

## Purpose

This Apprenticeship Continuity Plan is to consider those incidents that will have a significant impact on the operation of our Apprenticeship provision following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

Continuity of learning is the continuation of education in the event of prolonged company closure. It is a critical component of emergency management, as it promotes the continuation of teaching and learning despite circumstances that interrupt normal attendance for one or more apprentices.

## Roles and responsibilities

Key emergency contacts and functional responsibilities (these include staff responsible for managing any crisis between the centre and the apprentice. The ESFA will be informed of any break in learning.)

Tim Armitt, Managing Director, Office: 01226 765769 Mobile: 07739949465

Email: tim@lavender-ndt.com

Nicola Dodsley, Operations Director, Office: 01226 765769 Mobile: 07872836464

Email: nic@lavender-ndt.com

- Overall responsibility for the continuity of apprenticeship training
- Incident Officer
- Chair Crisis Team meetings
- Co-ordination of the response
- Liaise with Prime Funding organisations (where appropriate)
- Liaise with employers, partner providers, and Awarding Bodies (where appropriate)
- Allocate resources
- Responsible for external liaison
- Be prepared to answer questions from the media
- Responsible for deciding whether staff and apprentices should be sent home

Beverley Scott, Admin Manager, Office: 01226 765769, Mobile: 07793243596

Email: bev@lavender-ndt.com

- Responsibility for managing disruption in the provision of administrative services, assessment arrangements and physical premises
- Meet and greet emergency services as they arrive, with a floor plan of the building if necessary.
- Ensure all significant occurrences and decisions are recorded and reasons for decisions made.
- Agree on key information be given to apprentices by tutors and assessors
- Responsibility for dealing with issues relating to personal and pastoral support
- Follow up communication

Ian Griffin, Technical Director & Quality Manager / Lead IQA, Office: 01226 765769  
Mobile:07739949468  
Email: ian@lavender-ndt.com

- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety.
- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression.

## Scope

The types of major or large-scale incidents that should be considered significant include:

- Fire
- Flood
- Explosion
- Loss or absence of key staff
- Serious adverse weather conditions
- Vandalism
- Sabotage
- Theft
- Loss of confidential information/data protection issue/loss of IT/MIS
- Extortion
- Serious accident
- Serious assault
- Armed or dangerous intruder
- Bomb threat
- Pandemic
- Notifiable disease

In some instances, these incidents can be due to natural causes such as severe weather, while in other cases, equipment failure, progressive deterioration or human error or involvement may be the cause. They have the potential to lead to the following losses, which are likely to have a major impact on the operation of Lavender's training.

### **Loss of:**

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding

Lavender International's Continuity Plan ensures that there are limited and ideally no disruptions to the provision of our apprenticeship training and have set up the following arrangements to ensure this. The two main objectives of this Continuity Plan are: to avert or to minimise the effects of a disaster or disruption to bring Lavender International's apprenticeship delivery back into full operation with minimal disruption.

## **Continuity of Apprenticeship Training**

All Lavender staff, students and apprentices are asked to ensure that they read and understand the contents of this plan and that they remain aware of its contents to act and respond accordingly.

## **Continuity of learning key considerations**

Lavender International has more than 45 years' experience in training NDT methods to students with wide ranging learning abilities, academic and non-academic backgrounds, from 16-year-olds to those in the late 60s, including nationalities from most countries around the world. Our course bookings team are trained to alert the technical director and manager of unusual circumstances, the need for additional mobility and learning aids including suitable classrooms at our school or onsite. Course materials are designed to have high visual aid content. Clear diagrams, photographs, and videos have been included in most of our training materials. We are extremely comfortable training school leavers with little to know academic achievement through to students studying for their PHD in NDT. As such our experience and contingency measure have been well evaluated to accommodate all levels of apprenticeship training.

Our staff are well versed at conducting remote training using MS teams, Zoom or TeamViewer whereby we can control and hand over control of computer systems and test instruments to assist students when travel is costly and time-consuming.

Ensuring Accessibility. Not all apprentices may have access to the Internet, phone lines, TV, or radio at the same time, or at all, during a prolonged closure or absence. Therefore, it is important to offer a variety of methods of distance learning. Lavender will abide by the Equality Act and ensure materials will be provided in alternative formats, when necessary.

## **Tools to support the continuity of learning**

Our apprenticeship training is delivered through a blended approach, and this provides a level of flexibility and several options to ensure the relevant training continues to be delivered to our apprentices. The methods of training include face to face delivery, virtual, directed, and supervised learning activities, webinars, online coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments.

We have 26 qualified and experienced trainers and assessors who can step-in at short notice which allows for contingency if there is a delay in their arrival, sickness, holiday, or incident which prevents a trainer from reaching the training venue.

## **Lavender International training venues**

We have multiple training venue options, including third- party and employer locations. We operate out of two separate business locations which are approximately 22 miles apart. Both business locations comprise of separate classrooms and workshops capable of accommodating more than 50 staff and students at any one time. The Sheffield/Rotherham AMP facility also has access to several meeting rooms all of which have audio visual systems suitable for classroom training. Seating of these rooms ranges from 6 to 50 persons

capacity. Lavender International has the option to rent additional space using these rooms as a contingency measure.

