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Business Continuity Policy

Distribution	All Staff		
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DOCUMENT CONTROL

Version	Name	Comment	Date
1.0	A. Dann	New Issue	01/05/2018
1.0	A. Dann	Review	01/05/2019
2.0	A. Dann	Review in light of COVID 19	01/05/2020
3.0	A. Dann	Review in light of new funding contracts and provision	01/05/2021
3.0	F. Hand	Review	12/07/2022
4.0	Ben Waite	Review and updated to Group Policy	29/09/2023
4.1	Vicky Marlor	Inclusion of BePro and ECTA	30/09/2024

Policy Statement

For the purpose of clarity, the term "B2W" refers to the family of B2W Group organisations – Back to Work Complete Training, Just IT, BePro and ECTA.

1.0 Introduction & Purpose

This document sets out the Business Continuity Plan for the B2W, incorporating the Major Incident Plan and the Disaster Recovery Plan. The Business Continuity Plan (the Plan) is a prepared response for a range of major incidents that have a potential effect on the organisations core business activities.

2.0 Application & Scope

The objective of this document is to co-ordinate the response of all departments during a major incident and to ensure business critical functions are reinstated as soon as possible following an emergency, while full restoration of all services is planned and implemented on a concurrent basis. All staff should be aware of this policy.

3.0 Requirements

Ongoing compliance with relevant Health and Safety legislation and all internal policies and procedures which should be adhered to in the execution of the organisations continuity planning.

4.0 Overview

This plan reflects the nature of the current business and will be reviewed and amended either when there is a change to core business activities, or a new risk is identified.



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5.0 Scope of business

The scope of the Plan is limited to the immediate and short-term management and operational issues resulting from a major incident. This plan does not specifically address the mid to long-term issues of reconstruction and reinstatement. The scope includes all stakeholders, staff, learners, and sub-contractors.

Activity

B2W deliver Apprenticeship, Adult training programmes, and distance learning courses.

Volume

- 50 on programme apprentices (in this contract year)
- Adult learning programmes 6947 per annum

Turnover

- £17,076.041 2022-2023

Employees

6 directors, 195 full time Staff, 9 part time staff, 20 Freelance staff.

Location

5 permanent offices 2 in Manchester, 1 in Cambridge and Peterborough, 1 in Sheffield and 1 in Rotherham with delivery at approximately 50 community/outreach venues monthly.

Programme length

- 15 months Level 3 Standards including EPA
- 15 months Level 4 Standards including EPA
- 10- 20 days adult learning

N.B. If there is variation in any of the above then the risk analysis will be reviewed, and the plan amended.

6.0 Risk analysis and Mitigation

The key risks have been identified, the aim of the plan is to meet the needs of the learner and ensure that B2W can deliver their programmes. It reflects the fact that some learners are funded through a sub-contracted route.

Risk	Mitigation / Business Recovery Plan
Inability to work if one or more of the directors could not work due to long term illness or death	<ul style="list-style-type: none"> • Key man insurance in place for directors to provide financial assistance. • All documents and data to be stored in management site on SharePoint. • Weekly management team meetings to ensure shared understanding. • Processes documented. • Two directors to be conversant with critical functions, e.g. Awarding Body procedures including electronic registration / certification, funding etc. • HR Executive to have access to all relevant centre / qualification documents. • Passwords to be stored centrally.
Loss of key members of staff for any reason	<ul style="list-style-type: none"> • All documents and data to be stored in a shared area on SharePoint. • Monthly meetings to ensure shared understanding. • Processes documented. • Two individuals to be conversant with critical functions, e.g., location of student evidence etc. • Ensure 2 individuals are available for each role – IQA, Skills Coach, Trainer. • Central IT team to be able to remotely divert emails.
Loss of curriculum materials or student evidence through theft / hacking / hardware loss / technical issue	<ul style="list-style-type: none"> • All delivery materials stored on a cloud-based server. • All electronic storage and hardware are password protected and encrypted. • Our IT systems are protected by a network level firewall and anti-virus software provided by Sophos.
Long term (more than 5 days) loss of premises due to Flood, Fire etc.	<ul style="list-style-type: none"> • Temporarily work from alternative B2W offices and allow staff home working. • Agree access to office space with key Employers. • Train Apprentices using virtual classrooms. • Move to temporary office space dependent on estimated time frame to bring offices back online. • Sufficient IT and office equipment to be stored at each B2W office to support additional capacity if required in an emergency.

	<ul style="list-style-type: none"> • COVID-19, full remote working plan for staff, redesign of adult programmes to fully online model of learning, alongside apprenticeship delivery. • In light of returning to business as usual, risk assessments and amendments to the offices in light of HSE and government guidance.
Premises rendered short term (up to 5 days) un-useable through loss of Internet connection, power etc.	<ul style="list-style-type: none"> • All internet services are rooted back to our Head Office network which is supported by a second back up internet line. • All staff have company phones with 25mb of monthly internet for tethering purposes. • Maintain contact list for Apprentices. • Hire alternative training venues. • Contract Apprentices to reschedule classroom sessions.
Loss of funding contract	<ul style="list-style-type: none"> • Identify contacts in alternative Colleges that could support with short term funding issues. • Spread risk across direct contracted and subcontracted provision. • Apprenticeship provision- monitor ESFA contract procurement exercises. • Utilise levy funds with employers.
Changes to government policy in relation to Apprenticeships	<ul style="list-style-type: none"> • Keep up to date with government announcements. • Strategic planning 12 months in advance based on direction of policy travel.
Loss of IT equipment	<ul style="list-style-type: none"> • Cloud hosting for all data. • Hold documentation in the cloud. • Next day replacement service set up with our managed services IT provider. • Spare IT assets held in offices.
Alternative communication channels	<ul style="list-style-type: none"> • Ensure all staff have telephone numbers shared. • Meetings arranged off site if necessary. • WhatsApp/Facebook contacts agreed. • Communication policy on place. • Microsoft Teams for remote communication.
Alternative modes of transport for Learners	<ul style="list-style-type: none"> • Access learner support funds to allow access to taxis in the event of strike or impossible road access. • Take advantage of ICT processes for delivery and support.



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Emergency Contacts in the event of a significant incident	<ul style="list-style-type: none">• See Safeguarding Policy/ B2W Safeguarding.• Page on website ESFA.
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7.0 Review

Plan to be reviewed in 6 months or when there is a variation to scope of business.

8.0 Testing

This section details the outcomes of when the Business Continuity plan has been tested or implemented.