CONTINUITY OF APPRENTICESHIPS POLICY

Policy Overview

This policy has been developed to reflect the principles detailed in our Disaster Recovery Plan and the requirements of the Department for Education (DfE) Apprenticeship Funding Rules. This policy is designed to prepare LEAP and provide assurance that we have considered a wide range of risks that could impact learners' ability to successfully undertake or complete their programmes and that we have contingency plans in place to eliminate, mitigate or manage these risks. The plan considers those incidents that will have a significant impact on the operation of our Apprenticeship provision following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

Processes & Policies visibility to all involved

Processes and policies are in place to ensure a transparent approach to the delivery of Apprenticeships. All policies and procedures are available to staff and Apprentices through the work-life platform / LEAP Apprenticeship site and our group website. 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 annually by the Policy lead, supported by the Quality Team. Any interim updates are agreed with the Leadership Team if changes prior to the annual review are required. All policies are signed off by the Director of Apprenticeships and Early Careers.

Continued Delivery of Apprenticeships

Our Apprenticeship training is delivered through a blended 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. Our face-to-face locations provide national coverage allowing learner support to be easily accessible to coaches in different locations.

We have qualified and experienced coaches who are able to step in at short notice to support sickness and where the coach is unable to deliver training. There is always more than one coach to support the delivery of a programme. Visibility between coaches is tracked through Aptem, our Apprenticeship Management System that allows Coaches and Line Managers to have live updates on learner progress. The learner dashboard gives a complete overview of the Apprentices progress, and highlights items that require attention. Aptem allows the Coach and supporting staff to have relevant visibility which is managed internally through a permissions matrix. Learners are requested to upload their apprenticeship work to Aptem, this allows all learner documentation to be held in a secure central location. Only those that need access will

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have access in line with our GDPR policy. Learning resources are accessible via the Aptem resource centre for both learners and coaches.

In instances where we are unable to provide continued support to apprentices, we will vet various training providers to transfer the delivery of our apprentices. All external providers will be reviewed by our robust review process in order to ensure learners will receive a high quality of education and will be added to our preferred supplier list, where instances as such occur.

Place of work for Staff

As a nationwide team delivering and assessing across the UK, our Apprenticeship Team is home-based with ad hoc travel where face-to-face support is required. All staff are issued with portable IT equipment to enable them to work remotely, at home, or off-site in places such as public spaces (libraries, offices, etc.) and at the employer's premises as required. IT support is readily available to tackle or support IT challenges and replacement IT equipment is purchased as required to support the delivery and assessment of the Apprenticeship.

All staff are issued with portable IT equipment to enable them to work remotely, negating the need to travel in the event of an emergency. Remote visits can be completed using a mobile phone, email, and software such as Google meets.

Transportation needs

Apprentices are required to make their own arrangements to attend their place of work and study. Where a change of location of study is required for contingency reasons, we would seek to provide an alternate location that is as close as practicable to the original place of study. Where alternate arrangements have to be made that could not easily be accessed by the usual forms of transport, we will work with the employer to consider the nature and impact of alternate transport arrangements on individual learners and agree on an appropriate solution.

Expenses are paid to contribute towards the cost of fuel and general upkeep of the vehicle to enable staff to maintain this source of transport. As an alternative, we recommend the use of public transport such as buses or trains and private transport such as taxis or car sharing where appropriate.

Key Personnel / Staff Resource

Our Apprenticeship Team structure ensures we have relevant resources in place to enable learning to continue during the period on programme. Should a Coach or Manager leave the business, or be unavailable for a prolonged period, Senior Managers will have sufficient staff resources in place to continually support each Apprentice on programme. In nearly all cases there will be more than one person capable of delivering the programme or level.

If that were not to be the case;

- An alternative provision would be available as an interim measure to support training until a new suitable resource can be recruited or brought in.
- LEAP Apprenticeships work alongside external specialists in a range of areas. These specialist staff are accessible to all areas of the business and can support as required.

IT / Data Management Systems / Business Critical Systems

LEAP Apprenticeship data is mainly stored electronically, either remotely or online. Remote data is stored on portable laptops, secured by Travis Perkins Group (associated with LEAP) encrypted passwords that are required to be changed on a regular basis.

Electronic data is held on business-critical systems Google Drive and Google Mail. All systems are secured by passwords individual to the user that are changed on a regular basis.

