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**BUSINESS CONTINUITY POLICY**

**Policy Purpose**

Reynolds Training Academy have devised this Business Continuity Policy to account for any incidents which may occur and to which may have a significant impact on the operation and continuation of our delivery provision.

This Policy is in place to ensure that disruptions to the delivery of our programmes are minimised in the event of any incidents or disasters occurring and where full operation and timetables are revived as quickly as possible.

This Policy forms an essential part of our emergency strategies and promotes the continuation of Teaching and Learning, irrespective of extreme and unforeseen circumstances which may cause any interruption to normal attendance and delivery for one or more of our Learners.

**Scope**

Reynolds Training Academy (RTA) have considered the following incidents as being those of significance and include, though are not limited to:

* A Pandemic
* Diseases that require notification
* A serious accident and/or assault
* Dangerous and/or armed intruders
* Theft
* Loss of confidential information that affects Data Protection/GDPR compliancy
* Loss of IT and/or MIS information
* Key Personnel being absent
* Bomb threats
* Explosions
* Fires
* Floods or severe weather conditions

The above incidents could be due to natural causes, human error, or equipment failure and may lead to potential losses of the following, which can cause a significant impact on the working operations of the Academy:

* Staff Personnel and their expertise
* Buildings, Facilities and/or Equipment
* Company and/or Personal Data
* Funding/Income
* Reputation and/or Brand Image

**Communication**

Reynolds Training Academy will be able to contact Staff Members, Learners, Parent/Guardians, Remote Sites and Awarding Organisations via the following methods:

* Email addresses - Work and Personal
* Telephone including the Whatsapp Platform
* Microsoft Teams Platform and remote calls
* LinkedIn, Instagram and Facebook Groups

Reynolds Training Academy also have access to SharePoint fronted by Teams for internal, organisational collaboration and storing of relevant programme data which is backed up regularly.

**Continuity of Learning**

Reynolds Training Academy recognise that not all Learners will have access to the Internet, Telephone Lines, Media/TV, Computer/Laptop or Technical Equipment during any long term periods of time or absence.

Therefore, it is key to ensure that in such cases, there are options of Distance Learning Methods available to confirm the continuity of learning suitable for all Learners. This could include, but not limited to:

* Paper study manuals for research and activity completion
* Directed Learning with Peer supported working groups face to face

**Alternative Venue Locations**

Reynolds Training Academy is based in Dartford, Kent and currently has 3 Spa Retreats, located in Bexley, Sevenoaks and Sittingbourne, along with a Head Office in Rainham Kent. Remote Sites are based in Halesowen and Rainham in Kent.

This allows for the facility to support Learners to relocate to alternative locations to continue with their studies, should this be necessary.

All site locations have ease of access via a range of transport methods, including travelling by car, train or bus.

In addition to offering alternative study locations, with the continued use of Microsoft Teams, Staff Members are able to deliver Online Workshops in a Blended Learning Model with Learners connecting remotely to access the sessions. Teachers, Assessors and IQAs can also work remotely minimalising disruption to learning.

Reimbursement for Learners who are required to travel to alternative study locations may be applicable, along with some Bursary adaptations. This would be discussed with Learners on an individual basis and situation dependent.

**Data Protection and Back Up of Systems / Data**

Reynolds Training Academy uses Manual Study Portfolios, Online Folder Data or Microsoft Teams as their learning platforms for Learners.

Microsoft Teams can be accessed remotely through individually protected passwords, either via a computer/laptop or telephone. Teachers, Assessors and IQA’s have the facility to communicate with Learners, Parents and Remote Sites through Teams.

Central System Data Back Ups are completed regularly within the organisation.

**Awarding Organisations and their Management Information Systems**

Reynolds Training Academy works with a number of Awarding Organisations, in regards to Learner Registrations and Certifications.

Communication can be actioned through each of their Online Platforms through Staff Members having secure, individually protected passwords, or via direct telephone, email or letter contact with key and relevant personnel.

Along with the Service Level Agreements offered to Reynolds Training Academy by the Awarding Organisations, Learners would receive limited to no interruptions to any learning resources/materials required.

**Support for Learners unable to access Learning**

In the unfortunate event that Reynolds Training Academy is unable to deliver study training, we would carry out research to support Learners with continuing their programme of study through another Training Provider.

Reynolds Training Academy would also liaise with the ESFA and our designated Account Manager, where applicable, to ensure that the transition to another Training Provider was timely and effective for the Learner.

**Key Contact Details**

A Key Contact List is available to support Learners, Parents/Guardians and Staff Members in the event of a significant emergency:

* UK Emergency Services - 999
* UK Non Emergency Services - 101
* Reynolds Training Academy Main Reception – 01322 275807
* Safeguarding Lead – 01322 275807 and [Georgia.spurrier-lawrence@reynoldsgroup.co.uk](mailto:Georgia.spurrier-lawrence@reynoldsgroup.co.uk)
* DFE support - SDE.servicedesk@education.go.uk
* Active IQ Awarding Organisation – 01480 467950
* VTCT Awarding Organisation – 02380 684500
* Pearsons Awarding Organisation – 0345 6180440
* UAL Awarding Organisation – [www.arts.ac.uk](http://www.arts.ac.uk)

**Roles and Responsibilities**

In the event of a significant emergency, the Roles and Operational Responsibilities will lie with the following Personnel:

**Principal (and Director of Quality & Training)**

Manage any disruption to the provision of Teaching, Learning and Assessment and Administrative Services, including contact with the Teachers, Assessors, IQAs, Parents and Awarding Organisations

Support and train all Staff Members on the Continuity Policy implementations

Support the Reception/Administration Team to meet with the Emergency Services on arrival, where possible

Devise and agree upon the information to be given to Learners (and Parents/Guardians where necessary)

Ensure all occurrences and decisions are recorded and communicated to all relevant Personnel

Ensure Wellbeing care is accessible for all Learner’s with the Safeguarding and Wellbeing Teams being available

Support the Programme Managers with any changes to the Learner’s study environment, location and resources

**Programme Managers supported by the Director of Quality & Training**

Deal with any issues associated with the Learner’s timely progression

Ensure the Teaching delivery is appropriate and inclusive (Face to Face, Blended Learning, or Fully Remote)

Liaise with the Teachers, Assessors and IQAs to ensure communication methods are robust for all Learners, Parents/Guardians and Awarding Organisations

Liaise with Teachers, Assessors, IQAs, Parents/Guardians and Administration Teams to support with any concerns and queries in relation to communication and the Learner’s timely progression and achievement

Maintain contact with the Awarding Organisations in relation to EQA dates and details

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