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
1.1	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
3.1	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 and Restart	30.09.2024
4.2	A.Dann	Review to incorporate all provision types in the group.	13.03.2025
4.3	P.Moogan	Review to update statistics, reflect Current group provision and changes of DfE/DWP responsibilities.	10.10.2025

Policy Statement

For the purpose of clarity, the term "B2W" refers to the family of B2W Group organisations – namely 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 policy 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.

5.0 Scope of business

The scope is limited to 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, Skills Bootcamps, distance learning courses and Employability Programmes.

Volume
- 1000+ on programme apprentices across the group providers (in this contract year)
- Adult learning programmes 8000+ per annum
- 3000+ per annum on Skills Bootcamps
- 1500+ Restart and Intensive Personal Support participants per annum

Turnover
£31.95M in 2024-2025

Employees
15 directors and senior leadership team members, 384 full time Staff, 14 part time staff, 22 Freelance staff.

Location

7 permanent offices with one each in 1 in Manchester, Stockport (Registered Office), London, Leeds, Wigan, Rotherham and Bury, with additional delivery at approximately 50 community/outreach venues monthly throughout our contract delivery regions.

Programme lengths

The length of our provision varies by contract, generally within the following ranges.

- 15-24 months across Level 3 Standards including EPA
- 15- 24months across Level 4,5,7 Standards including EPA
- 10- 25 days for funded adult learning provisions
- 6-18 months on employability support programmes for unemployed and economically inactive
- 3-16 weeks across Skills Bootcamps

N.B. If there is material variation in delivery programmes then the risk analysis will be reviewed, and policy/plans amended.

6.0   Risk analysis and Mitigation

The key risks have been identified and the aim of the plan is to meet the needs of the Learner / Participant and ensure that B2W can deliver their programmes. It reflects the fact that some learners / participants 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	• Key person 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. • Group Associate People Director to have access to all relevant centre / qualification documents. • Passwords to be stored centrally.

Loss of key members of staff for any reason	• All documents and data to be stored in a shared area on SharePoint. • Monthly meetings to ensure shared understanding. • Processes documented. • Minimum Two individuals to be conversant with critical functions, e.g., location of learner/participant evidence etc. • Ensure 2 individuals are available for each role – IQA, Skills Coach, Trainer. • Ensure caseloads remain manageable for delivery staff and records are well maintained. • Central IT team to be able to remotely divert emails.
Loss of curriculum materials or student evidence through theft / hacking / hardware loss / technical issue	• All delivery materials stored on UK cloud-based servers. • Individual business accreditation to ISO27001 • All electronic storage and hardware are protected by passwords and encrypted. • Our IT systems are protected by a network-level firewall and anti-virus software provided by Sophos. • All systems are accessible online with password and firewalls protection.
Long term (more than 5 days) loss of premises due to Flood, Fire etc.	• Temporarily work from alternative B2W offices and allow staff home working. • Work with the landlord (for leased premises) to ensure regular communication and updates that will impact decision making. • Move to remote operations where applicable i.e. over telephone and Teams to continue to support learners/participants with progressing towards employment/progressions/qualifications. • Monitor for safeguarding and wellbeing of individuals.

	• Agree regular meetings with staff to provide key updates and support around recording expectations and work to be completed. • Agree access to office space with key Employers. • Use virtual classrooms as appropriate. • 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. • In light of returning to business as usual, risk assessments and amendments to the offices considering HSE and government guidance.
Premises rendered short term (up to 5 days) un-useable through loss of Internet connection, power etc.	• All internet services are rooted back to Head Office networks, which are supported by a second dedicated back-up internet line. • All staff have licenced access to cloud-based Teams telephony system which can be accessed from another B2W office or remotely if needed. • Maintain contact list for all learners and participants. • Hire alternative training venues. • Contract Apprentices to reschedule classroom sessions. • Restart staff to work offline on paper versions to be uploaded into ICONI with compliance notes at the earliest opportunity. • Ensure digital signatures are captured as appropriate. • Agree with Supply Chain Manager a move to digital support as appropriate.
Loss of funding contract (s)	• Identify contacts with alternative commissioners/funders that could support short term funding issues. • Spread risk across direct contracted and subcontracted provision. • Monitor/engage all DfE/DWP/MCA/LA contract procurement exercises. • Apprenticeships -maximise levy fund utilisation with employers. • Seek to place staff where possible internally in live vacancies.
Changes to government policy impacting funding including within year	• Keep up to date with government announcements and white papers • Strategic planning 12-months in advance based on direction of policy travel. • Regular meetings with commissioners to understand direction of travel • Constant horizon scanning via our Funding Strategy and Bids team identifying opportunities and applying for funding
Loss of IT equipment	• 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.

Need for Alternative communication channels	• 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.
Need for Alternative modes of transport for Learners	• 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. • Appropriate use of learner/participant support funds to be reviewed and authorised by Managers on relevant programmes.
Emergency Contacts in the event of a significant incident	• See Safeguarding Policy/ B2W Safeguarding. • Page on website ESFA. • Restart Supply Chain Managers. • Property Landlord. • Health and Safety Lead / Managers.

7.0 Review

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

8.0 Contract Specific Plans and Testing

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

Each Commissioned contract will have its own specific Business Continuity Plan to be read in conjunction with this policy, reviewed every 6 months.