



## Business and Apprentice Continuity Plan

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## 1. Aim of the plan

This plan has been designed to prepare Insight Training & Consultancy (T/A Levytate Ltd) to cope and manage with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and damage limitations return to “business as usual” regardless of the cause.

## 2. Objectives of the plan

- Understand the critical functions and activities of the organisation.
- Analyse and respond to the risks to the organisation.
- Provide a detailed, prioritised and timetabled response to an emergency.
- Identify the key roles, responsibilities and contacts to respond to an emergency.

## 3. Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	LOSS OF CANDIDATE DATA	Immediate/Short term	4
2	LOSS OF PERSONNEL DATA	Immediate/Short term	5
3	LOSS OF ACCOUNTS INFORMATION	Immediate/Short term	6

This list may be used as a checklist to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule. It may also be used to provide a hand-over document between different shifts in the recovery process.

## 4. Command and Control

The decision to use this plan will be taken by the following, who will also be responsible for taking the “difficult” decisions for the organisation overall:

Name	Title	Contact details
Christine Barton	Director	07711 258782
Jayne Kelly	Head of Quality	07720 245358
Alannah Burke	Head of Performance	07445 286295

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## 5. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	LOSS OF CANDIDATE DATA
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Christine Barton, Jayne Kelly
Potential impact on organisation if interrupted:			Medium to High
Likelihood of interruption to organisation:			Low
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			Immediate/Short term
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			We work with an IT tech company (Kiirro) who are IT proficient and can back up and recover data. Our data is stored on a share point platform and our data is backed up and stored externally.
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Paper work is scanned in and replicated on to a server and/or stored in locked cabinets. Electronic Data is password protected. We use a hosted Management Information system via BUD. Data is backed up regularly. Server backup can be recovered and uploaded to a cloud-based system for all to access (we use Share Point)
Premises <i>(potential relocation or work-from-home options)</i>			All staff are fully equipped with laptops, so home working is an option following our lone working policy. We also have relationships with our employers with access to office space for working.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Via our MI we can contact staff and customers. Email is a big communication function within the business as well as company landlines. We have company mobile phones with a synced phone list. We all access email from our phones and laptops.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			HR storage of passwords to access CRM/All systems. Company laptops Company mobile phones Remote MI and Email access.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Full replenishment system in place in terms of resource, equipment and provision. Weekly and monthly reconciliation takes place and is own by the business support team leader.

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## 5. Critical Function Analysis and Recovery Process (continued)

Priority:	1	Critical function:	LOSS OF ESFA CONTRACTS
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		Christine Barton	
Potential impact on organisation if interrupted:		High	
Likelihood of interruption to organisation:		High	
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>		Immediate	
<b>Continuity plan for learners.</b>			
Learners still in funded learning or paid for via the apprenticeship Levy.		We work with several local and national training providers. The experience of the senior leadership team means we can work with partners to successfully handover learners and work with them to ensure the ILR is fully up to date. Our digital BUD system allows for a transfer to a new trainer so the learner has a smooth transition.	

## 5. Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	LOSS OF PERSONNEL DATA
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		Christine Barton, Gemma Beech	
Potential impact on organisation if interrupted:		Minimal	
Likelihood of interruption to organisation:		Low/Minimal	
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>		Immediate/Short term	
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>		Alannah Burke Head of Performance who manages the managers who manage the HR for their areas.	

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	All HR files are stored electronically on Share point and the server is backed up externally.
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	All personnel information is scanned, logged and stored electronically. This is owned by the heads of department. We also keep a paper file in a locked cabinet which is stored in HQ.
Premises <i>(potential relocation or work-from-home options)</i>	Server is backed up. Home working is available due to laptops provided.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Via our MI system we can contact staff and customers. We have company mobile phones with a synced phone list. We all access email from our phones and laptops.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	copy of passwords to access CRM/All systems. Company laptops Company mobile phones.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	All staff have a fob to access the building and we have a shared office space with security.

## 5. Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	LOSS OF ACCOUNTS INFORMATION
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Christine Barton
Potential impact on organisation if interrupted:			Extremely Disruptive
Likelihood of interruption to organisation:			Very Low
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			Immediate
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Christine Barton  All finance details and accounts are stored with an outsourced company, so we always have access and back up.

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Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	All accounting information is kept away from the office and is held remotely at a secure site.
Premises <i>(potential relocation or work-from-home options)</i>	Working from home is an existing procedure
Communications <i>(methods of contacting staff, suppliers, customers, etc.)</i>	Via our MI system we can contact staff and customers. We have company mobile phones with a synced phone list. We all access email from our phones and laptops.
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	copy of passwords to access CRM/All systems. Company laptops Company mobile phones. Data can be accessed remotely.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	A replacement laptop/desktop will need to be replaced with the utmost of urgency.

## 5. Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	LOSS OF EMPLOYER / Apprentice PREMISES (damage, fire etc)
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Christine Barton		
Potential impact on organisation if interrupted:	Extremely Disruptive		
Likelihood of interruption to organisation:	Very Low		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	Immediate		
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	Christine Barton Alannah Burke  Links to all local Regus buildings and past relationships. Relationships with other employers to hire rooms, training facilities and HQ.		

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Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	All learner evidence is stored on BUD including reviews, evidence pack and documentation. Copies can be pulled down from BUD central systems.
Premises <i>(potential relocation or work-from-home options)</i>	Trainers can work from home to prepare using their company laptops. Room bookings through central admin Links with other employers and Regus for training rooms.
Communications <i>(methods of contacting staff, suppliers, customers, etc.)</i>	Via our MI system Email from central office Phone call to learners noted numbers,
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	copy of passwords to access CRM/All systems. Company laptops Company mobile phones. Data can be accessed remotely.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	A replacement laptop/desktop will need to be replaced with the utmost of urgency.

## 6. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
<b>Actions within 24 hours:</b>	
Start of log of actions and expenses undertaken (see section 8 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
<b>Daily actions during the recovery process:</b>	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	

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Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
<b>Following the recovery process:</b>	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

## 7. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation.

### A. Staff

Name	Work phone	Home phone	Mobile	E-mail
Christine Barton			07711258782	
Jayne Kelly			07720245358	
Alannah Burke			07445286295	

External Contacts	Provides	Telephone	E-mail
ESFA Service Desk	Funding for Learners	0370 2670001	SDE.servicedesk@education.gov.uk

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## 8. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred