

Oxford Professional Education

Policy Date: December 2020

Reviewed: December 2023

Policy Review Date: December 2024

Reference number 2

Continuity of Apprenticeship Delivery Policy

Introduction

Oxford Professional Education (OxPE) values the delivery of all of its apprenticeship training programmes very highly. As such, it is important that we have in place a clear policy and procedure for ensuring that in the unlikely event of disruption to the delivery of our apprenticeship programme, we are able to continue delivery with the minimum degree of disruption.

Emergency Planning

OxPE has in place a full Business Continuity Plan, which includes arrangements for dealing with a significant incident or emergency, or any other disruption to our business. This includes the delivery of our apprenticeship programme and disruption to learning.

In the event of an incident or anticipated incident which causes significant disruption to the delivery of our apprenticeship programme, the following individuals would meet (either virtually or face to face) and make the necessary arrangements to ensure that there was continuity of delivery of the apprenticeship programme. The job holders are:

- Paul Jones, Apprenticeship Lead
- Melanie Ash Apprenticeships Learning and Compliance Manager
- Lisa White, Business Manager
- Shannon Robins, Learning Support and Administrative Officer
- Lucy Pilman, Administrative Officer

The outcomes from this emergency planning meeting, including the new apprenticeship delivery and funding/compliance arrangements (if applicable), would be communicated as soon as possible to all relevant stakeholders. These include:

- Apprentices



- Employers
- Members of staff
- ESFA and other relevant bodies, i.e Ofsted, LEPs etc.

I.T. Systems and Data

All of the data that we hold on our systems is backed-up to a remote location on a daily basis. Any incident involving our main location in Oxford would not prevent us from continuing to operate in other locations.

For example, any member of support staff is set up to work from home which enables us to continue to operate all support functions of the business.

In addition, every learner has access to distance learning materials via our online learner management system which is cloud-based and backed up daily as an absolute minimum. This ensures continuous delivery of our apprenticeship programme as webinars, podcasts and recordings are available at all times.

As described above we have a blended approach to our apprenticeship programme delivery. In addition to face-to-face delivery, we also offer webinars, podcasts and on-line tutorials to our learners. A large percentage of the programme is accessed by the apprentice in their own workplace.

Staff and apprentices would continue to access to learning materials, resources, learner work, assessment and feedback records, journals, off the job tracking records, apprenticeship agreements, commitment statements, delivery models and support from assessors and tutors via our on-line learner portfolio management system.

Our ESFA funding claims and compliance evidence are managed and stored through online ILR management systems which are backed up regularly and link to ESFA portals once per month.

Transport

If apprentices, other learners or members of staff are not able to access our initially specified location facilities, then we will inform them of the alternative arrangements or change the mode of delivery to suit.

We will inform all apprentices, learners and staff members of the most effective transport methods to the alternative venues.

People

Our apprenticeship programmes are delivered by a range of people many of whom share their expertise.

Our overall Business Continuity Plan covers the arrangements that we will put in place if key members of staff become unavailable. These arrangements include arrangements for our apprenticeship programme, seconding other members of staff into the business-critical roles, recruiting interim and contract workers, and outsourcing the delivery of functions to external organisations on a temporary basis.

Communication

We use a variety of different communication methods to contact our apprentices and employers. These include email, telephone and text message. In the event that anyone of these methods becomes unavailable, then we will utilise the other methods of communication. If necessary, we will contact apprentices and employers by mobile phone, or work or home landline to inform them of the emergency, and the steps that we are proposing to take.

Stakeholders

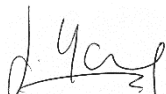
We will use our overall Business Continuity Plan to inform our key stakeholders of the emergency. We have a systemised response plan, where key organisations would be contacted. This includes our account manager at the ESFA. We would also contact all employers and inform them of the emergency. In addition, we would also inform them of the arrangements that we were making to secure continuity of learning for their apprentices.

Emergency Contacts

We have a call tree system in operation in the event of a serious emergency. All staff have a copy of plan, and those with specific responsibilities for communicating to others have all the relevant details of names, telephone numbers etc held offsite, usually at their home location. This will enable us contact all of our apprentices quickly and effectively, and notify them, of any changes to their learning arrangements

With regard to the apprenticeship programme, the following individuals have key roles within the OxPE call-tree system:

Who	Contacted by
ESFA Contract Manager	Paul Jones
Apprentices	Melanie Ash
Employers	Lisa White

Signed: 
Date: December 2022