



Business Continuity Plan

Version Control						
Version	Author	Date	Changes	Approval	Approval Date	Review Date
1.1	D Priestley	06/10/23	Policy creation	DW	06/10/23	06/10/2024
1.2	D Priestley	05/10/23	Policy review	DW	06/10/24	05/10/2025
1.3	D Priestley	01/10/25	Policy review	DW	02/10/25	01/10/2026

Business Continuity Plan

Aim of the Plan

This plan has been designed to prepare Aim2Learn Ltd to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

Objectives of the Plan

To provide a flexible response so that Aim2Learn Ltd can:

- Respond to a disruptive incident (incident management)
- Maintain deliver of critical activities/services during an incident (business continuity)
- Return to “business as usual” (resumption and recovery)

Business Priorities: Critical Functions

Priority	Critical function	Timeframe	Page
1	Provision for AEB delivery	Continue with offsite delivery, onsite delivery recovered within 4 hours	3
2	Provision for ‘free courses for jobs’	Continue with offsite delivery, onsite delivery recovered within 4 hours	7
3	Provision for Skills Bootcamps	Continue with offsite delivery, onsite delivery recovered within 4 hours	11

Critical function analysis and recovery process

Priority	1	Critical function:	Provision of AEB delivery
Responsibility: (role responsibility for leading on this activity, plus deputies)			Stuart Littlewood – Director Alt: David Wightman – Director Alt: Emma Morris – Head of Teaching & Learning
Potential impact on Aim2Learn if interrupted:			• No monthly funding income • Loss of reputation • Loss of Learner Engagement • Loss of Employer Engagement • Disruption to learning – Retention/Completion • Impact on interviews and job outcomes
Likelihood of interruption to Aim2Learn:			• Very unlikely • Very low risk
Recovery timeframe: (how quickly must this be recovered to avoid lasting damage)			• Off site assessment/training – no interruption • On site assessment/training – recovered within 4 hours
Resources required for recovery:			
Staff: (numbers, skills, knowledge, alternative sources)			Up to 3 tutors, depending on location. Tutors are qualified, multi-skilled and have the industry knowledge to carry out all duties associated with this function. Operational staff are multi-skilled and are able to cover the recruitment/administration duties for all departments. Should there be a loss in key staff we would still be able to function, either transferring tutors from other sites or using multi-skilled staff until new staff are appointed.

Data/systems: (backup and recovery processes, staff and equipment required)	All data held on the server is backed by cloud and is securely managed offsite by our IT Support and can be recovered within 2 hours. All learner, employee, employer and key stakeholder's data held on our management information system is backed up securely offsite by the service provider. This information can be accessed remotely offsite and if necessary will be recovered/restored within 24 hours.
Premises: (potential relocation or work-from-home options)	Remedial action within 2 hours – senior management will carry out on site assessments where possible, if unavailable, tutors will carry out the on site assessment. We will continue to be fully functional as all staff will have access to other A2L premises, alternative premises or the option to work from home. Where we are unable to utilise other company premises we will hire other rooms locally for delivery. The option to deliver in a hybrid manner is available, dependent on the resources our learners have available.
Communications: (methods of contacting staff, suppliers, customers, etc.)	Contact lists are backed up on the server and can easily recovered by our IT support, this information is also available on the PICs system (learner management system). Employees use their own mobile phones for all methods of communication off site and will have access to A2L resources when on any company site. All tutors have access to learners, employers and key stakeholder contact details which are securely held on our MIS system. All staff are set-up to enable them to work offsite and have access to emails and documentation that is held securely on our

	server. This is managed offsite by our IT provider. Also see section 6 Contact lists
Access to learners:	Staff have access to the learners details held on our secure management information system when they are on or off site. Staff will have ongoing access to learners at all times to enable face to face delivery to continue, with hybrid as the backup option.
Equipment: (key equipment recovery or replacement processes; alternative sources; mutual aid)	All equipment is replaceable. A2L have equipment at all sites that could be utilised for delivery until replacement is complete. Offsite access to the server allows staff access to computer files on all IT equipment irrespective of location.
Transportation/Damage to vehicles of key delivery staff	Unable to carry out on site assessments or delivery of courses at A2L premises'. Remedial action – ensure all staff utilising their own vehicles have fully comprehensive business insurance, preferably with access to hire cars. A2L have invested in Teams to allow online meetings, reviews, online courses and interviews to take place.
Loss of Awarding Organisations	Unable to deliver Pearson qualifications. Remedial action – A2L continue to closely monitor and assess the quality of all staff and the qualifications being delivered. External Quality Assurers regularly visit A2L to check the quality and to ensure we meet the qualification standards. We will respond immediately to any actions that are highlighted in the EQA reports. Regular standardisation meetings will continue to

