

## APPRENTICESHIPS CONTINUITY PLAN

### 1. Introduction

- 1.1 The University of Buckingham is committed to ensuring that its provision is not unnecessarily interrupted, and that in the event of any interruption, its staff and students, including Apprentices delivered in any way by the University face minimal disruption and rapid continuity of provision.
- 1.2 The Apprenticeships Continuity Plan should be read in conjunction with the overall University of Buckingham Business Continuity & Disaster Recovery Plan(s). The Apprenticeships Continuity Plan (ACP) is designed to assist business recovery in an emergency situation for the staff members and Apprenticeship learners of the University and / or its supporting partner providers. It is also intended to cover circumstances where the University delivers aspects of Apprenticeship provision as a sub-contractor, to other providers on the Register of Apprenticeship Training Organisations (RoATP). The continuity plans of these organisations may also be implemented as appropriate unilaterally or in conjunction with the University's ACP as circumstances determine.
- 1.3 The ACP identifies and sets out the main risk assessed scenarios that might impact on the University's Apprenticeship activity. It then provides details of the response mechanisms and suggested actions to remedy business interruption and enable continuity of activity in as short a time-frame as possible.

#### 1.4 Aim

To prepare the University (and associated partners) to cope with the effects of an emergency.

#### 1.5 Objectives

- To define and prioritise the Critical Functions of the business
- To analyse the emergency risks to the business;
- To detail the agreed response to an emergency; and
- To identify Key Contacts during an emergency.

### 2. Purpose

- 2.1 The ACP sets out how the University will work and what actions it will take, to ensure that there is no, or minimal disruption, to the delivery of apprenticeship training or end point assessment it delivers under any agreement with the DfE or other partners.
- 2.2 This ACP also applies to Apprenticeship Training and assessment delivered by the University under any agreements or contracts it undertakes as a Supporting Partner to another organisation on the APAR

### 3. Contents

- 3.1 The ACP covers each of the following focus areas:
- Types of potential disruption and initial response;
  - Communication channels & Emergency contacts in event of a significant incident
  - Alternative modes of transport
  - Alternative site of operations;

- Back-up of business-critical systems & Back-up and restoration of data; □ ESFA Notification;
- Business Impact Analysis & Action Plan for Recovery (Appendix 1); and □ Apprenticeships Continuity Risk Register (Appendix 2).

#### 4. Types of Potential Disruption and Initial Response Summary

4.1 The ACP is intended to cover a wide range of scenarios that might disrupt Apprenticeship provision. The highest risk or most probable scenarios that might impact Apprenticeship delivery are given below.

4.2 The table provides a brief disruption event, key relevant contacts and initial response guide for the University and its staff. See *Appendix 1* for applicable ACP Recovery Actions and *Appendix 2* for the quarterly updated Risk Register for Apprenticeships Continuity.

	Disruption Event	Initial Response
1	Loss of accommodation / facilities	Contact Director of Estates Refer to ACP Recovery Actions Use of alternative UOB or partner facilities Inform DfE if prolonged impact (more than 1 week)
2	Epidemic or contagious diseases	Contact Head of Student Services (HOSS) Refer to ACP Recovery Action Inform Health Authorities as appropriate
3	Critical systems failure, including ICT	Contact Director of Digital Transformation (DDT) Refer to ACP Recovery Actions Utilise backup ICT options Utilise alternative UOB or partner facilities Inform DfE if ILR / MIS impacted
4	Loss of teaching & assessment staff	Contact Pro Vice-Chancellor (PVC) Refer to ACP Recovery Actions Use of alternative UOB or partner staff Use of temporary agency or freelance staff
5	Direct or nearby terrorist incident	Contact Registrar & Chief Administrative Officer Professional Services (R) Refer to ACP Recovery Actions Liaise with authorities and police as appropriate Inform staff, apprentices, and employers as necessary in line with police advice Liaise with partner providers if necessary
6	Employer of Apprentice(s) ceases activity	Contact Head of Apprenticeships (HOA) Refer to ACP Recovery Actions Liaise with partners on alternative apprentice placement Liaise with ESFA on alternative apprentice placement
7	University loses their DfE Apprenticeship contract and place on the APAR register	Contact Head of Apprenticeships (HOA) Liaise with partners Liaise with partners on APAR that can transfer apprentices. Liaise with DfE Organise alternative arrangements for employers' apprentices and liaise with employers at all stages

