# Hampshire Achieves

# Business Continuity Plan

| Date of last review/update | June 2025 |
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| Review Frequency | Bi-annual |
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**Contents**

## 1.0 Introduction

Hampshire Achieves (HA) Business Continuity Plan is designed to ensure we have a clear plan and procedures in place, so that in the case of a significant event causing disruption to the delivery of education and training of our Adult Learning and Young People's Learning provision we can continue delivery with the minimum degree of disruption for learners, line managers/employers and staff.

Hampshire County Council has in place a full Corporate Resilience Framework and a Corporate Response Plan, which includes departmental and service arrangements for dealing with a significant incident or emergency, or any other disruption to our business. This plan forms part of the wider Participation and Lifelong Learning Service Recovery Plan, for use with all service-related business continuity and emergency incidents. The contents of which are communicated to relevant HA teams through service updates and team meetings.

In the event of a disruption or any anticipated incident likely to cause any disruption to the delivery, the Head of Service for HA and members of the Senior Management Team would meet (either virtually or face to face) and make the necessary arrangements to ensure that, where possible, there was continuity of delivery, of all programmes.

## 2.0 Communication

To communicate decisions and/or arrangements Managers will convene a meeting of all staff at very short notice (within 24hours) using Microsoft Teams. We will inform our key stakeholders of the emergency by email or telephone depending on the nature of the incident. The outcomes of any extraordinary planning meeting would be communicated as soon as possible to all relevant stakeholders and staff again by email or telephone. This includes our DfE account manager, external partners, learners, parents/carers, and internal/external employers of our work experience placements.

HA has ensured that staff are able to use a variety of different communication methods to contact our learners, parents/carers, and employers. These include Mobile phones; Email; MS Teams; and Post. If any one of these methods becomes unusable, then they will utilise one of the other methods of communication.

## 3.0 Transportation

All learners are required to make their own travel arrangements to their regular training venue, or work experience placement. However, we will work with local authority colleagues when considering the transport needs of learners with SEND and those with an EHC plan.

In the event that learners or members of staff are not able to access their main place of work or training facilities, we would inform them of the alternative arrangements which may include for example the use of Microsoft Teams (primary). We have tested these arrangements, and learning can continue even when transport disruption prevents staff and learners from accessing a training location the event of transportation difficulties or

disruptions and will deliver all training remotely with learners accessing the classroom online.

**4.0    Operating Locations (Delivery Venues)**
Venues used for delivery are local council offices including library premises; schools; community venues and sub-contracted provider/employer's own buildings. Where a training venue, event or work placement is disrupted, learners will be given as much notice as possible regarding the location of an alternative delivery site.

HA and sub-contracted providers staff will either:
- Find suitable alternative classroom.
- Find suitable alternative location in another HCC or other building.
- Find suitable alternative date.
- Switch to remote learning

**5.0    Continuity of Delivery**
Tutors in both Adult Learning and Young People's Learning (Pathways and Supported Internships) teams can cover sessions for each other in the event of short/medium term absence, except for programmes where the members of staff's skills, experience and knowledge are uniquely and directly related to the programme being delivered.

To mitigate against this, all tutors will have developed and shared their curriculum plan and associated resources within a shared team area and which will be used by the Manager and/or Coordinator to support learners to enable them to make progress in the event of tutor absence.

**5.1    Tutor unavailable due to:**
- Unplanned absence: Cover to be arranged by Manager or Coordinator.
- Long term absence: Manager to find suitable cover.
- Resignation: Manager to find suitable short-term cover. Manager to follow recruitment guidelines to find suitable permanent replacement.

**5.2    Internal Quality Assurer unavailable:** Manager to contact Quality Coordinator to find cover/replacement.

**5.3    Learners and Parents/Carers**
Induction plans include familiarising the learners with our virtual learning environment (VLE), as well as web-based learning platforms e.g. MS Teams. In addition, for learners studying Functional Skills they will also have an induction to Century Tech.

Parents/carers of learners on Pathways 1&2 and Supported Internships have been made aware that programmes have adopted a blended delivery approach, and in the event of any future local or national lockdown we may deliver the whole programme remotely.

Additionally, parents/carers are sent the links to support them to keep their Young Person safe when online. Many of our learners are considered vulnerable and our communication with parents/carers is very important. Staff will contact learners and/or parents on a weekly basis should a local/national lockdown be imposed.

**6.0    Staff training & support**

To support the delivery of both blended and remote delivery models all staff have received:

- Group training on MS Teams, with additional 1:1 support, where needed, and access to online tutorials.
- Updated Safeguarding guidance (October 2024) which included Safeguarding principles; Importance of maintaining and recording contact; Peer on peer abuse; Mental Health; Online Safety including cyberbullying; Supporting parents and carers; and Supporting each other
- Monthly updates also include digital updates which provide access to a wealth of online resources, hints and tips to support online delivery, including online safety guidance/protocols for both them and their learners
- An invitation to attend Communities of Practice sessions. At these sessions experienced online tutors offered support, guidance, and shared good practice. Initially hosted weekly, these sessions now continue as part of the Service's planned Inset days.
- Access to number of CPD sessions as individuals, with feedback and resources shared with colleagues.

