

Policy No: LIEURAPP22001

Policy Name: Apprenticeship Continuity Plan

1.0 Purpose

This plan has been developed to reflect the principles and requirements of the Education and Skills Funding Agency (ESFA) Apprenticeship Funding Rules. This plan is designed to prepare LI Europe Ltd 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, disaster or event, which create the need for short-term closure or suspension of activity.

2.0 Roles and Responsibilities

Overall responsibility for business continuity in the organisation is held by Jeremy Praud, Company Director.

If a major disaster occurs then the Company Director has ultimate responsibility for the development, implementation and monitoring of the Continuity Plan. As soon as possible after a major incident the Director will assess the situation to determine if the Continuity Plan needs to be put into effect. If the Director is no longer able to undertake the duties of the post, or is unavailable at the time of the incident, the Office Manager, Cheryl Audsley will 'deputise' as Crisis Manager until such time as the Company Director is able to resume the duties.

LI Europe can offer a range of approaches to the delivery of apprenticeship training programmes, in order to best address the unique needs of each employer and their learners. Programmes have components that are delivered online, at employer's locations or at third-party locations. For this reason, these continuity plans consider a wide range of arrangements that may be drawn on to address the needs of individual employers and their learners, should contingency arrangements need to be implemented. Thus, LI Europe acknowledges that individual learners will be affected in different ways if any of the risks detailed in this plan materialise. For this reason, the apprenticeships team will communicate directly with learners and their employers where additional support, advice or guidance is required and will work with any learners who have approved reasonable adjustments or identified additional needs to ensure actions and options meet their individual requirements.

3.0 Tools to support continuity of training

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 delivery, supervised improvement workshops, online-coaching, telephone coaching and feedback and work-based activity based on learning.

Training at the face-to-face sessions/workshops are delivered by one trainer but we have qualified and experienced trainers who are able to step-in at short notice.

Where necessary, and when a session is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with additional peer learning sessions and one to ones to complete the training.

We have multiple training venue options available including third- party venues and employer locations.

The following list includes a range of tools and modalities for facilitating distance learning whilst considering various levels of technological knowledge/skill:

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3.1 Training Packs In advance of a prolonged closure absence, trainers and assessors can prepare hard copy training packs that apprentices may use at home to continue their learning. Hard copy packs may include training notes for modules; calendars or schedules of work to be completed; directions for homework, projects, or written assignments; reading materials; and sample assessments.

3.2 Trainer and assessor Check-ins and Tutorials: A variety of technologies (telephone, email, web conferencing,) can be used to facilitate one-on-one, or teacher and class interaction or lesson delivery between apprentices and trainers/assessors

3.3 Telephone and Video Calling. Trainers and assessors can hold group and individual discussions, or teach lessons, with apprentices in a secure and private setting.

3.4 Email. Use existing email service providers to send, receive, and track messages. In the event this service provider is not operating, response teams can use other shared online systems such as Dropbox or Microsoft Teams to message and share documentation.

3.5 Web Conferencing. A variety of free web conferencing services are available on the internet. LI Europe and its trainers have Microsoft Teams accounts and can also consider setting up an account for other services for use in cases of emergency, when distance learning methods are needed, to conduct workshops or learning sessions.

3.6 Social Media. Many apprentices, parents, and staff use social media on a daily basis, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Social media can be useful during both short- and long-term closures, particularly because it is easy to access on different devices, including mobile phones, tablets, and computers.

4.0 Risk assessment and mitigation

Below are the areas of risk that LI Europe identifies as being a threat to the continuity of apprenticeships along with the mitigation.

4.1 LI Europe ceases to operate

Should LI Europe cease to exist as a business, we will implement contingency plans to ensure apprentices can complete their course of study by transferring the apprentices to partner/other providers. We will ensure ongoing access to apprenticeship learning resources and portfolios.

LI Europe has consistently managed this risk throughout its history and will continue to do so. The measures in place to mitigate this eventuality are such that the risk remains low.

4.2 Site Closure

Whilst LI Europe currently has the facilities to deliver training at their office, it is not the preferred/only option available. LI Europe has facilitated/delivered events and training courses at numerous locations throughout the country and this

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will be the primary option for apprenticeship training modules. Should these locations become unavailable, then alternatives will be sought close to the apprentices' place of work to ensure there is no need to arrange transportation. If workshops are taking place at a site of the students and that site is unavailable for training, locations close to the site will be sought. Furthermore, distance learning will be considered where possible with the provisions highlighted in section 3.

4.3 Loss of suitably qualified delivery staff

LI Europe has delivered training in a multitude of areas including lean sigma, maintenance, and leadership over the past 20 years. It consistently applies a See-Try-Do training approach with its current staff members and maintains a skills matrix to identify gaps.

Continuing this ongoing internal training and development with apprenticeships will ensure existing staff have the ability to deliver training when required.

