



# Continuity of Learner Delivery Policy

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Created: 18.05.2023	Review Date: 17.05.2024	
Owner: Quality and Compliance Manager	Location: Shared Drive: WREC Documents\Policies and Procedures 2023	

## 1. Purpose

- 1.1. It is very important that Whitehead-Ross Education and Consulting (WREC) is able to support training throughout a learner's time on programme. No learner will be enrolled onto a programme without the intention of finishing it. To minimise the risk of unforeseen circumstances impeding their training, the Continuity of Learner Delivery Policy is in place.
- 1.2. Where a more serious incident occurs that can impact delivery the WREC Continuity and Disaster Recovery plan will be implemented
- 1.3. This policy will be reviewed annually by Ian Ross, Managing Director, at the end of May.

## 2. Processes and Policies

- 2.1. Processes and policies are in place to ensure a transparent approach and methodology to the delivery of programmes. Policies for all aspects of delivery are the same and there are few differences between the delivery methods across all the sectors and levels that WREC delivers.
- 2.2. All WREC policies and procedures are available to staff on the WREC shared drive. All new staff receive training on this during their induction process and the element is signed off on the induction checklist once completed. Processes and policies are routinely reviewed on at least an annual basis by the Managing Director, but interim updates are agreed at SMT level if there are changes required during the interim. If a significant change is required or needs to be investigated, it is likely that the Quality Improvement plan linked to the Self-Assessment process will be updated to include this so that suitable timely objectives can be set, and certain members of staff made responsible for the required investigation or actions.

## 3. Key Premises

- 3.1. WREC's head office is based at Lower Ground, 7 Marlborough Place, Brighton, BN1 1UB. All staff are issued with portable IT equipment to enable them to work remotely at home or off site in places such as public spaces (libraries, community centres etc.) and at the employer's premises as required. As such, this serves as another alternative site of operation.

## 4. Key Personnel

- 4.1. There are sufficient staff resources to enable learning to continue during the period on programme. Should a Tutor or manager leave the business, or be unavailable for a prolonged period, Senior Managers will have sufficient staff resources in place to continually support each learner on programme. In nearly all cases there will be more than one person capable of delivering to a sector or level. If that were not to be the case, an alternative provision would be available as an interim measure to support training until a new suitable resource can be recruited or brought in.
- 4.2. WREC has specialists in a range of areas including Maths and English. These specialist staff are accessible to all areas of the business and will travel as and when required.

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- 4.3. Tutors are also available for 1-2-1 or small group work where required. If these are used on a regular basis over and above the expected levels of support, additional Learner Support Funding (LSF) may be accessed by WREC to support this work. This is reviewed on an ongoing basis.
- 4.4. WREC has scope to utilise external support if required in the delivery of sectors, although this has never been implemented.

## 5. IT / Soft Data / Business Critical Systems

- 5.1. WREC data is mainly stored electronically, either remotely or online.
- 5.2. Remote data is stored on portable laptops, secured by passwords that are required to be changed on a regular basis. Staff are required to back up laptop data to our secure server, which is kept securely at our office at 1 Walter Road, Swansea, SA1 5NE. Spare laptops are also made available to staff should this be required.
- 5.3. Electronic data is held on business-critical systems, and on emails via the Microsoft Office 365 server. All systems are secured by passwords individual to the user that are changed on a regular basis.
- 5.4. Each system automatically backs up data on a daily basis, allowing lost information to be recovered and restored where necessary on any PC using the secure log in issued; staff are provided with portable IT equipment to access such data accounts; spare laptops are also available for staff to use as necessary. Personal IT equipment may be used to log into business-critical systems if no alternative is possible and access is urgent; with approval from a Senior Manager or Director before proceeding.
- 5.5. Tech Wales manages WREC's ICT portfolio including the server for the website. They run systematic checks on functionality, effectiveness and security. Remote backups are completed daily ensuring that in an emergency situation there remains access to critical data.

## 6. Hard Data / Paper Records

- 6.1. Hard data is stored on site at WREC in locked filing cabinets. All critical data is scanned and stored electronically as a back up to ensure lost data is able to be recovered where necessary. Paper files must be kept in the office as per WREC's GDPR and Privacy Policy, and the Document Storage Risk Assessment form. Files are signed in to create an auditable trail.

## 7. Communications

- 7.1. Communication with staff, learners, and partners/suppliers is of paramount importance to WREC. The primary sources of communication are via telephone and email, and all staff are issued with work mobile telephones. Mobile phones are set up to include access to the internet, emails and some software relating to delivery e.g., OneFile. Should these be unavailable, staff have access to landline telephones within our centres and, as a last resort, are able to use personal phones if absolutely necessary.
- 7.2. Key staff and contact details are provided within this continuity document – see forms F & G.