**7.0    Programme delivery**

**7.1    Guiding Principles for Curriculum Delivery plans**

The following guiding principles are intended as a guide for tutors developing and implementing their delivery plans. In the event of disruption to the delivery of the programme, staff are asked to consider the guiding principles when setting up alternative provisions.

Young People's Learning
Adult Learning

**8.0    Online Learning**

**8.1    Laptops/devices:** Most HA staff use corporate IT managed Hybrid devices, laptops, or fixed workstations to access systems and software. Staff have access to telephone/web-based IT support between 07:30 and 17:00 Monday to Friday. Outside of these hours service calls will be responded to on the next working day.

For learners HA has purchased a suite of laptops that are available as part of a laptop loan scheme. Therefore, should a learner not have their own device to access learning remotely, they can request a loan device for part of or the duration of the course. Support will be provided by the tutor, learning/skills coaches and HA Digital Learning Advisor. If a device should fail, where possible it will be swapped over without delay.

**8.2     Back Up/Restoration of IT systems**

The Council has a Critical Application Register (CAR) that is monitored and updated at relevant points throughout the calendar year, and which would be implemented at the time of a significant event. Dependent on the type of event/time of year the order in which systems are restored would be graded and prioritised. The main platform teams use for delivery is MS Teams, which is part of the MS Office 365 suite of applications and is one of the key systems with built-in business-critical solutions as part of the above CAR.

Whilst on programme, all Young People's Learning provision and Adult learners looking to improve their math's and English also have access to Century Tech (software to access initial & diagnostic assessments for functional skills and essential digital skills), and the HA VLE (a Moodle hosted and supported by Hubken) on which they can access learning resources and much more. Our management information system for funding and data is Tribal ebs which is a cloud-based education business system. Each of these external organizations have Business Continuity Plans, with restoration plans in place, and data is backed up either daily or weekly as part of routine business operations.

**8.3     IT Literacy:** There is an expectation for all learners to use IT as part of their programme, and, where identified at initial induction, IT training will be provided.

If a learner experiences difficulty using online learning platforms. or the VLE, they will be contacted by their tutor so that further training and support can be arranged.

HA uses Century Tech for setting and storage of learner initial & diagnostic assessments for functional skills and essential digital skills. Alongside this our VLE is used by tutors to store delivery materials and learning resources, and for learners to access additional course information and learning resources.

These facilities enable all our learners to be able to access their work, and all relevant learning resources remotely 24/7 wherever they are learning with Internet access.

To ensure HA complies with data protection legislation all learners are requested to complete and sign a Multimedia Consent form. HA staff will ensure they have learners' permissions before we publish or share any photographs, audio, and/or video recording for promotional or educational purposes.

HA operates our VLE directly from the vendors, all of which are external cloud-based hosted services, and any access difficulties outside of our administrative control will be dealt with remotely by the vendors. Therefore, in the event of any training venue be unavailable all staff and learners would continue to have access to all teaching and learning materials and resources.

**8.4** **Paper-based data**: All critical paper-based data is scanned and stored on either SharePoint or in the apprentices e-portfolio. Paper-based data is stored in a locked cabinet.

**9.0** **Disruption to Qualifications and Exams**
Continuity planning for exams administration is the responsibility of the individual Head of Centres. Exam Centres must prepare plans for any disruption to assessments as part of their general emergency planning to comply with the Joint Council for Qualifications (JCQ) General Regulations for Approved Centres, which requires all exam centres to have a written examination Continuity plan/examinations policy.

In the event that the Head of Centre decides the centre cannot be opened for scheduled assessments, the relevant Awarding Body (AB) must be informed as soon as possible. The AB will be able to offer advice regarding the alternative arrangements for conducting assessments that may be available, and the options for candidate(s) who have not been able to take scheduled assessments.

HA will ensure that relevant staff are familiar with this plan through team meetings and induction. All staff and invigilators involved in the centres' exams processes are responsible for; reading, understanding and implementing the Continuity plan; and know how these arrangements will be communicated to candidates, parents, and staff should disruption to assessments occur.

In the event of a national disruption to a day of assessments HA will be guided by the relevant AB. The AB will liaise with the qualification regulators and government departments to agree the most appropriate option for managing the impact and will disseminate this information. As a last resort the affected assessments will be rescheduled. Although every effort would be taken to keep the impact to a minimum, it is possible that there could be more than one timetable date affected following the disruption.

**10.0** **Business Continuity of External Partners**
Business Continuity Plans are in place with all external partners, being a requirement under the legal terms and conditions of their contract.

**11.0** **Monitoring, Review & Audit**
The contents of all policies and procedures will be monitored regularly by Hampshire Achieves Performance Management Group (PMG). Policies and procedures will be kept updated in accordance with any mid-year changes in the law, regulations, or changes to the Services' provision, with updates approved by PMG. All policy and procedures will be reviewed in line with our policy schedule, to determine their effectiveness and where any changes are required, these will be applied and ratified. A summary of all changes will be kept as part of the PMG meeting notes. In addition, an annual cycle of internal policy compliance/audits defined by Senior Managers will provide the assurance of the overall effectiveness of the Services ethos, policies, and procedures, and will confirm

operational effectiveness, and compliance with our own quality assurance framework and any relevant laws or regulations.