To account for changing demand for apprenticeships over time, the business completes resource planning to understand requirements for delivery to ensure staff availability. Recruitment for either permanent staff or temporary associates will be completed as required to ensure delivery capacity is maintained. As further mitigation, we will maintain a backup roster of qualified trainers through associates or partners.

4.4 Failure to secure or maintain Registered Training Provider status

Since gaining Investors in People Accreditation we have both maintained and improved our standards over time, demonstrating our ability to adhere to and go beyond external bodies' standards of practice.

Whilst part of the RoATP, we will implement processes to constantly review and audit our standards and complete Mock Ofsted processes to ensure readiness for external audits as per the inspection handbook

<https://www.gov.uk/government/publications/further-education-and-skills-inspection-handbook-eif/further-education-and-skills-handbook-for-september-2022>.

If any risks are highlighted through the ESFA/Ofsted that put our status at risk, we will engage with those organisations to help us close the gaps identified and set up a steering committee to provide focus.

In the event of termination of agreement with the ESFA as a result of LI Europe being removed from the Register of Apprenticeship Training Providers (RoATP) and therefore becoming unable to continue the delivery of apprenticeship programmes, we will engage with the ESFA to decide an 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 end point assessment would be made readily available. The primary goal of LI Europe 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.

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4.5 IT systems

LI Europe currently uses Sharepoint and thus any business documentation is backed up on the cloud. As part of the apprenticeship management, we will be using OneFile. We will ensure that any IT system/software we use will also have cloud-based backups in case of a system failure on their end.

4.6 Epidemic/Pandemic/Terrorist Incidents/War

Depending on the scale and nature of the event, a break in learning may be required that will be mutually agreed with the ESFA. However, where that is not needed but disruption still exists and distance learning is viable, that will be implemented along with the other contingencies outlined in section 3.

4.7 Company Director Illness/Death

In the event that the Company Director is taken ill or dies, Cheryl Audsley will arrange a meeting with the senior managers to appoint Simon Spanyol as Managing Director and contact all legal authorities including the ESFA to make them aware of the situation.

4.8 Subcontractors

LI Europe will not be appointing or using Subcontractors in the delivery of Apprenticeships (with the exception of functional skills). We recognise that there is always a risk that any subcontractor, associate, or partner may not deliver training to the expected standard. If LI Europe chose to change this policy then we will ensure that the Subcontractor is on the RoATP approved list. For subcontractors and associates we will:

- Conduct a thorough interview and behavioural profiling in line with existing recruitment processes.
- Ensure they are supported and shadowed in any delivery by a full-time member of the team as part of their onboarding through the See-Try-Do process.
- Ensure that, only when signed off by a full-time member of the team, will they deliver training on their own.
- Conduct informal monthly reviews with individuals.
- Conduct annual reviews of skills matrix and audit of training.

4.9 EPA availability

As part of each apprenticeship course, we will engage with a registered EPAO to ensure they have the capacity and ability to deliver the required End Point Assessments as required by each program. Where this cannot be mutually agreed, an alternative EPAO will be sourced and agreed in a timely manner to minimise disruption to the apprentices' learning and end point assessments.

5.0 Emergency Contacts

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Cheryl Audsley, Office Manager, Email: Cheryl.audsley@li-europe.com, Mobile: +44 (0) 7929 18 3372

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ESFA Helpdesk, **Email:** helpdesk@manage-appenticeships.service.gov.uk

6.0 Related Policies

LIEURAPP22001 – Apprenticeship Continuity Plan

LIEURAPP22002 – Equality and Diversity Policy

LIEURAPP22003 – Safeguarding Adults Policy

LIEURAPP22004 – Prevent Duty Policy

LIEURAPP22005 – Health & Safety Policy

LIEURAPP22006 – Concerns, Complaints and Compliments Policy

LIEURAPP22007 – Recognition of Prior Learning Policy

LIEURAPP22008 – Quality and High Standards in Apprenticeship Training Policy

LIEURAPP22009 – Employee Professional Development Policy

LIEURAPP22011 – GDPR Policy

LIEURAPP20014 – Safer Recruiter Policy

LIEURAPP22017 – Functional Skills Subcontracting Policy

LIEURAPP22018 – Intervention Policy

LIEURAPP22019 – Plagiarism and Malpractice Policy

LIEURAPP22020 – External Speaker Policy

LIEURAPP22021 – Bullying and Harassment Policy

LIEURAPP22022 – Additional Learning Support Policy

LIEURAPP22023 – Whistleblowing Policy

LIEURAPP22024 – Malpractice in Certification and Assessment Policy

LIEURAPP22025 – Recruitment of Ex-Offenders Policy

LIEURAPP22026 – Academic Appeals Policy

LIEURAPP22027 – Apprenticeship Code of Conduct

LIEURAPP22028 – Conflict of Interest Policy

Policies are reviewed in January on an annual basis.

Company Director 

Date 22/11/23

