DOCUMENT TITLE & VERSION	**BUSINESS CONTINUITY VERSION 1**
ORIGINATOR	**PATRICIA MALLALIEU**
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RESPONSIBLE DIRECTOR	**PATRICIA MALLALIEU**
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Be Inspired Training acknowledge that there are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats and the results of our deliberations are included in this section.

Training Programme delivery. Training Programmes are delivered on employers' own premises, so depending on the type of emergency/ hazard disruption may not be an issue. If we are unable to access employer's premises an alternative nearby site will be sourced. In the event of natural disasters, such as pandemic, flooding, snow etc. it may not be possible to visit our learners. In short term a remote visit can be used to replace a full visit but not for more than 12 weeks unless additional government flexibilities are in place. The impact of a delay to training learners at their place of work could be: A slowing down of progress towards the qualification Progression target dates and completion may be missed If completion targets are missed our success rates will be affected This may affect future contracting agreements with the Education and Skills Funding Agency Potential impact / timescales First 24 hours – No impact 24-48 Hours – Minimal Impact Up to 1 week – Some impact 2- 4 weeks – Noticeable impact 4 weeks- maximum tolerable period of disruption before serious impact on success rates and reputation To minimise serious impact, in the instance of long-term inability to visit learners Be Inspired Training would liaise with the Education and Skills Funding Agency to discuss alternative options to support learners such as: Virtual assessment session, recorded (subject to consent) Phone assessment session later supported by paperwork evidence Break in Learning subject to meeting criteria

Be Inspired Training are acutely aware of the impact to learner's should any changes occur as follows and would aim to reduce the impact on the learner to mitigate the learners' progression.

IT systems

All major systems are cloud based

o Email – local storage on PCs and cloud-based access

o Server – SharePoint keeps regular files local and cloud based. External backup maintained. Longer term disruption if lost for historic files which are rarely accessed. Short term lower impact

Computer/laptop theft – PCs are encrypted, and files should be backed up on cloud.

Eportfolio – cloud based

Communications Systems

Communications systems are predominantly cloud based and as such there is significant overlap with plans above. In addition to these:

Main office phone system down - All staff have mobiles and using remote and local systems we can redirect line to Need More Time phone remotely for call filtering and message taking

Building

Business premises may be disrupted due to events outside of our control, such as:

- Fire
- Power failure
- Water failure
- Failure of Heating Services
- Severe snow or other hazardous weather conditions preventing access
- Serious Security risk

Where the premises are unsafe for staff to attend, all staff will work from home or agreed backup space until further notice.

Staffing

There will be occasions where a gap in staffing through natural turnover and we aim to minimise any negative impact on learners by:

- Ensuring assessing staff have transferable skills
- Succession planning
- Some members of senior management team are qualified tutors/trainers

Finances

The aim of the business is to ensure 'business as usual' should any funding streams be withdrawn. To do this, Be Inspired Trainings strategic aims are to have

multiple income streams to negate risk.

Change in funding etc

Cash reserves, access to loans, temporary borrowing capability

Commercial training

Legal action