CONTINUITY PLAN

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Policy approved by	Educationwise Academy Board
Policy approved by	Gavin Deane, CEO 
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BUSINESS CONTINUITY PLAN

1. Introduction

1.1 Educationwise Academy has an obligation to staff and Apprentices to continue to provide services in a safe environment in the event of an emergency.

1.2 An emergency is any event that causes, or has the potential to cause, injury, loss of life, damage to physical or digital property or significant business disruption.

1.3 A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

1.4 The Directors of Educationwise Academy are ultimately responsible for all business continuity planning, systems and training. They are also responsible for approving any updates, changes or revision to business continuity policy. However, all employees share responsibility for the successful deployment of the Business Continuity plan, in the case of an emergency event.

2. Scope

2.1 The scope of the policy includes all activities related to the planning, administration and delivery of products and services to clients, visitors, participants, learners and apprentices. The scope also includes the day to day activities of all employees, staff and associates. It includes all Educationwise Academy venues.

Where apprentice programmes are delivered at third party or at employer locations, Educationwise Academy will work closely with the third parties, and closely adhere to guidance in their business continuity policies and plans.

3. Statement of Policy

3.1 Educationwise Academy is committed to providing consistently high-quality solutions for apprentices across a broad spectrum of subject areas. Educationwise Academy will take reasonable precautions to reduce disruption to delivery, caused by emergency or incident, insofar as is reasonably foreseeable.

The purpose of the policy is to ensure that Educationwise Academy can deliver a plan designed to continue to meet its aims in the event of a major incident which threatens personnel, premises or the operational structure of the service and requires special measures to be taken to restore a normal service

4. Key Elements

General Information

4.1 Educationwise Academy is insured by Hiscox Insurance for Loss of income, commercial legal protection, indemnity, professional liability and crisis containment and the cover which includes business continuity is compliant with its legal obligations under apprentice contracts.

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Our Insurance covers the following in relation to continuity of services;

- Direct costs of any tangible documents needed for your business which are lost, damaged or destroyed;
- The costs of replacing locks, keys and electronic pass cards if you lose any key or pass card to a third-party's premises;
- Costs and replacement in the event of Storm, Flood or Escape of water, Fire, Accidental damage, theft;
- Temporary fix of windows, doors;
- Personal effects of employees or visitors at the premises;
- Costs of reconstituting documents and electronic data which have been lost or destroyed;
- Costs of hiring substitute items of similar type and capacity;
- Continuing hire charges while an item is being repaired or replaced;

4.1.1 Our Business Interruption Insurance protects the company when we are unable to carry out some or all of your activities due to an unforeseen interruption which results in a financial loss to the company. The company insurance will pay for your loss of income or gross profit, to enable continuation of services.

The company insurance will pay for interruptions caused by:

- insured damage to your property;
- physical damage in the vicinity of the insured premises which prevents or hinders access to the premises;
- any other incident within a one mile radius of the insured premises which results in any civil, statutory or government or public authority denying or hindering access to the premises for more than 24 hours;
- damage arising at the premises of one of our customers or suppliers in the European Union (including the United Kingdom and Gibraltar);
- failure in the supply of water, gas, electricity, telecommunications or internet services for more than 24 hours as a result of damage to the service provider's premises, the terminal feed or underground cables, unless the damage is caused by flood or earth movement;
- a third-party maliciously blocking access to your computer system, programs or data for more than 12 hours, including the cost of replacing or repairing your computer system, programs and data electrical or mechanical breakdown of your equipment and computers property protection: pursuing your legal rights in a civil action following an event causing physical damage to material property which you own or are responsible for, or any nuisance or trespass.

4.1.2 Educationwise Academy has in place a Crisis containment insurance. The crisis containment insurance covers the company for the costs of engaging the services of a public relations crisis specialist in relation to a covered claim under any section of our Hiscox policy.

Key areas covered:

- The costs incurred with our consent in utilising the services of the crisis containment provider named in the schedule, to limit or mitigate the impact to you of a crisis resulting from a covered claim under your Hiscox policy.

BUSINESS CONTINUITY PLAN

- In an emergency the insurance will pay for costs incurred outside working hours without our consent, which mitigates the impact of a crisis, up to the amount shown in the policy schedule.

In the event of an emergency the company insurance claims team must be informed, involving the Hiscox experienced claims team on 0800 280 0351, 9.00am – 5:30pm Monday to Friday or email claims@hiscox.co.uk.

Access to staff data with home phone numbers will be accessible as required from the Assistant Operations Manager.