## 5. Communication Channels and Emergency Contacts

The main University management and academic contacts responsible for apprenticeships are:

Contact	Telephone
Staff members:	
Registrar & Chief Administrative Officer Professional Services (R)	01280 814080
Head of Apprenticeships (HOA)	01280814080
Director of Estates (DOE)	01280 814080
Director of Digital Transformation (DDT)	01280 814080
Pro Vice-Chancellor (PVC)	01280 814080
Head of Student Services (HOSS)	01280 814080
Faculty Deans (D)	01280 814080

Email: [info@buckingham.ac.uk](mailto:info@buckingham.ac.uk)

## 6. DfE Emergency Scenario Contact:

6.1 Where Apprenticeship delivery disruption requires DfE notification:

DfE Contact details:

Email: [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)

Phone: 0370 0002288 or 08000150600

## 7. Alternative Modes of Transport

7.1 In the event that an apprentice, or group of apprentices, is temporarily unable to travel (for a period of up to two weeks or ten working days), the University of Buckingham will review the circumstances and implement proportionate and cost-effective contingency measures to mitigate disruption to learning. Where the disruption extends beyond this period, alternative arrangements will be considered and managed in line with university policy and regulatory requirements.

7.2 This may include following all parties' agreement: provision of public transport costs. Such amendments to arrangements would be made in consultation with employers. The remedy may also include alternative arrangements being made to the location where training is delivered. This may also be a more sustainable and cost-effective remedy where an issue is longer-term.

## 8. Alternative Sites of Operation

8.1 The ACP provides details on temporary remedies to accommodation crises. Remedies may cover the business accommodation and functional services required by UOB, as well as locations where apprentices' training takes place.

8.2 UOB's links with other provider partners may provide a significant emergency plan scenario remedy where UOB would work with its partners to resolve accommodation disruption for operational and delivery aspects of the business. UOB may also use its networks to help support locating short, medium, and long-term alternative accommodation.

8.3 UOB is able to offer full delivery of apprenticeship training online to mitigate any potential disruption to delivery.

## 9. Business Critical Systems and Back-Up and Restoration of Data Services

9.1 ICT and learner record software is secure, and interruption of these functions is mitigated to have an impact of up to 2 weeks worst case, with most scenarios ameliorated within 48 hours.

## 10. DfE Notification

10.1 In any event that continuity of provision is disrupted in a manner that requires DfE notification, this must be undertaken with immediate effect at the trigger point. DfE guidance may need to be referred to and enacted as appropriate, including recording any breaks in learning in line with the Funding Guidance and Reporting requirements in the ILR.

## 11. Policy Ownership

11.1 This ACP is owned by all relevant University staff. Its lead originator and point of contact in relation to its content is:

Emma Ward, Head of Apprenticeships

Review Date: August 2025

### Authorisation



Mr Christopher Payne  
Registrar & Director of Professional Services

### Appendix 1: Business Impact Analysis

<b>Crisis:</b>	<b>Various Scenarios</b>
<b>Time</b>	<b>Effect on Service:</b>
First 48 hours	Learners attending taught courses will face disruption or cancellation Ability to contact learners sufficiently in advance may be a concern
Up to 1 week	Need to get MIS and other tracking data functioning and reporting Need to get any affected servers up and running to restore data

1 – 2 weeks	Need to outsource teaching and assessment to ensure courses run Need to normalise contact methodology and systems for students / staff Need to rent alternative training rooms and equipment
3 - 4 weeks	UOB reputation may be damaged Potential loss of learners / negative evaluations in surveys Potential loss of employers / negative evaluations in surveys Reduced achievement rates/impact on timely completions Contracts not being fulfilled (especially with any partner provider)