Training materials are stored in a shared drive, which is accessible to relevant colleagues in order to support apprenticeship delivery.

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 login issued.

Aptem manages Apprenticeship back office data including the server for the website. Aptem schedule weekly maintenance, during maintenance periods the system will be unavailable or intermittent, a banner is posted on all users login to advise on the time and date of maintenance. Aptem has a status page, providing transparency around service availability and performance of the system. If there are any interruptions in service a note is posted.

Hard Data / Paper Records

We are currently all electronic and no paper records are held. Previous archived paper records are held in line with our Data Protection Policy and adhered to GDPR regulations.

Communications

Communication with staff, Apprentices, and Stakeholders is of paramount importance to us and more important if presented with a major incident. The primary sources of communication are via telephone and email, and all staff are issued with work mobile telephones. Mobile phones are set up to include access to the internet, and emails and are supported with a work profile and device policy.

Key staff and contact details are provided within this continuity document

Emails are backed up to the Google Server, this allows lost data to be recovered, and for staff to access email accounts from any PC with their own secure login. Email is accessed via Google Platform which can be used offline, though users are required to be online for messages to be sent or received.

Internet access is required for emails and for communication. All staff mobile phones are equipped with access to portable mobile data. Staff are encouraged to link to their home and public space wi-fi where possible (e.g. at employer premises).

In an emergency, key contacts include IT support advisers, and Aptem will be able to support Apprenticeship Critical Data support. Should an incident occur, the telephone will initially be the primary method of communication with relevant staff and key contacts followed by email.

Tools to support continuity of learning

Our apprenticeship training is delivered through a blended approach and this provides a level of flexibility and a number of options to ensure the relevant training continues to be delivered to our learners.

The methods of training include virtual, directed, and supervised learning activities, webinars, online coaching, telephone coaching, set reading and feedback, work-based learning assignments, and work-based assessments. The following list also includes a range of tools and methods for facilitating distance learning, including those with no, some, or great levels of technological sophistication.

In the event of a prolonged closure absence, Coaches can prepare hard copy instructional packs that learners may use at home to continue their learning. Hard copy packs may include worksheets; calendars or schedules of work to be completed; directions for tasks, projects, or written assignments.

Coach Check-ins include a variety of technologies (telephone, email, web conferencing) can be used to facilitate one-to-one, or teacher-and class interaction or lesson delivery between learners and tutors/assessors

Redundancy

In line with DfE Apprenticeship Funding rules there may be circumstances where, if an Apprentice is made redundant, We must make reasonable efforts to find the Apprentice a new employer. SR Apprenticeships also has well-established relationships with a large number of levy employers working across the construction industry. Where appropriate, these relationships can be leveraged to identify opportunities for displaced learners.

DfE

In the event of termination of the agreement with the DfE and becoming unable to continue the delivery of the apprenticeship programme, we will engage with the DfE to

make arrangements for effective exit to minimise the disruption to both learners and employers. The details of all apprentices, their apprenticeship programme, progress made, registration with awarding organisations, and evidence that is required to contribute towards successful completion of their endpoint assessment would be made readily available. The primary goal is to see every apprentice through to successful completion of their apprenticeship standard and every effort would be made under such circumstances to enable this to happen.

Key Contacts

In the first instance, any concern should be reported to one of the Senior Management Team.

Name	Role	Contact details
Andy Rayner	Director of Apprentices & Early Careers	07802 455575
Jogita Govind	Quality Manager / Deputy Safeguarding Lead	07768 038904
Janette Capehorn	Apprenticeship Manager	07713 063501
Michael Collins	Apprenticeship Manager	07384 527649
Hannah O'Shea	Compliance & Funding Manager	07885 218656
Barry Moss	Apprenticeship Manager	07469 027490
Ryan Beaver	Apprenticeship Manager	07825 783483
Steve Schmidt	Apprenticeship Manager	07500 074112
Josie Moore	Digital Learning Manager	07384 430943

Once escalated at Senior Management Level, follow up additional support may be sought from:

DfE	Funding issues or implications	DfE Customer Help Portal https://customerhelpportal.education.gov.uk/access-the-enquiry-portal/