5. Strategy

5.1 If a disaster is declared by a director of the business the company's BCP will be activated.

5.2 Staff communication will be via mobile phone and email.

5.3 The following organisations/people must be advised of the implementation of the Business Continuity Plan as soon as possible:

- CEO – Gavin Deane – gavin@education-wise.org
- COO – Mekila Kelly – mekila@education-wise.org
- CCO – Dan Grigg – dan@education-wise.org
- Head of Quality & Education – Nick Preston – nick@education-wise.org
- Information Commissioner's Office - ico.org.uk
- Health and Safety Executive (HSE) hse.gov.uk
- Police, Ambulance, Fire Service, Mountain Rescue Emergency 999 Non-emergency 101
- IT Provision - Richard Evans – ITsupport@premier-education.com
- Insurance Advisors (Hiscox) Claim Service 0800 280 0351

In all cases the ESFA must be notified:

Education and Skills Funding Agency 0370 267 0001

Operations Service Centre Email:sde.servicedesk@education.gov.uk

6. Roles and Responsibilities

6.1 CEO is responsible for the implementation and co-ordination of the BCP, including:

- Immediately contacting appropriate parties if the disaster relates to the built environment or the ICT infrastructure to establish if the building can be re-occupied and/or service delivery reinstated
- Co-ordination of status reports/communication for the benefit of all audiences (including staff, delegates,)
- Maintaining the BCP in an up-to-date format.

BUSINESS CONTINUITY PLAN

7. Incident Management Team (IMT)

7.1 Led by the duty Director (CEO, CCO or CCO), the Incident Management Team includes the Assistant Operations Manager and Head of Quality and Education. Additional members of the team will be recruited to match the specific needs of the incident.

7.2 The IMT is responsible for acting under the direction of either Directors to restore normal conditions as soon as possible.

7.3 Staff are required to co-operate with the IMT in support of the BCP. In the event that staff are sent home, they should remain available during normal working hours to assist with necessary tasks and wherever possible continue to carry out their normal duties.

8. Procedure for Closing Company Locations

8.1 Closure in advance of a training session. A company training venue can be closed in advance of a scheduled training day using the following system:

- Closure authorised by either Directors
- Notification to any apprentices of alternative arrangements
- Notification to staff by mobile phone and email

8.2 Closure during a training day. It is never a preferred option to close the buildings during a training day but it can be done using the following procedures:

- Closure authorised by either Directors on the basis that delegates will be advised of an alternative training location or of the suspension of the training intervention.
- Apprentice contacts to be notified
- All staff to be notified

9. Immediate Places of Safety

9.1 In the event of a major incident on site requiring a training centre to be closed, delegates/visitors and staff will assemble at the primary assembly point. If these are not useable staff will escort delegates to the secondary assembly point. 9.2 A map of the emergency areas is available at the training centre.

9.3 If it becomes necessary to evacuate any site completely, delegates will be escorted into the training grounds from where they can make a safe exit to return to work or home.

9.4 All staff will work from home office

BUSINESS CONTINUITY PLAN

12.Replacement Site Facilities

12.1 The size and scope of facilities required for training will vary according to circumstance, however 100% delivery of learning is covered at Employer sites, the centre is a management site only.

12.2 The location of the temporary accommodation will be determined based on the space required and circumstances at the time.

12.3 Using an alternative company owned building will always be the preferred option before finding alternative training venues or hotels.

12.4 Training team will not be affected by the loss of site facilities and will be able to continue routine delivery services to Apprentices using home based working pattern and equipment provided, e.g. Laptops, which are not kept on site premises. The IMT will manage the delivery team in the event of the activation of the BCP.

12.5 To ensure no Employer impact or delivery of apprentice learning, in relation to their premises, a bilateral agreement is in place to facilitate multi-use sites.

12.6 In the case of Apprenticeships and disaster at Employer premises, Employers will be responsible for ensuring that Learners can access alternative training locations sourced under the bilateral agreement referenced in 3:23.

13. Pandemic Threat / Mass Staff Unavailability

13.1 Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now a genuine and serious concern. 13.2 In the event of mass staff illness, the IMT will shut the training venues to all staff and delegates using the same procedures described above.

Other Threats

13.3 The following other threats are to be considered in Educationwise Academy's BCP:

- Cyber Attack
- Data Breach
- Phone and ICT Communications Loss
- Bad weather - prolonged
- Terrorist attack or threat
- Finance Process Breakdown – payments to staff & suppliers fail
- Utilities / Energy Supply failure
- Service Delivery Loss of General Nature
- Fire
- Key Supplier Failure – catering, transport
- Evacuation due to nearby incident
- Strikes

BUSINESS CONTINUITY PLAN

14. Apprenticeship Delivery

14.1 Any apprenticeship delivery in progress at a Educationwise Academy venue will be subject to items in section 3 of this policy in the event of a situation demanding the invoking of the BCP. Any interrupted training will be rescheduled if it cannot continue at the time.

14.2 Any apprenticeship delivery in progress at an employer location or third party location will be subject to the BCP for that location in the event of an incident. Any interrupted training will be rescheduled if it cannot continue at the time.

14.3 All IT systems essential to apprenticeship delivery or the administration of apprenticeship delivery are stored on cloud-based services and daily back up and storage of data is externally managed by Premier IT Services as listed as a contact when the BCP is initiated.

