



Continuity of Apprenticeship Delivery Plan

Version	Review Date	Author	Details
1.0	25 th Oct 2022	E Adeosun	Initial version
1.1	5 th Jan 2025	E Adeosun	Review and updates to reflect latest changes
1.2	5 th Jan 2026	QA Team and Ebenezer Adeosun	Review and updates to reflect latest changes

Introduction

ART PROVIDERS 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 event of disruption to the delivery of our apprenticeship programme, we are able to continue delivery, with the minimum degree of disruption.

Emergency Planning

ART PROVIDERS 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.

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:

- Ebenezer Adeosun
- Jessica De Souza
- Abu Siddik
- Abiola Coker

The outcomes from this emergency planning meeting, including the new apprenticeship delivery arrangements, would be communicated as soon as possible to all relevant stakeholders. These include:

- Apprentices



- Employers
- Members of staff
- ESFA and other relevant bodies

IT Systems and Data

All of the data that we hold on our systems is backed-up to a cloud location on a daily basis. Any incident involving our main IT within the cloud solution would not prevent us from continuing to operate, we will only need to switch to our cloud back up. This means we are set up to enable us to continue to operate all functions of the business, including continuing the delivery of our apprenticeship programme.

A blended approach for our training programme delivery, involving both face to face and on-line delivery, is our preferred approach. However, we also have an alternative system in place, where **all** delivery is on-line. In this way we operated during the Covid outbreak in 2020, and into 2021.

In any case a large percentage of the programme is accessed by the apprentice in their own workplace through on-line delivery.

In the event of any major disruption staff and apprentices could continue to access to learning materials and resources from the alternative server / cloud arrangement.

Premises

Where premises are critical to the delivery, (eg our main centre in Ashford at 2 Middle Row, Ashford, England, TN24 8SQ), we have access to alternative premises for the delivery of our programme in the locality. We would also access emergency premises if this was necessary, through a partnership arrangement with a company involved in renting short-term let office facilities.

Transport

In the event that apprentices, other learners or members of staff are not able to access our main facilities, then we will inform them of the alternative arrangements. We will inform all apprentices, learners and staff members of the most effective transport methods to the alternative venues.

If any apprentice or staff member is not able to access the alternative venues easily, then we will arrange transport for them, via mini-bus or other suitable alternative. Where appropriate students would be re-imbursed for the additional costs of travel.

People

Our apprenticeship programme is delivered by a range of people. All tutor roles within the business can be delivered by an alternative member of staff if required.

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 hold consensual data on all our students, employers and staff that would enable us to contact them by using a range of different communication methods. These include, email, telephone, text message and other sources such as WhatsApp. In the event that anyone of these methods becomes unusable, 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.

Catastrophic disruption

In the event that the disruption to our delivery is catastrophic , and we are not able to deliver apprenticeship training, then we have a range of options in place to ensure that as quickly as possible we can ensure continuity of delivery. These include:

- Temporary suspension of learning where the disruption is known to be less than one week.
- Location of alternative venues for the delivery of learning, whilst utilising our own staff at these new locations
- Utilisation of employers premises / resources where possible
- Temporary (or permanent) transfer of learners to other providers including ITPs and colleges.

Ongoing access to learning materials / evidence

If the disruption to normal learning arrangements is to be for any significant period of time (or permanent in the event of a contract termination), we will ensure that all learner materials for current and past learners is made available to new providers and / or the ESFA as required. This will be done through downloading and transferring the information as requested.

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 call-tree system:

Who	Number	Contacted by
Programme Office		+44(0)20 3884 0011
Apprentices Support		Relevant Tutor / Assessor