

Business Continuity Plan

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Approved By:	Group Chief Executive Officer
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Version Control

Version	Date	Author	Changes
1.0	07/08/2024	Sophie Gilmore	Initial plan creation
1.2	29/08/2025	Patsy Crocker	Updated job titles and contacts
2.0	Jan 2026	Sophie Gilmore	Major revision: restructured format, enhanced incident response procedures, updated recovery objectives, expanded risk register

EMERGENCY CONTACTS

Group CEO: Sophie Gilmore – [Phone number]

COO: Patsy Crocker – [Phone number]

Head of Curriculum: [Name] – [Phone number]

ESFA Contract Manager: Sue Ritson – 07834 333634

ESFA General: 03702 670 001 | Cheylesmore House, Quinton Road, Coventry CV1 2WT

1. Purpose and Scope

This Business Continuity Plan (BCP) establishes the framework for Hybrid Training Centre (HTC) to respond to, and recover from, disruptions that could affect the delivery of training services. The plan ensures that critical business functions can continue during and after an incident, protecting learners, staff, and stakeholders.

1.1 Objectives

- Minimise disruption to learners and apprentices
- Protect the safety and wellbeing of staff and learners
- Maintain compliance with ESFA funding rules and awarding organisation requirements
- Restore full operations within defined recovery time objectives

- Protect HTC's reputation and stakeholder relationships
- Meet contractual obligations to employers and funding bodies

1.2 Scope

This plan covers:

- All HTC training venues and offices
- All staff, learners, and apprentices
- Remote and home-based workers
- Third-party locations (employer premises, delivery partners)
- IT systems and data
- Relationships with employers, awarding organisations, and ESFA

2. Incident Response Structure

2.1 Incident Management Team

Role	Responsibilities	Deputy
Incident Manager (CEO)	Overall incident command; external communications; strategic decisions	COO
Operations Lead (COO)	Internal coordination; staff welfare; operational recovery	Head of Curriculum
Communications Lead	Stakeholder notifications; media liaison	CEO
IT Lead	Systems recovery; data protection	External IT provider
Curriculum Lead	Learner communications; alternative delivery arrangements	Senior Assessor

2.2 Incident Severity Levels

Level	Description	Response
Level 1	Minor disruption; single location or function affected; <24 hours	Local manager resolves; log incident
Level 2	Significant disruption; multiple functions affected; 1-5 days	COO leads response; notify CEO and ESFA
Level 3	Major incident; organisation-wide impact; >5 days or threat to viability	Full IMT activated; CEO leads; notify all stakeholders

3. Critical Business Functions

The following functions are critical to HTC's operations and must be prioritised for recovery:

Critical Function	Recovery Objective	Minimum Service Level
Training delivery (apprenticeships)	24-48 hours	Remote delivery via Teams/Zoom
Learner safeguarding	Immediate	24/7 DSL contact available
Assessment and certification	72 hours	Remote assessment where possible
ILR data submission	Within ESFA deadlines	Access to ILR systems
Payroll processing	Within pay cycle	Manual processing if required

Employer communications	24 hours	Email/phone contact maintained
IT systems (email, OneFile)	4 hours	Cloud-based access from any location

4. Risk Register Summary

The following table summarises key risks and response actions. Detailed response procedures are in the appendices.

Risk	Prob.	Impact	Key Actions	Lead
Loss of premises (fire/flood)	Low	High	Relocate to alternative venue; remote delivery	COO
IT system failure	Low	High	Contact IT provider; work from backup systems	IT Lead
Cyber attack/data breach	Medium	High	Isolate systems; notify ICO; invoke DR plan	COO
Pandemic/disease outbreak	Medium	High	Remote working; follow PHE guidance	CEO
Loss of key staff	Medium	Medium	Cross-training; deputy arrangements	COO
Loss of ESFA contract	Low	High	Learner transfer plan; stakeholder comms	CEO
Employer insolvency	Medium	Low	Find alternative placement; Break in Learning	Curriculum
Awarding org withdrawal	Low	Medium	Transfer learners to alternative AO	Quality
Power failure	Low	Medium	Remote working; mobile communications	COO
Severe weather	Medium	Low	Remote delivery; reschedule sessions	Curriculum
Staff absence (short-term)	High	Low	Cover arrangements; reschedule	Line mgr

5. Communication Protocol

5.1 Internal Communications

- Staff notified via email, WhatsApp group, and telephone cascade
- Regular updates during incident (minimum every 4 hours for Level 2/3)
- Clear return-to-normal communication when incident resolved

5.2 External Stakeholder Notification

Stakeholder	When to Notify	Method
ESFA	Level 2/3 incidents affecting delivery	Phone + email to Contract Manager
Learners/Apprentices	Any disruption to scheduled training	Email, SMS, OneFile message
Employers	Any disruption affecting their apprentices	Phone call + email
Awarding organisations	Impact on assessment/certification	Email to account manager
Insurance	Property damage, injury, or significant loss	Phone to broker
ICO	Data breach (if required)	Within 72 hours via ICO portal
Media	Only via CEO; no other staff to comment	Prepared statement only

6. IT and Data Recovery

6.1 IT Resilience Measures

- Cloud-based systems (Office 365, OneFile) accessible from any location
- Daily automated backups of all critical data
- Offsite backup storage
- Regular virus protection updates
- Staff mobile phones with key contact numbers stored securely

6.2 IT Recovery Procedure

- Contact IT provider immediately upon discovery of issue
- Assess whether data can be accessed from alternative locations
- If systems cannot be restored within 4 hours, invoke remote working procedures
- Restore from backup if data loss has occurred
- Document incident and lessons learned

7. Alternative Working Arrangements

7.1 Remote Working

All staff are equipped to work remotely where their role permits:

- Laptops with VPN access to HTC systems
- Microsoft Teams for video conferencing and collaboration
- OneFile accessible via web browser
- Mobile phones for voice communication

7.2 Alternative Delivery Locations

If a training venue is unavailable:

- Sessions relocated to an alternative HTC venue where possible
- Employer premises (with agreement)
- Temporary venue hire
- Remote delivery via Teams/Zoom (compliant with ESFA funding rules for agreed proportion)

8. Testing and Review

To ensure the plan remains effective:

- Annual review of the Business Continuity Plan
- Desktop exercise annually to test key scenarios
- Review and update contact lists quarterly
- Post-incident review after any activation of the plan
- Update following significant organisational changes

9. Related Documents

- Health and Safety Policy
- Fire Safety and Evacuation Procedures
- IT Security Policy
- Data Protection Policy
- Safeguarding Policy

- Staff Contact List (held securely by COO)
- Learner/Employer Contact Database
- Insurance Policy Documents

Plan Approval

Signature:

Date:

Sophie Gilmore

Group Chief Executive Officer