Remote access will be available 24/7 for learners, trainers and administration staff. All learner evidence held in Onefile e-Portfolio and is backed up and secure on our cloud based system.

14.4 It is the responsibility of the CCO to liaise with Employers and confirm alternative arrangements. This also applies in the case of an Employer client having a disaster on one of their sites that impacts Apprenticeship delivery. Such alternative arrangements will be authorised by the COO/Head of Quality & Education.

How we will continue to deliver training and assessments if there's a significant event?

- continue to deliver training and assessments without delays – We have full availability to Microsoft Teams & 3CX online software systems. Meaning we can deliver any training at any time. Both have whiteboard functions so you can do everything you would in a classroom setting. We also have approval from our awarding body to be able to sit remote online assessments from any location suitable for the learner. Contingency plans to complete centre assessed grades if exams can't take place.
- provide a different location, if needed – We have approval to sit remote exams which can be done in any location suitable to learner. This can be from home, a work office, library or we would arrange and book a meeting venue.
- manage transportation needs – We have several tutors located within reasonable travelling distance to all employers/learners. The tutors have means to travel to learners preferred location. (Office, library, meeting venue etc).
- use different methods of communication – Face to face, emails, phone calls, Microsoft Teams, 3CX.
- have a list of emergency contacts numbers, ESFA must be listed – Business contacts are in the business contingency plan. Learners contacts are:

Business name	Contact number	Email
Educationwise	01173 790450	
Safeguarding officer	01173 790450	mekila@education-wise.org
BKSB	0333 300 3467	enquiries@bksb.co.uk
Open Awards	0151 494 2072	enquiries@openawards.org.uk
ESFA	0370 2670001	

BUSINESS CONTINUITY PLAN

15. Monitoring and Evaluation

15.1 Educationwise Academy plans will be reviewed annually by the operations team to ensure that they remain fit for purpose and reflect the outcomes of any incidents that have occurred over the year. Once a year the Directors may decide to run a Business Continuity Drill, to practice the response to one or more of the emergency or disaster scenarios, this will be reported in the annual Management Review meeting.

Business Interruption Checklists – Phased Recover Plan

Damage to premises

- Liaise with Financial Director
- Notify Utility companies (e.g. gas, water, electricity, and telecommunications)
- Consider impact on staff and public health and safety e.g. Loss of electrical power affecting fire detection and alarms, lighting, emergency
- Lighting, heating, swipe card access, intruder alarms/security
- Loss of water supply affecting catering, sanitation e.g. toilets and hand washing facilities.
- Notify Insurance Company

Loss of Premises/Access Denied

- Identify alternative premises – By Directors
- Advise of action to take for next working day (e.g. staff for high criticality functions go to)
- Alternative location, (staff from lower criticality functions call in for further information)
- Establish staff 'information line' number with (Via Financial Directors mobile) recorded message of action to take (Use main reception or 24-Hour control numbers until dedicated line can be set up and details publicised to staff)
- Staff may need practical assistance e.g. to get home, obtain spare keys, notify relatives/friends to assist
- If unable to contact all staff, (e.g. if incident occurs out of working hours) arrange for staff to be met on arrival at site on next working day and advise what to do and where to go (as above)
- Contact IT Services regarding IT and communications infrastructure • Notify Utility companies (e.g. gas, water, electricity, and telecommunications)
- Implement arrangements to maintain building security.

Loss of IT and/or Communications:

- Contact IT Services regarding impact on IT and communications infrastructure
- Collate and create mobile telephone directory
- Publicise alternative contact details to staff and public
- Identify alternative premises if unable to restore – Liaise with Facilities Management/Estates • Prolonged incident? - Refer to Director Responsible

BUSINESS CONTINUITY PLAN

Loss of Staff (Temporary/Permanent)

- Staff illness
- Loss of large numbers of staff
- Loss of small numbers of key staff (managers/specialists)
- Industrial action
- Liaise with Human Resources (Financial Director)
- Review staffing arrangements
- Appropriate Managers and staff to be re-deployed from other areas as required
- Staff temporarily re-deployed - cover by agency staff if appropriate
- For industrial action – Human Resources (Financial Director) to provide strategic guidance for Managers

Loss of Supplier to HCL

- Identify alternative material resources
- Identify alternative human resources
- Identify alternative service provider
- Loss of Utility Supply (Gas, Water, Electricity)
-) • Contact service provider to establish:
 - Extent of disruption
 - o Remedial action being taken
 - o Length of time before restoration of service
- Consider impact on staff and public health and safety e.g.
- Loss of power affecting fire detection and alarms, lighting, emergency lighting, heating,
- Swipe card access/security
- Loss of water supply affecting catering, sanitation e.g. toilets and hand washing facilities
- Where utility loss impacts on council services to vulnerable Academics – contact service
- Provider regarding urgent provision of temporary supply for services where contingency
- Arrangements cannot be made
- Contact IT Services regarding implications for IT and communications infrastructure
- Identify alternative premises – Liaise with Facilities Management/Estates