### Action Plan for Recovery:

Time	No. of staff not	Location, if site useable	Resources required	Action Required
First 48 hours	SMT	Mobile office Trainers can work from home	Mobile phones Laptops etc UOB IT support Insurance Co. advice Internet service (remote LAN)	Contact staff affected learners Contact affected learners Organise alternative temp location options where possible for provision Obtain IT Support Purchase laptops Purchase/repair server(s) Restore data on server(s), laptops / other devices Assess damage to site and equipment. Contact insurance provider
Up to 1 week	All	Mobile office Assessors/ reviews can be mobile. Trainers can work from home	Mobile phones MIS software Laptops etc Cloud VLE UOB IT support service Internet	Organise alternative temporary location options where possible for provision Load MIS or necessary software onto laptops and restore MIS data Rebuild server(s) and restore data Assessors to continue with planned workplace visits Assess salvage possibilities Utilise partner facilities
1–2 weeks	All	Hire temporary office space / Utilise Partner Facilities	Phones / Mobiles Laptops etc Server Cloud VLE	Reconnect all staff to server(s) Hold a staff meeting to fully brief all personnel

			UOB IT support Internet service	Contact learners, employers and service suppliers with temporary contact details Organise hired accommodation, assess any OTT impacts, and organise new schedules
3-4 weeks	All	Hire alternative training rooms / Utilise Partner Facilities	Server(s) Computers / Laptops etc, Whiteboards / interactive systems • Cloud VLE UOB IT support	Utilise partner facilities Operate hired accommodation Equipment for rooms Reschedule taught courses Assess any OTT impacts and organise new schedules Book/schedule trainers Contact learners / employers

## Appendix 2: Risk Register 2025

RISK REGISTER 2025 – APPRENTICESHIPS CONTINUITY PLAN										Autumn 2019						
RISK A	Ability to deliver provision (Internal)	Original Risk				ASSURANCE & CONTROLS					Current Residual Risk					
RISK #	RISK TYPE	F	R	P	S	ACTIONS TO MITIGATE RISK			UPDATE/INFORMATION/CONTINGENCY			F	R	P	S	LEAD
1.1	Loss of accommodation and / or delivery facilities (short term)	3	3	2	12	<ul style="list-style-type: none"> <li>Provision of alternative accommodation space for taught provision.</li> <li>Planned options for use of alternative site accommodation.</li> <li>Planned options for use of key partner facilities.</li> <li>Ability to deliver on-line/virtual using MS Teams or Zoom platform</li> </ul>	<ul style="list-style-type: none"> <li>Undertake rental of alternative accommodation.</li> <li>Inform learners, employers and staff if a sustained issue.</li> </ul>			2	3	1	5	DOE, D		
1.2	Loss of teaching and assessment staff	3	3	2	12	<ul style="list-style-type: none"> <li>Maintain record of back-up staff with necessary skills for cover deployment.</li> <li>Implementation of CPD planning and skills capacity across the organisation.</li> <li>Work with employers to generate industry capacity and CPD transfer options.</li> </ul>	<ul style="list-style-type: none"> <li>Utilisation of agency or temp staff.</li> <li>Utilisation of partner staff where appropriate.</li> </ul>			2	2	2	8	D		

1.3	<b>Critical systems failures (including IT / MIS)</b>	3	3	2	12	<ul style="list-style-type: none"> <li>Implement organisational response as per recovery plan.</li> <li>Engage IT services to remedy localised issues.</li> <li>Engage contracted software providers to remedy in line with service agreements.</li> <li>Contact ESFA support if ILR / MIS linked issues.</li> </ul>	<ul style="list-style-type: none"> <li>Utilise Cloud systems.</li> </ul>	2	2	1	4	DDT	
<b>RISK B</b>	<b>Ability to deliver provision (external)</b>	<b>Original Risk</b>				<b>ASSURANCE &amp; CONTROLS</b>						<b>Current Residual Risk</b>	
<b>RISK #</b>	<b>RISK TYPE</b>	<b>F</b>	<b>R</b>	<b>P</b>	<b>S</b>	<b>ACTIONS TO MITIGATE RISK</b>	<b>UPDATE/INFORMATION/CONTINGENCY</b>	<b>F</b>	<b>R</b>	<b>P</b>	<b>S</b>	<b>LEAD</b>	
2.1	<b>Epidemic or pandemic event alert / crises</b>	3	3	2	12	<ul style="list-style-type: none"> <li>Refer to organisational Plans and action as required regarding notifications to authorities.</li> <li>Switch to remote delivery of all taught sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Notify staff, employers and learners as needed.</li> </ul>	2	2	1	4	HOSS, R, D	
2.2	<b>Terrorist threat - direct or nearby</b>	3	3	2	12	<ul style="list-style-type: none"> <li>Refer to organisational Plans and actions required regarding response and actions.</li> <li>Liaison with Police and authorities as prescribed.</li> </ul>	<ul style="list-style-type: none"> <li>Notify staff, employers and learners as needed.</li> </ul>	2	2	2	8	R	