		Julia M: 07917 613389
		E: Julia.Bakewell@education.gov.uk Bakewell Account Manager
IT Helpdesk	IT / Technology Support	HelpdeskMail servicedesk@travisperkins.co.uk 0330 1010 199
Aptem	Apprenticeship management system	Aptem.zendesk - ticket raised internally Jeicy Kivuyo - Customer Success Manager Email: jeicy.kivuyo@aptem.co.uk Tel: 020 4551 6499
OAL	EPA organisation	Lee Reddington Head of Partnership Development Mob: 07747442794 Office: 01904 236 483 Email: l.reddington@oawards.co.uk
CMI	EPA organisation	Simone Morris MCMI Partner Engagement Manager 07703 192 940
APS	EPA organisation	Jennie Harnaman Head of Apprenticeship & Membership Engagement Email: jennie.harnaman@the-isp.org Office : +44 (0)20 3637 4940 Mob: +44 (0) 7956 113245 Institute of Sales Professionals
Innovate	EPA organisation	Charlotte Bosworth Block F 291 Paintworks Bristol BS4 3AW Email: epa@Innovateawarding.org Mob: 0117 3142800

Achieve and Partners	EPA organisation	Lisa Williamson 2 Clifton Moor Business Village James Nicolson Link York North Yorkshire YO30 4XG Email: info@achievepartners.co.uk Mob: 07368286151
Highfield / Pearson	Awarding bodies and EPA organisation	Adam Glynn Business Development Manager Highfield Qualifications 01302 363277 Pearson 0333 016 4120 wblcustomerservices@pearson.com.
Ofsted	Quality support around Inspection	enquiries@ofsted.gov.uk 0300 123 4666.

Disaster Recovery Plan

The Disaster Recovery Plan will help to ensure the continuation of Business-Critical Processes by minimising the impact of any damage to staff, premises, equipment, or records.

The Plan will also help to identify actions that can be taken in advance of an emergency or incident to reduce the risk of it happening.

The scope of The Plan is limited to the immediate and short-term management and operational issues resulting from a major incident. The Plan may include how the business can reduce the potential impact of an incident by being prepared to maintain services. The following, although not exhaustive, is a list of possible causes:

- Deliberate acts of violence, such as the use of a knife or firearm
- Industrial action
- Severe weather
- Fire or explosion
- Disease pandemic
- Total or partial loss of utilities (gas, electricity, water)
- Flooding
- Disturbance or release of hazardous materials
- Loss of critical systems
- Destruction or vandalization of property/ equipment
- Medical emergency
- Medical Pandemic

- Death of an Apprentice or colleague
- Transport-related incidents
- Civil disturbances
- Terrorism
- Wide-spread disaster affecting the community

The Senior Leadership Team

The Senior Management Team will deal with strategy, operations, and internal focus, liaising with and as required, external agencies dependent on the nature of any major incident and those involved. The hierarchy of the team will be used to lead the implementation of the plan taking into consideration where the incident occurs and who is immediately and subsequently available. All members will retain a copy of the plan.

Key responsibilities include:
- Identifying all staff, Apprentices and partners involved
- Monitor progress of recovery
- Effective and timely communications
- Identify and address business-critical processes affected

Initial Actions
- Obtain full facts of the incident
- Open and maintain major incident log
- Assess extent and effect of the incident on staff, Apprentices and external bodies
- Agree initial course of action and level of response
- Identify key personnel and open communication channels
- Notify staff of incident and those imminently affected

Ongoing considerations
- Full assessment of the situation
- Identify roles and responsibilities with proposed course of action
- Confirm agreed course of action with key personnel
- Establish regular and accurate communication / information flow
- Maintain Incident log
- Address business-critical processes which have been affected, following continuity guidance to implement agreed alternatives where necessary
- Notify staff, Apprentices and partners of any changes
- Manage contact with customers and suppliers including DfE and awarding bodies

All cases using this procedure will be reviewed annually to ensure the appropriateness and approach is fit for purpose.

POLICY REVIEW

This Policy will be reviewed annually or in the event of changes in rules or to take into account changes in working practices that may result from incidents.

Related policies include: Safeguarding & Prevent Policy, H&S Policy

Date of Publishing: May 2025
Review Date: May 2026
Policy/Process Owner: Apprenticeship Leadership Team
                                          Andy Rayner, Director of Apprenticeships & Early Careers.

Signed by	Andy Rayner - Director of Apprenticeships and Early Careers
Signature	Signed on behalf of Leap Apprenticeships