

Continuity of Apprenticeship Training Policy

In this document, **Avado** means Avado Group and its subsidiaries, namely Avado Learning Limited, Avado Apprenticeships Limited, and FastFutures Limited.

Purpose Statement

The purpose of this plan is to outline the continuity arrangements Avado Apprenticeships T/A FastFutures have in place to safeguard our provision. The policy identifies reasonable measures in place to respond to and be able to mitigate business risks where there is a potential of significant damage to business operations.

This Plan is supplementary to our main Business Continuity Plan and is to consider those incidents that will have a significant impact on the operation of our Apprenticeship provision following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

Responsibility

The CEO is responsible for this policy and plan, it will be reviewed on an annual basis. All staff are responsible in adhering to this policy and plan.

Key emergency contacts and functional responsibilities which include staff responsible for managing any crisis between Avado and the apprentice are outlined in the below table.

	Name & Role	Location	Organisation
2	Jasper Joyce, CEO	Scale Space, Imperial College White City Campus, 58 Wood Lane, London W12 7RZ. jasper.joyce@avadolearning.com	Avado Apprenticeship
3	Lucy Auchincloss, Learning Delivery Director	Scale Space, Imperial College White City Campus, 58 Wood Lane, London W12 7RZ. Lucy.Auchincloss@avadolearning.com	Avado Apprenticeship

4	Annemarie Schofield, Director of Quality & Contracts	Scale Space, Imperial College White City Campus, 58 Wood Lane, London W12 7RZ. Annemarie.schofield@avadolearning.com	Avado Apprenticeship
5	Paul Baker, Head of Funding	Scale Space, Imperial College White City Campus, 58 Wood Lane, London W12 7RZ. Paul.baker@avadolearning.com	Avado Apprenticeship
6	Aine Sheehan, Onboarding Success Manager	Scale Space, Imperial College White City Campus, 58 Wood Lane, London W12 7RZ. Aine.sheehan@avadolearning.com	Avado Apprenticeship
7	Keith Harvey, Director of Compliance Funding and Audit	Scale Space, Imperial College White City Campus, 58 Wood Lane, London W12 7RZ. Keith.harvey@avadolearning.com	Avado
8	Harin Sellahewa, UOB Professor Harin Sellahewa Dean of Faculty of Computing, Law and Psychology	University of Buckinghamshire Hunter Street, Buckingham, MK18 1EG harin.sellahewa@buckingham.ac.uk	University of Buckinghamshire (UOB) Avado Sub-contractor
9	James Morley FI Apprenticeship contract manager	First Intuition, Conway Mews, London, W1T 6AA jamesmorley@firstintuition.co.uk	First Intuition Avado Sub-contractor
10	Ben Winfield ESFA Large Provider Team contract manager ESFA Service desk contact information	ESFA, The Agora Building, Cumberland Place, Nottingham NG1 6HG benjamin.winfield@education.gov.uk Telephone: 0370 2670001 SDE.servicedesk@education.gov.uk	Education & Skills Funding Agency (ESFA)

Principles

The principles of this plan are to:

- Outline actions required in the event of an emergency or incidents which threatens to disrupt the normal working practices of Apprenticeships.
- Ensure limited or no disruption to the provision of Apprenticeships in the event of an

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emergency or threat.

We consider that the threats most likely to affect the services we provide are:

- Loss of key staff – Requiring change of communication.
- Loss of critical systems – IT failure or breach of IT
- Telephone line failure
- Supply chain failure - Consumables
- Supply chain failure - Trainers
- Severe weather condition

In some cases, these incidents can be due to natural causes e.g., severe weather, while in other cases, equipment failure or human error or involvement may be the cause. They have the possibility of leading to the following losses, which are likely to have a major impact on Avado operations:

- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding and or contracts

General steps

This plan is stored centrally within our Microsoft 365 environment, with all other [company policies](#), and is secure in the event of a localised system failure, disaster or emergency and may be accessed by any team member, who is able to connect to the internet.

The Policy has also been shared externally with the third parties named in the responsibilities section of this policy.

Employee Contact details for all Avado staff is stored in our [People HR environment](#) and is secure in the event of a localised system failure, disaster or emergency and may be accessed by any team member, who is able to connect to the internet.

The business has buildings, contents, business interruption and practice expenses insurance policies, to meet the cost of repairs and other overheads, where necessary

All Apprentice data is backed up in our Microsoft 365 Azure environment which is tested annually in line with our [Technical recovery plan](#).