RISK C	Impact on provision by employers	Original Risk				ASSURANCE & CONTROLS		Current Residual Risk				
		F	R	P	S	ACTIONS TO MITIGATE RISK	UPDATE/INFORMATION/CONTINGENCY	F	R	P	S	LEAD
3.1	Employer ceases to trade or support apprentices	3	3	2	12	<ul style="list-style-type: none"> <li>On-going contract management and employer liaison intended to ID early issues with sustainability.</li> <li>Early intervention to reallocate learners to new employers where possible.</li> <li>Provision of an 'at risk' listing.</li> </ul>	<ul style="list-style-type: none"> <li>Temporary action of 'break in learning' in line with ESFA rules.</li> <li>Utilisation of an Apprenticeship ATA company.</li> <li>Transfer Apprentices to partner provider.</li> <li>Notify ESFA for resolution support.</li> </ul>	3	2	2	10	R
3.2	Employer does not comply with on the job training (OTJ) rules and requirements	3	2	3	15	<ul style="list-style-type: none"> <li>Organisational engagement processes and Employer Engagement Strategy.</li> <li>Apprenticeship Recruitment processes.</li> <li>Implementation and use of Employer and Apprentice contract template and commitment statement template.</li> <li>On-programme monitoring procedures to ensure OTJ on schedule.</li> </ul>	<ul style="list-style-type: none"> <li>Break in learning if required to enable employer and apprentice to recalibrate OTJ activity.</li> <li>Delay of planned EPA processes.</li> </ul>	2	2	2	8	HOA, D



4.2	Apprentices do not comply with Apprenticeship requirements inc OTJ	3	3	2	12	<ul style="list-style-type: none"> <li>Organisational engagement processes and Employer Engagement Strategy.</li> <li>Apprenticeship Recruitment processes.</li> <li>Implementation and use of Employer and Apprentice contract template and training plan template.</li> <li>On-programme monitoring procedures to ensure OTJ on schedule.</li> <li>Maintenance of an 'at risk register' by staff team.</li> </ul>	<ul style="list-style-type: none"> <li>Delay of planned EPA processes.</li> <li>Employer intervention to ameliorate any problems.</li> </ul>	2	2	2	8	HOA
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RISK E	Management Issues	Original Risk				ASSURANCE & CONTROLS						Current Residual Risk				
RISK #	RISK TYPE	F	R	P	S	ACTIONS TO MITIGATE RISK	UPDATE/INFORMATION/CONTINGENCY	F	R	P	S	LEAD				

