



APPRENTICESHIP CONTINUITY PLAN

Purpose

The Purpose of this continuity plan is to consider any incidents or accidents which could have significant impact on the delivery of training to our apprenticeship provision, and is therefore a critical component of the emergency management toolkit. It is used to continue the training and learning of our apprentices when extreme circumstances disrupt the attendance of one or more apprentices. This policy will be reviewed at least once per year by the Senior Management Team and approved by our Apprenticeship Governance Board members.

Scope

The types of major or large-scale incidents which should be considered significant include but are not limited to:

- Loss or absence of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- 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

These incidents could be due to natural causes, such as severe weather, while in other cases, equipment failure, progressive deterioration or human error 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 Octopus Energy Ltd.

Loss of:

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

Octopus Energy Services Ltd. Business 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 minimise the effects of a disaster or disruption and to bring Octopus Energy Ltd.'s apprenticeship delivery and other training schedules back into full operation with minimal disruption.

Communication channels

Octopus Energy Ltd. can contact our apprentices in a number of different ways:

- Slack, Individual and group messages.
- Email - work and personal in most cases.
- Works mobile Telephone.
- Apprentice online E-portfolio message
- Toolbox talk for ongoing communication channel for updates over a prolonged period of time.

We also have the Area manager contact details for each apprentice enrolled with the program and data held in the cloud ensuring that this can be accessed from anywhere by the appropriate team members.

Continuity of Learning

Apprentices may not have access to the Internet, tech equipment, phone lines, TV or radio at all or for a period of time during a prolonged closure or absence. Therefore, it is important to offer a variety of methods of distance learning. Octopus Energy Ltd. will abide by the Disability Act and ensure materials will be provided in alternative formats, when necessary.

Alternative Operating Venues

As well as our main training site at 212 Bedford Avenue, Slough.

Our Trainers are able to deliver Apprenticeship training at our top three available training facilities,

- 201 Bedford Avenue, Slough - Practical Warehouse style Training space
- Unit 4, Avery Way, Hinckley - Practical Warehouse style Training space
- Edward Street, Brighton - Office facilities.
- With other substantially large Octopus Group facilities available Nationally.

All locations are accessible by a range of methods including by car or public transport.

With our continued use of online e portfolios, including google meets, microsoft teams and Zoom our delivery staff can run selected workshops online as well as in a blended format with students being physically present in the classroom while others dial into the same session remotely. Operational and apprentice/learner support staff can also work remotely using our cloud based systems meaning the apprentices will benefit from both learning delivery and support services in the event of a significant disruptive event.

Extra Travel Costs

Where it is the fault of Octopus Energy Services Ltd. ,we will calculate the additional travel cost involved and arrange to reimburse apprentices on a case-by-case basis. Where it is due to factors beyond our control we will brainstorm an action plan of resolution on behalf of their Apprentices. All Area managers and above, including Centre Managers hold a company credit card for such unforeseen circumstances. In the instances where Octopus Energy Ltd. agree to pay travel costs these will not be met out of apprenticeship funding, in line with the ESFA's Funding Rules.

Back-Up of Systems & Data

As part of an energy and utilities business we are used to holding vast amounts of customer data across our IT infrastructure. We will look to replicate similar business model standards with Apprenticeship data, project managed with our Group in-house IT team. And release a more detailed overview in January 2024.

E- portfolios

- We will only engage in the services of an e-portfolio that have back-up of data Policies.
- and a Information Security Policy

We are advised by these sorts of providers that their policies state that the maximum amount of downtime our learners would have to tolerate would be 30 minutes before they could access their apprenticeship portfolios.

Awarding Organisations (AO)

For those students who need the learning resources to complete their level 2 English and Mathematics qualifications alongside their apprenticeship. We will source similar clauses in their policy documents upon section for provision.

Including End point assessment Organisations (EPAO)

We will liaise with EPAO organisations that have incrementally backup systems in line with other selected online e-portfolio providers, So apprentices experience minimum disruption to be able to access saved work and learning resources.

Support for Learners where delivery can no longer take place

In the unfortunate event that we are no longer able to deliver apprenticeship training, we would engage with the ESFA and undertake research using the government, “finding an apprenticeship training provider tool”. We would work with our ESFA account manager to support apprentices with a smooth transition to another apprenticeship training provider.

Emergency contacts

In case of a significant incident emergency, various contact details will be available in the apprenticeship induction material, on the resources section of our chosen e -portfolio. On The apprentice website dedicated page of Octopus Energy Services Ltd.’s website to be created January 2024.

Contacts:

- Emergency Services 999
- Non-Emergency Services 101
- Octopus Energy Services R&D / Apprentice Centre Manager : 07738466735
- Ofsted service desk 0300 123 1231 Email: enquiries@ofsted.gov.uk

ESFA Service desk 0370 2670001 Email: SDE.servicedesk@education.go.uk IfATE Service Desk Email : enquiries.ifa@education.go.uk

- Functional Skills provider TBC
- EPAOs TBC.

Key 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.)

John Szymik- CEO

- Appoint a Senior Manager from the Apprenticeship Governance board for Overall responsibility for the continuity of training.
- Appoint an Incident Officer
- Chair Crisis Team meetings, or appoint a Deputy.
- Oversea Co-ordination of the response
- Facilitate Allocation of resources
- Responsible for external liaison or appoint suitable deputies, such as Chief of Staff.
- We will direct questions from the media to the Octopus Energy Group PR dept, that we will liaise with internally, before external announcements.

Lisa Hill - Slough Centre Manager

- Responsibility for managing disruption in the provision on physical premises
- Meet and greet emergency services as they arrive, with a floor plan of the building if necessary
- One of the key staff for deciding whether or not staff and apprentices should be sent home

Sarah Harness – Apprenticeship Delivery Manager (Designated Safeguarding Lead)

- Support and train all Apprenticeship staff on the use of continuity learning systems and the implementation of this policy
- Agree key information to be given to apprentices by tutors and mentors
- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression
- Liaise with Prime Funding organisations (where appropriate)
- Liaise with partner providers, end point assessment organisations and Awarding Bodies (where appropriate)
- One of the key staff responsible for deciding whether or not staff and apprentices should be sent home.
- Jointly responsible with IQA for ensuring the apprenticeship learning content is appropriate for face to face, remote and or blended learning as appropriate.
- Jointly responsible with IQA for instructional design, course design and plans for support to be aligned with the skill level of age groups and the level of apprenticeship being studied
- Liaise with delivery staff to ensure appropriate understanding of how to deliver the learning content in the event that normal delivery is compromised.


- Responsibility for dealing with issues relating to apprentices' ongoing checks of insurance and health and safety.
- Liaise with Field based Area managers
- Follow up communication
- Responsibility for dealing with issues relating to personal and pastoral support

APPENDIX 1

Name	Position	Telephone	Email
Lisa Hill	Slough Centre Manager	07738466735	lisa.hill@octoenergy.com
Sarah Harness	Apprenticeships Delivery Manager	07387 045362	sarah.hararness@octoes.com
Gareth Drake	Head of Engagement	Email only.	gareth.drake@octoes.com
TBC	IQA- Low carbon	TBC	TBC

As a Director of the Senior management Team I agree with the above policy and its implementation.

Version 1 December 2023.

Signed.  98DB68A91BB04B1...

Position. Operations Director

Date. 15/12/2023

Effective from. 1/2/2024

Next review date. 1/2/2025