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All other systems which store Apprentice or Employer data are also maintained within cloud based environments which conform to similar technical parameters no less stringent than our own, which are regularly reviewed in line with our [Business Continuity Plan](#) and annual testing cycles and due diligence checks.

Employee Awareness

All Avado Employees are aware of the health and safety arrangements that will impact their working environment in line with our [Health and Safety Policy](#) and are asked to ensure that they read and understand the contents of this plan and to that they remain aware of its contents in order to act and respond accordingly.

Avado Employees are directed to ensure they report critical incident or concern to the Apprenticeship Continuity Team.

Apprenticeships Continuity Team (ACT)

The team responsible for managing serious incidents and supporting this plan are listed below:

Staff Name	Title	ACT responsibility	Email
Keith Harvey	Head of Group Compliance	<ul style="list-style-type: none"> Internal notification to the Avado Management team engaging the plan. Engagement of the Business continuity plan if applicable. Notification to Apprenticeship Sub contractors where applicable Notification to ESFA where applicable. 	Keith.harvey@avadolearning.com
Fabrizio Conrado	Director of Platforms and AI	<ul style="list-style-type: none"> Management of Technology and if applicable engagement of the technical recovery plan. 	fabrizio.conrado@avadolearning.com
Lucy Auchincloss	Learning Delivery Director	<ul style="list-style-type: none"> Delivery of learning to Apprentices and notification of any impact. Responsible for Employer communication strategy working with the Marketing team 	Lucy.Auchincloss@avadolearning.com
Aine Sheehan,	Onboarding Success Manager	<ul style="list-style-type: none"> Responsible for Apprentice communication strategy working with the Delivery & Marketing team 	Aine.Sheehan@avadolearning.com

Short-term Incidents

Apprenticeship interaction and training delivery will almost exclusively be delivered remotely, so it is determined there will be limited disruption to apprentices and employers with short term incidents, should our head offices ever become unavailable for any reason.

Where an incident prevents an Employee from accessing the London or Birmingham Office, they will be asked to work from home until further notice.

We will aim to rectify any incident as soon as possible to ensure minimal disruption to the operations of the business.

Continuity Plan

Avado's Continuity Plan ensures that there are limited and ideally no disruptions to the provision of our apprenticeship training and have set up the following arrangements to ensure this. The two main objectives of this Continuity Plan are:

- to avert or to minimise the effects of a disaster or disruption.
- to bring apprenticeship delivery back into full operation with minimal disruption.

Continuity plan	
Communication Channels	<p>Marketing Website: Is externally managed allowing us to regularly update the site via a third party, ensuring updates regarding services are available online and in a timely manner.</p> <p>Customer Relationship Management (CRM) system is internally managed and accessible by Avado Employees with approval to access this system and an internet connection. This system has the ability to issue communications on mass to selected groups via multiple mediums (SMS, Phone, email).</p> <p>Learner Management System (LMS): is internally managed allowing us to update any apprentice forums with updates regarding our services. This gives real-time updates and ensures that there is limited disruption to any apprenticeship services. This system is accessible by Avado Employees, Apprentices and Employers with approval to access this system and an internet connection.</p> <p>Apprenticeship Management Team: A central team that can support all stakeholders within apprenticeships. The Apprenticeship Management Team have direct access to Teams (Internal communications platform), Learner Management system Forums, phone, and email to support further communication lines.</p> <p>Where there are changes to our Tutors, Learning Development Coaches or Account managers, the Apprenticeship Management Team will reallocate the apprentices or employer to an appropriate person which will be communicated via our customer management system and or Learning Management system forum.</p>