	be held with all key staff to ensure we continue to meet Pearson standards. Should we experience the misfortune of sanctions or loss of Pearsons we would appeal the decision.
Funding (withdrawn by the ESFA/lead training providers/colleges for future learner starts)	Unable to start learners on a qualification due to funding constraints. Remedial action – Director to source alternative funding immediately from alternative contracts or providers and complete due diligence to allow the continuation of starts. If A2L were no longer able to deliver on the AEB contracts we would ensure a smooth transition for both the learner and A2L when transferring learners to alternative provision, either in-house or to other providers.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	No key supplied are required by A2L to operate. Key paperwork could be obtained from our MIS or IT support. Any telecoms equipment could be sourced from other A2L sites until replacement is complete.
Insolvency/Bankruptcy	Business unable to function. Remedial action – inform the Education and Skills Funding Agency (ESFA), Department for education and all devolved authorities A2L are involved with.

Priority	2	Critical function:	Provision of 'free courses for jobs' delivery
Responsibility: (role responsibility for leading on this activity, plus deputies)			Stuart Littlewood – Director Alt: David Wightman – Director Alt: Emma Morris – Head of Teaching & Learning
Potential impact on Aim2Learn if interrupted:			• No monthly funding income • Loss of reputation • Loss of Learner Engagement • Loss of Employer Engagement • Disruption to learning – Retention/Completion • Impact on interviews and job outcomes
Likelihood of interruption to Aim2Learn:			• Very unlikely • Very low risk
Recovery timeframe: (how quickly must this be recovered to avoid lasting damage)			• Off site assessment/training – no interruption • On site assessment/training – recovered within 4 hours
Resources required for recovery:			
Staff: (numbers, skills, knowledge, alternative sources)			Up to 3 tutors, depending on location. Tutors are qualified, multi-skilled and have the industry knowledge to carry out all duties associated with this function. Operational staff are multi-skilled and are able to cover the recruitment/administration duties for all departments. Should there be a loss in key staff we would still be able to function, either transferring tutors from other sites or using multi-skilled staff until new staff are appointed.
Data/systems: (backup and recovery processes, staff and equipment required)			All data held on the server is backed by cloud and is securely managed offsite by our

	IT Support and can be recovered within 2 hours. All learner, employee, employer and key stakeholder's data held on our management information system is backed up securely offsite by the service provider. This information can be accessed remotely offsite and if necessary will be recovered/restored within 24 hours.
Premises: (potential relocation or work-from-home options)	Remedial action within 2 hours – senior management will carry out on site assessments where possible, if unavailable, tutors will carry out the on site assessment. We will continue to be fully functional as all staff will have access to other A2L premises, alternative premises or the option to work from home. Where we are unable to utilise other company premises we will hire other rooms locally for delivery. The option to deliver in a hybrid manner is available, dependent on the resources our learners have available.
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Loss of Awarding Organisations	Unable to deliver Pearson qualifications. Remedial action – A2L continue to closely monitor and assess the quality of all staff and the qualifications being delivered. External Quality Assurers regularly visit A2L to check the quality and to ensure we meet the qualification standards. We will respond immediately to any actions that are highlighted in the EQA reports. Regular standardisation meetings will continue to be held with all key staff to ensure we continue to meet Pearson standards.

	Should we experience the misfortune of sanctions or loss of Pearsons we would appeal the decision.
Funding (withdrawn by the ESFA/lead training providers/colleges for future learner starts)	Unable to start learners on a qualification due to funding constraints. Remedial action – Director to source alternative funding immediately from alternative contracts or providers and complete due diligence to allow the continuation of starts. If A2L were no longer able to deliver on the ‘free courses for jobs’ contracts we would ensure a smooth transition for both the learner and A2L when transferring learners to alternative provision, either in-house or to other providers.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	No key supplies are required by A2L to operate. Key paperwork could be obtained from our MIS or IT support. Any telecoms equipment could be sourced from other A2L sites until replacement is complete.
Insolvency/Bankruptcy	Business unable to function. Remedial action – inform the Education and Skills Funding Agency (ESFA), Department for education and all devolved authorities A2L are involved with.