Lavender International have also rented conference facilities within hotel complexes close to both business locations as well as conference facilities adjacent to Manchester airport. All these facilities are options that are built into the continuity plan should significant event occur.

### **Staff sickness or incapacity**

Lavender International employs more than 45 staff with built in redundant capacity to step in at very short notice to cover for sickness or incapacity.

### **Adverse weather**

Where necessary, and when a workshop is impacted by adverse weather, we can run additional training interventions virtually. We can follow up with additional virtual webinars and peer learning sessions to complete the training.

### **Significant event of health**

Lavender International produced a specific COVID protocol to protect staff, students, and apprentices. The protocol was rigidly applied and not one person was linked to contracting COVID from anyone within the Lavender premises.

Lavender has the option to isolate any potentially contaminated room or building and remain fully functional as a business running apprentice training.

### **Significant disruption to travel**

Lavender International also owns a fleet of vehicles all insured for business purposes including carrying of student passengers. The fleet of vehicles include four to 6 seat cars and vans that can be used to transport apprentices from local businesses or hotels to the training school in event of significant transport disruption. We regularly liaise with private hire taxi services to collect students and apprentices from train stations, airports, and hotels.

### **Loss of power or utilities**

Lavender International has the option to temporarily relocate training to one of the other buildings or premises. The likelihood of loss of utilities in both business locations that are separated by 22 miles is extremely low and not considered a risk.

### **IT system back-up and resilience**

Lavender International has an integrated automated back-up system that saves data in separate drives as well as using cloud systems as a secondary security measure. IT systems are managed by an external specialist Eclipse IT service who employ several IT engineers to provide 24/7 support. Lavender uses the Panda endpoint antivirus and comprehensive spam and ransomware screening system. This is loaded on all desktop and portable devices.

### **Cyber security**

Access to the Lavender International server is restricted to key personnel. Security levels are tiered restricting access to confidential data. Tiers are director level, senior managers, specific work groups and general staff. Apprentice data and files will sit within the senior manager access tier. All tiers as password protected.

Lavender International have passed cyber security checks and hold current cyber security certification.

### **Tools and modalities**

The following list also includes a range of tools and modalities for facilitating distance learning, including those with no, some, or great levels of technological sophistication.

1. **Instructional Packs.** In advance of a prolonged closure absence, trainers and assessors can prepare hard copy instructional packs that apprentices may use at home to continue their learning. Hard copy packs may include worksheets; calendars or schedules of work to be completed; directions for homework, projects, or written assignments; excerpts from textbooks or other reading materials; and sample assessments.

Lavender International may take two different approaches when developing packs:

- Generic packs that can be used at any point that promote apprentice learning according to level and subject-specific standards, or
- Unit-specific packs that are based on the planned curriculum and integrate with the apprentices' current learning at their workplace or off-the-job training.

2. **Trainer and assessor Check-ins and Tutorials:** A variety of technologies (telephone, email, web conferencing, VLE) can be used to facilitate one-on-one, or teacher-and class interaction or lesson delivery between apprentices and trainers/assessors
3. **Telephone and Video Calling.** Trainers and assessors can hold group and individual discussions, or teach lessons, with apprentices in a secure and controlled setting.
4. **Email.** Use existing email service providers to send, receive, and track messages. If this service provider is not operating, response teams can use other online systems that quickly distribute multimedia content to a mass audience. There are a variety of free email service providers on the Web, including Google, Yahoo, and Hotmail, most of which support document sharing, scheduling, and web chats.
5. **Web Conferencing.** A variety of free web conferencing services are available on the internet. Lavender International already have a corporate account for Zoom and MS Teams which can easily be used in cases of emergency, when distance learning methods are needed, and may want to conduct workshops or learning sessions using one of these services for ease of use in the event of an emergency.
6. **Social Media.** Many apprentices, parents, and staff use social media daily, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to the continuity of learning. Social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers. Lavender International have corporate Twitter, Facebook, Instagram and LinkedIn accounts.

### **Coursework and Examinations**

Lavender is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off-site, to ensure that no essential information

is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Examinations Officer, who will liaise with and be advised by the Awarding Bodies.

Apprentices will be offered individual advice sessions with a member of staff to discuss their concerns about the effects of the disaster on their work and any extra measures (advised by the Awarding Bodies) which are required to enable them to complete the apprenticeship successfully.

### **Communication channels**

Through our training systems and available communication channels we have the following options to communicate with Lavender staff, our apprentices, and students: email, by telephone and by our designated Twitter and 'Facebook' groups. We also have the employer contact details for each employer involved in our apprenticeship.

### **Extra Travel Costs**

If apprentices have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and arrange to make payments to apprentices on a case-by-case basis.

### **System enabled contingencies**

Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved

We will be using PICS for organisational collaboration and storing of relevant programme data which is also backed up every 24 hours.

### **Emergency contacts**

In case of a significant incident emergency, various contact details are available in the programme handbook for each apprenticeship cohort and on the Lavender website: [www.lavender-ndt.com](http://www.lavender-ndt.com)

These include:

Lavender International main desk: **01226 765769**

### **ESFA Service desk contact information**

Telephone: 0370 2670001

Email: [SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk)

## Review Log

This continuity plan is to be reviewed annually with additional updates should new legislation be provided.

### Approved/Authorised by:



Tim Armitt  
**Managing Director**



Nicola Dodsley  
**Operations Director**