	<p>Marketing: Can communicate on mass to apprentices and employers to ensure regular updates are provided where a significant change or incident has occurred via our CRMs or Social Media Channels.</p> <p>Telephone system: Should the customer facing telephone line become unavailable for any reason a message will be posted on our customer facing website, and learner management system, drawing learners to alternative means of communication.</p> <p>Email failure: Technology systems will be rebooted, and email downtime will be monitored and reported to Microsoft, where email is not available apprentices will be directed to our Web to case forms. Suppliers and employers can be contacted via phone and or SMS. Employees can be contacted by Phone, SMS and or Teams.</p> <p>Avado internal communications platform failure (Teams): All Avado Employees are required to register personal contact information within our HR Solution. In the event Teams stopped working the Apprenticeship Continuity team would communicate directly via email or as a last resort a personal telephone number or email until such time that Teams become operational again or a suitable alternative could be implemented e.g., Google Meets.</p> <p>Delivery team / Learning Development Coaches / Tutors: Will continue to deliver learning remotely.</p> <p>Learning Development Coaches: - Virtual Apprentice Check-in meetings are conducted through our communication platform Teams. However, we are not limited to this medium and in the event, Teams ceased working another tool such as Zoom, or Google Meets can quickly be engaged to ensure Apprentice Check-ins are not impacted.</p> <p>Tutor: - Virtual Live Classes are publicized on LMS forums so apprentices know when they are taking place and can plan attendance as part of their Individual Learning Plan. Avado currently use a web conferencing tool Adobe Connect to facilitate these classes. However, we are not limited to this web conferencing tool, and should Adobe connect cease to work for any reason the class can be converted to another platform such as, WebEx, Zoom or Teams.</p> <p>Our Delivery team have a range of qualified and experienced Tutors and Learning Development Coaches who are able to step-in at short notice in the event of a sickness, holiday or incident which prevents a Tutor or LDC attending a virtual meeting with an apprentice or a Virtual Live class for a group.</p> <p>Where necessary, and should a Check-in or Class be impacted, we can run additional training interventions virtually. We can follow up with additional virtual live classes and peer learning sessions supporting the apprentice.</p>
Modes of Transport	<p>Head office/central staff have multiple transport approach these being car, public transport and walking. We have localised staff to open and close the premises, they are able to reach the premises by foot in the event of severe weather.</p> <p>No apprenticeship delivery is carried out at our head office. We do not offer transport to apprentices as part of the provision.</p>
Alternative site of operations	<p>In the event of a site outage all Employee will be directed to work from home in line with our Business Continuity Plan. Remote operations can be sustained indefinitely.</p>

Supply chain (consumables) preventive measures	<p>Our supply chain is predominantly reliant on cloud-based platforms which have strict technical security requirements and services level agreements which reduces the likelihood of failure or impact on an apprentices learning being impacted by an event.</p> <p>However, contingencies have been considered and are documented within our Business Continuity Plan with several contingency systems available where necessary so of which have been mentioned above.</p>
Back-up of business- critical systems	<p>Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved</p>
Back-up and restore of data	<p>The AVADO Learning Platform is a cloud-hosted solution with the primary site based in Azure UK West and the fail-over site in Azure UK South.</p> <p>Salesforce, PICS, Bud, and Hive is used for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.</p>

Monitoring

Incidents that may trigger this policy are monitored to ensure there is a full record of events. The Head of Compliance is responsible for working with the Apprenticeship Continuity team and Apprenticeships Management team in documenting any incident in line with our [Incident Management Policy](#).

The log will review trends in incidents, timeframes for resolution, and impact to ensure further preventative actions are implemented where possible.

The Continuity of Apprenticeship Training Policy will be updated as necessary, however, as a minimum the policy will be reviewed annually.

Document Control

DOCUMENT NAME	VERSION	MASTER COPY LOCATION
Avado, Apprenticeship Continuity Policy	V1.3	AVADO Compliance SharePoint

Unless stated within the body of this document, the owner is responsible for maintaining document control and facilitating compliance, as well as the management of review, updates and changes.

OWNER	ROLE / ORGANISATION	CONTACT
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AUTHOR	ROLE / ORGANISATION	CONTACT
Keith Harvey	Director of Compliance, Funding and Audit	Keith.harvey@avadolearning.com

Revision History

Version	Date	Amended By	Summary of changes
V1	03/06/2021	Keith Harvey	Base line
V1.2	06/02/2023	Keith Harvey	Updated the contact listing and branding
V1.3	7/6/2023	Keith Harvey	Updated CEO

Document Reviews

This document has been reviewed for QC purposes by the following, in addition to those on the 'approvers' list.

Version	Date	Name	Title / Role
V1	08/07/2021	Lisa Stevens	Head of Learning Quality
V1	05/08/2021	Sara Roberts	Director of Learning
V1	04/06/2021	Vince Hannant	Managing Director of Apprenticeships
V1	05/08/2011	Paul Baker	Funding and Audit Manager
V1	04/08/2021	Sophie Eaglesham	Head of Apprenticeship Operations
V1.3	7/6/2023	Jasper Joyce	CEO

Approvals

This document requires the following approvals for implementation and / or for any change in content.

Version	Date	Name	Title / Role	Approval Status	Signature
V1.3	2023-02-06	Jasper Joyce	Chief Executive Officer	Approved	 <small>Jasper Joyce (Jun 8, 2023 12:58 GMT+1)</small>