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- 7.3. Emails are backed up to the Office 365 server – this allows lost data to be recovered, and for staff to access email accounts from any PC with their own secure log in. Email is accessed via Microsoft Office Outlook which can be used offline, though users are required to be online for messages to be sent or received.
- 7.4. Internet access is required for emails and for communication via the e-Portfolio system OneFile. All staff mobile phones are equipped with access to portable mobile data, and within the office, and at all centres where wi-fi is provided. Staff are encouraged to link to their home and public space wi-fi where possible (e.g. at employer premises). OneFile has an alternative App for use via a mobile phone which is available to use off-line should internet access fail.
- 7.5. WREC also encourages staff to use alternative forms of communication such as instant messaging and video conferencing technology (e.g., Skype).
- 7.6. In an emergency, key contacts include IT support advisers Tech Wales who will be able to support the flow of information. Should an incident occur, telephone will initially be the primary method of communications with relevant staff and key contacts followed by email.

## 8. Transport

- 8.1. WREC recognise the primary source of transportation for its remote staff is via car. As such, expenses of 45p per mile are paid to contribute towards the cost of fuel and general upkeep of the vehicle to enable staff to maintain this source of transport. Staff, learners, partners and suppliers use the NCP parking facilities as necessary.
- 8.2. As an alternative, WREC recommends the use of public transport such as buses or trains, and private transport such as taxis or car sharing where appropriate. Local train and bus timetables are made available to all staff and learners through internet links during induction. The most local train station to our Brighton City Centre office is Brighton, and there are multiple bus stops opposite the centre.
- 8.3. All staff are issued with portable IT equipment to enable them to work remotely, negating the need to travel in the event of an emergency. Remote visits can be completed using mobile phone, email and software such as Skype.
- 8.4. All staff are required to have appropriate insurance and breakdown cover, which is monitored annually, to ensure that in the event of an incident, suitable support is available.

## 9. Physical Resources

- 9.1. Resources should not deter a learner from completing their programme. As a company WREC offer a variety of resources to ensure learners have access to methods which suit their needs. These include but are not limited to:
  - Training centres and practical resources such as nurseries, pre-schools, and meeting rooms. These are used for specialist or off the job training and all have suitable access for those with limited physical abilities.
  - IT facilities in centre and additional laptops with internet accessibility for on-site work.
  - Online portfolio and learner management software.
  - Aids for those with any form of disability.

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9.2. WREC is able to access a range of support for those with conditions restricting their physical ability or learning difficulties but has rarely had to action this in the past. WREC would be able to access interpreters, readers, hearing loops, additional laptops and software, access aids and almost any other required assistance. WREC would buy this in from external sources, in most cases and may use additional funding routes to support this if applicable.

## 10. Termination of Funds

10.1. Should the ESFA or a Lead Provider for any reason terminate access to funds, WREC will work with the ESFA or Lead Provider to ensure that a plan is in place to continue the learner currently on the programme.

## 11. Major incident requiring the Business Continuity Plan

11.1. The aim of the WREC Business Continuity plan [**See Appendix 1 for the full plan**] is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

11.2. An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation's normal business operations to such an extent it poses a threat. This could have an impact on the support available for learners that could last for several days up to 10 working days.

11.3. An incident is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis. This could have an impact on the support available for learners that could last for a maximum of 3-5 working days.

11.4. The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

## 12. Further Support

12.1. In the first instance, any concern should be reported to one of the Senior Management Team:

### Managers

Name	Role	Contact details
Michele Pengelly	Chief Operating Officer	07429 674540
Rhys Lloyd	Quality and Compliance Manager	07917 502081
Lisa Paterson	HR and Business Manager	07982 930324
John Rickards	Restart Local Delivery Manager	07552 378515

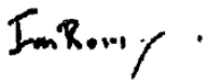
### Directors

Name	Role	Contact details
Ian Ross	Managing Director	07730 550607

12.2. Once escalated to Director level additional support may be sought from:

The ESFA	Funding issues or implications
OneFile	Online Learner management system
NCFE	Awarding bodies and EPA organisation
Tech Wales	IT Support
Andy Sturgeon Design	Landlord of Whitehead-Ross Education
Ofsted	Quality support around Inspection

Signed:



Ian Ross  
Managing Director

**Date: 18<sup>th</sup> May 2023**

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