

## Apprenticeship Continuity Plan

### Apprenticeship Continuity Purpose

The purpose of the apprenticeship continuity plan is to ensure that apprenticeship delivery is unaffected by any incidents and mitigates any risks with solutions identified to allow apprenticeship delivery to continue regardless of what happens so learners and employers are not negatively impacted. This policy aims to do this and compliments the Sport Structures Business Continuity Plan.

### Apprenticeship Continuity Team

The following senior staff are part of the apprenticeship continuity team and may work in isolation or together to address any issues depending on the severity of the incident.

Simon Kirkland – [simon@sportstructures.com](mailto:simon@sportstructures.com) – 07766 768474

Katherine Percival – [Katherine.percival@sportstructures.com](mailto:Katherine.percival@sportstructures.com) – 07917 388174

Ross Szabo – [ross.szabo@sportstructures.com](mailto:ross.szabo@sportstructures.com) – 07917 388167

### Apprenticeship Delivery

The nature of apprenticeship delivery is such that learners are taught and assessed through a variety of means including:

- Face to face sessions at the Sport Structures office (Suite 8, The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP)
- Face to face sessions at the employers premises or a suitable alternative venue
- E-learning via online platforms
- Assessment in the apprentice's work environments

### Modes of Transport

The Sport Structures offices are located in an easily accessible location with good transport links. One of the reasons this location was identified was to allow training to continue if there were issues with some forms of transport. The offices are within walking distance of a local train station (Five Ways) and also within a 15 minute walk from the three major train stations in Birmingham (New Street, Moor Street and Snow Hill). The offices are also accessible by car and have on-site parking available. In addition, bus routes are available around the venue and there is a bus stop directly outside the office. This ensures that learners looking to attend our office for apprenticeship training have a variety of options to arrive. This means there is always an alternative mode of transport to get to the office should there be any reason that one type of transport can't be used.

In employer premises or other venues where apprenticeship training is being delivered, tutors/assessors are responsible for identifying any transport links ahead of any apprenticeship delivery and informing learners and employers if there are any issues.

### Alternative Sites of Operation

Tutors/assessors are responsible for confirming the suitability of a site and being aware of alternative venues that can be used should a site become unavailable.

If the Sport Structures offices are unavailable for any reason when apprenticeship delivery is planned, tutor/assessors will identify a suitable local venue in Birmingham to hire and use for the training, and this will be communicated with learners and employers.

#### Alternative Communication Channels

Sport Structures use the following communication channels with learners and employers on apprenticeship programmes:

- Emails
- Calls/texts
- Communication through online platforms and e-portfolios

Should any of these communication channels be lost directly, tutor/assessors will firstly identify a suitable contact who can relay the message to the intended recipient (unless it involves confidential information in which case a request to contact the tutor/assessor would be the message passed on.) This must be followed up and direct contact made with the recipient so the matter can be resolved.

If this action has failed, or one of the communication methods above are unavailable, the tutor/assessor should log this and an alternative method of communication that is in line with the business continuity plan will be identified. This is based on the most appropriate method which may include communication through a direct visit to the employer's workplace.

#### Continuity of Training with Tutor/Assessors

At Sport Structures we aim to ensure that there are at least 2 suitably qualified members of staff to deliver and assess. In any instance where a member of staff leaves or is unable to deliver apprenticeship programmes recruitment of a further suitably qualified member of staff will commence. In an instance where a tutor/assessor is on long term sickness or unavailable for another period that is undefined, a decision will be made by the business manager on a case by case basis as to when a new member of staff will be recruited as cover. Ultimately, this will depend on the nature of the situation with the ultimate aim of having as little disruption to the apprenticeship programme as possible.

#### Continuity of Learners in Funding

If for any reason Sport Structures are unable to continue to deliver to learners, in any subcontract relationship, the learners sole responsibility will be transferred to the main provider. In any other arrangements, the aim is that no learner will be adversely affected and can be transferred to another provider, potentially through the support of the Education and Skills Funding Agency. Sport Structures will facilitate access to apprenticeship work to ensure that apprentices are not disadvantaged.

#### Back-up of Business Critical Systems

All business critical systems for apprenticeship delivery are overseen by the business manager who is responsible for their back up. All systems used in apprenticeships are also used across the company and therefore all policies and procedures in the Sport Structures Business Continuity Plan should be adopted.

#### Back-up and Restoration of Data

Sport Structures use a remote IT support company called Tech Team who back up all data on the server system. In the event of data being lost, Tech Team will need to be contacted to arrange for the restoration of all data.

#### Emergency Contact in the Event of a Significant Incident

In the event of a significant incident, the following senior staff should be contacted in the order they are listed.

Simon Kirkland – [simon@sportstructures.com](mailto:simon@sportstructures.com) – 07766 768474

Katherine Percival – [Katherine.percival@sportstructures.com](mailto:Katherine.percival@sportstructures.com) – 07917 388174

Ross Szabo – [ross.szabo@sportstructures.com](mailto:ross.szabo@sportstructures.com) – 07917 388167

In the event that none of the above staff are available the Sport Structures office should be contacted on 0121 455 8270. The incident will then be dealt with by the senior member of staff in accordance with the company's policies and procedures.

The emergency contact details for the Education and Skills Funding Agency should they need to be contacted are:

Address: Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT – 0845 377 5000. Sport Structures' ESFA Relationship Manager is Shaz Ghalib who can be contacted on [shaz.ghalib@education.gov.uk](mailto:shaz.ghalib@education.gov.uk) or 07775 410021.

Website: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Make an enquiry:

[https://form.education.gov.uk/en/AchieveForms/?cancelRedirectLink=%2Fen&consentMessage=yes&form\\_uri=sandbox-publish%3A%2F%2FAF-Process-f9f4f5a1-936f-448b-bbeb-9dcdd595f468%2FAF-Stage-8aa41278-3cdd-45a3-ad87-80cbffb8b992%2Fdefinition.json&redirectlink=%2Fen](https://form.education.gov.uk/en/AchieveForms/?cancelRedirectLink=%2Fen&consentMessage=yes&form_uri=sandbox-publish%3A%2F%2FAF-Process-f9f4f5a1-936f-448b-bbeb-9dcdd595f468%2FAF-Stage-8aa41278-3cdd-45a3-ad87-80cbffb8b992%2Fdefinition.json&redirectlink=%2Fen)

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SIGNED POLICY AVAILABLE ON REQUEST