Priority	3	Critical function:	Provision of Skills Bootcamps delivery
Responsibility: (role responsibility for leading on this activity, plus deputies)			Stuart Littlewood – Director Alt: David Wightman – Director Alt: Emma Morris – Head of Teaching & Learning
Potential impact on Aim2Learn if interrupted:			• No monthly funding income • Loss of reputation • Loss of Learner Engagement • Loss of Employer Engagement • Disruption to learning – Retention/Completion • Impact on interviews and job outcomes
Likelihood of interruption to Aim2Learn:			• Very unlikely • Very low risk
Recovery timeframe: (how quickly must this be recovered to avoid lasting damage)			• Off site assessment/training – no interruption • On site assessment/training – recovered within 4 hours
Resources required for recovery:			
Staff: (numbers, skills, knowledge, alternative sources)			Up to 3 tutors, depending on location. Tutors are qualified, multi-skilled and have the industry knowledge to carry out all duties associated with this function. Operational staff are multi-skilled and are able to cover the recruitment/administration duties for all departments. Should there be a loss in key staff we would still be able to function, either transferring tutors from other sites or using multi-skilled staff until new staff are appointed.
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Premises: (potential relocation or work-from-home options)	Remedial action within 2 hours – senior management will carry out on site assessments where possible, if unavailable, tutors will carry out the on site assessment. We will continue to be fully functional as all staff will have access to other A2L premises, alternative premises or the option to work from home. Where we are unable to utilise other company premises we will hire other rooms locally for delivery. The option to deliver in a hybrid manner is available, dependent on the resources our learners have available.
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Loss of Awarding Organisations	Unable to deliver Pearson qualifications. Remedial action – A2L continue to closely monitor and assess the quality of all staff and the qualifications being delivered. External Quality Assurers regularly visit A2L to check the quality and to ensure we meet the qualification standards. We will respond immediately to any actions that are highlighted in the EQA reports. Regular standardisation meetings will continue to be held with all key staff to ensure we continue to meet Pearson standards.

	Should we experience the misfortune of sanctions or loss of Pearsons we would appeal the decision.
Funding (withdrawn by the ESFA/lead training providers/colleges for future learner starts)	Unable to start learners on a qualification due to funding constraints. Remedial action – Director to source alternative funding immediately from alternative contracts or providers and complete due diligence to allow the continuation of starts. If A2L were no longer able to deliver on the Skills Bootcamps contracts we would ensure a smooth transition for both the learner and A2L when transferring learners to alternative provision, either in-house or to other providers.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	No key supplied are required by A2L to operate. Key paperwork could be obtained from our MIS or IT support. Any telecoms equipment could be sourced from other A2L sites until replacement is complete.
Insolvency/Bankruptcy	Business unable to function. Remedial action – inform the Education and Skills Funding Agency (ESFA), Department for education and all devolved authorities A2L are involved with.

Emergency Response Checklist

This page should be used as checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc.	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff and learners home or a recovery site, etc.	
Inform staff what is required of them	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: • Staff • Suppliers and customers • Insurance company • ESFA • Prime and sub-contractors	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate	
Recover vital assets/equipment to enable delivery of critical activities	

Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: • Staff • Suppliers and customers • Insurance company • ESFA Prime and sub-contractors	
Provide public information to maintain the reputation of A2L and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

Contact List

Staff

This section contains the contact details that are essential for continuing the operation of A2L.

Name	Job Title	Office Contact	Mobile Contact
Stuart Littlewood	Director	0113 245 0023	07427 465932
David Wightman	Director	0113 245 0023	07427 442240
Emma Morris	Head of Teaching & Learning	0113 512 0516	07301 088638
Lisa Storey-Aung	Head of Data and MIS	0113 512 0516	
Sebastian Szreniawski	Head of Employer Engagement	0113 245 0023	
Debbie Priestley	Head of Quality & Curriculum	0113 512 0516	07877 726948

Key Suppliers Contact List

Supplier	Contact	Telephone	E-mail
London & Cambridge Properties	Helen Legg	01384 400123	propertyenquiry@lcpproperties.co.uk

Key Customer Contact List

Customer	Service/Goals	Telephone	E-mail
Customers including learners, employers and other key stakeholders are backed up off site by IT support, any new or additional stakeholders are added below.			
North of Tyne Combined Authority		07977 589529	Margaret.Foster@northoftyne-ca.gov.uk

Liverpool Combined Authority	City Region		07425 615768	callum.douglas@liverpoolcityregion-ca.gov.uk
Greater Authority	London		07739 969569	Jeannette.Langi@london.gov.uk
Lancashire Council	County		07816 199506	David.Prince@lancashirelep.co.uk
Department Education	for		07384 456716	David.WALLER@education.gov.uk
South Yorkshire Combined Authority	Mayoral		01142 201805	Sarah.Morley@SouthYorkshire-CA.gov.uk

Utility Company Contact List

Utility	Company	Telephone
Electricity	Eon	0808 501 5699

Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Police	Emergencies	999/101 (non emergency)
Floodline	Information Service	0845 988 1188
NHS Direct	Non-emergency medical issues	111

IT Support – on and off site

Service	Company	Telephone
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IT support	IT Solutions	0808 301 0892
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Insurance Companies

Service	Company	Telephone
Insurance	HCC International Ins. Co	01636 868444

Emergency Pack Contents

As part of the recovery plan for A2L key documents, records and equipment are held at each premises and can be retrieved at any point to support to aid the emergency recovery process.

Contents of the emergency pack should include:

- A copy of this plan, including key contact details
- Insurance policy
- Spare keys (if applicable)
- Alarm codes
- Torch and batteries



Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision/action taken	By Whom	Costs incurred