<b>5.1</b>	<b>Staff capacity insufficient (management)</b>	3	3	3	<b>18</b>	<ul style="list-style-type: none"> <li>Apprenticeship management team identified.</li> <li>Apprenticeship key roles and tasks identified and allocated to relevant staff members.</li> <li>Necessary CPD planned into personal CPD and development plans.</li> <li>Use of initial consultancy support for systems and policies.</li> <li>Apprenticeships workshop for managers engaging in delivery and backroom roles.</li> </ul>	<ul style="list-style-type: none"> <li>Recruit new staff.</li> <li>Utilise consultancy support.</li> <li>Utilise agency temp staff.</li> <li>Develop potential staff through employer engagement in training and assessment CPD.</li> </ul>	2	2	2	<b>8</b>	R
<b>5.2</b>	<b>Staff capacity insufficient (delivery staff)</b>	3	3	2	<b>12</b>	<ul style="list-style-type: none"> <li>Key delivery staff identified.</li> <li>Necessary CPD planned into personal CPD and development plans.</li> </ul>	<ul style="list-style-type: none"> <li>Recruit new staff.</li> <li>Utilise agency temp staff.</li> <li>Utilise key partner staff.</li> <li>Develop potential staff through employer engagement in training and assessment CPD.</li> </ul>	2	2	2	<b>8</b>	D
<b>5.3</b>	<b>Failure to gain or loss of DfE contract</b>	3	3	2	<b>12</b>	<ul style="list-style-type: none"> <li>APAR application / reapplication.</li> <li>Role as a supporting partner only.</li> <li>Recruitment linked to DfE approval processes and timelines.</li> </ul>	<ul style="list-style-type: none"> <li>Transfer apprentices to partner providers.</li> <li>Engage DfE to support transfers.</li> <li>Liaison with employers and apprentices for alternative training options where possible.</li> </ul>	2	3	1	<b>5</b>	R
<b>5.4</b>	<b>Poor OfS or Ofsted outcomes</b>	3	3	2	<b>12</b>	<ul style="list-style-type: none"> <li>QA/QI processes and procedures planned in place for implementation.</li> <li>QIP mechanism and SAR processes</li> <li>Pre-evaluation against OfS QSR matrix.</li> </ul>	<ul style="list-style-type: none"> <li>Mock OfS or Ofsted process.</li> <li>Closure of weak or ineffective provision.</li> <li>Establish Task Force to remedy issues.</li> </ul>	2	2	2	<b>8</b>	D, HOA

5.5	Inability to comply with DfE requirements	3	3	2	12	<ul style="list-style-type: none"> <li>External 'readiness review' undertaken.</li> <li>Apprenticeship implementation action plan.</li> <li>Pre-delivery planning in line with DfE Guidance.</li> </ul>	<ul style="list-style-type: none"> <li>Establish Task Force to remedy issues.</li> <li>Use of external support and consultancy.</li> <li>Work with DfE to clarify and remedy</li> <li>QI.</li> </ul>	2	2	2	8	R	
<b>RISK F</b>	<b>Partnership Delivery Issues &amp; Concerns</b>	<b>Original Risk</b>				<b>ASSURANCE &amp; CONTROLS</b>						<b>Current Residual Risk</b>	
<b>RISK #</b>	<b>RISK TYPE</b>	<b>F</b>	<b>R</b>	<b>P</b>	<b>S</b>	<b>ACTIONS TO MITIGATE RISK</b>	<b>UPDATE/INFORMATION/CONTINGENCY</b>	<b>F</b>	<b>R</b>	<b>P</b>	<b>S</b>	<b>LEAD</b>	
6.1	Sub-contractor(s) underperforming	3	3	2	12	<ul style="list-style-type: none"> <li>Potential partnerships with APAR approved organisations.</li> <li>Due diligence processes to validate partners.</li> <li>QIP and SAR process required of partners.</li> </ul>	<ul style="list-style-type: none"> <li>Intervention and QIP process increased in regularity.</li> <li>Cease collaboration / close provision.</li> <li>Transfer apprentices.</li> </ul>	2	2	1	4	HOA	
6.2	Inability to meet partner requirements	3	3	2	12	<ul style="list-style-type: none"> <li>Clarity over provision roles and responsibilities.</li> <li>SLA or contract in place prior to provision start.</li> <li>QA/QI processes and key policies in place.</li> <li>Staffing in place for delivery and management.</li> </ul>	<ul style="list-style-type: none"> <li>Intervention and QIP process increased in regularity.</li> <li>Cease collaboration / close provision.</li> <li>Transfer apprentices.</li> </ul>	2	2	1	4	HOA	

RISK G	EPA Arrangements	Original Risk				ASSURANCE & CONTROLS		Current Residual Risk				LEAD
		F	R	P	S	ACTIONS TO MITIGATE RISK	UPDATE/INFORMATION/CONTINGENCY	F	R	P	S	
7.1	Inadequate EPA arrangements impact on completions	3	3	2	12	<ul style="list-style-type: none"> <li>EPA event planned at apprenticeship start and agreed with employer and apprentice.</li> <li>Integrated EPA based delivery based apprenticeships where applicable.</li> <li>Act as an EPAO for integrated degree Apprenticeship standard – currently approved EPAO status.</li> </ul>	<ul style="list-style-type: none"> <li>Identify external EPAOs.</li> <li>Delay apprenticeship starts.</li> </ul>	3	3	2	12	HOA D