

Continuity and Emergency Delivery Plan

Approved: April 2025 | Review Due: April 2026

Policy Statement:

1. Purpose

This Continuity and Emergency Delivery Plan outlines how Salt Training Ltd will maintain the safe, effective, and compliant delivery of all training and apprenticeship programmes in the event of any significant disruption. It ensures all learners, including apprentices and vulnerable groups, can continue learning and receive the necessary support. This document is aligned with our Safeguarding and Prevent Policy, Health and Safety Policy, EDI Policy, Quality Improvement Plan (QIP), and Data Protection Policy.

2. Objectives

- Ensure that no learner is disadvantaged or placed at risk due to disruption.
- Guarantee continuity of English, maths, and vocational training and assessment.
- Protect apprentices' progression to End Point Assessment (EPA).
- Minimise disruption to off-the-job training and Functional Skills delivery.
- Maintain accurate learner records and data integrity.
- Ensure clear communication with staff, learners, employers, and external partners.
- Uphold compliance with Ofsted, ESFA, and awarding body requirements.

3. Scope

This plan applies to all Salt Training Ltd operations, delivery formats (in-person, remote, hybrid), staff (including subcontractors), and all learners and employers. It addresses the following risks:

- Fire, flood, or loss of access to premises
- Pandemic or public health crisis
- Critical IT failure, cyberattack, or data breach
- Key staff absence (e.g. illness, strike, resignation)
- Disruption in public transport or supply chain
- Disruption at employer premises (e.g. business closure, safeguarding risk)
- Regulatory or legal action affecting delivery

4. Leadership and Activation

Continuity Lead: Kurt Salter, Managing Director

Policy Owner: Managing Director

Stage of Approval: Approved

Date of Review: April 2025

Deputy Lead: Head of Quality

The **Continuity Management Group (CMG)** includes:

- Managing Director
- Head of Quality
- Designated Safeguarding Lead
- Head of Curriculum and Delivery
- MIS/Data Protection Lead
- Employer Engagement Lead

The CMG is responsible for:

- Risk assessment and response planning
- Decision-making and stakeholder communication
- Monitoring and reporting of disruption impact

The CMG meets within 4 working hours of a significant disruption being declared.

Named Liaison Roles:

- EPAO and Awarding Body Liaison: Apprenticeship Delivery Manager
- ESFA and Local Authority Liaison: Managing Director
- Subcontractor Liaison: Head of Curriculum and Delivery
- Communications Lead: Head of Quality

5. Scenario Response Procedures

5.1 Loss of Training Premises

- Learners moved to secondary delivery locations within 48 hours (community venues, partner centres).
- Remote delivery initiated immediately using virtual classrooms (Zoom, Teams, or VLE).
- Learner needs (e.g. digital access, learning difficulty) reassessed.
- Health and safety checks completed at alternate sites.

5.2 Pandemic or Public Health Emergency

- Follow government, UKHSA, and DfE guidance.
- Move to fully remote/hybrid model with timetables adjusted for wellbeing.
- Safeguarding team completes risk assessments for vulnerable learners.
- Functional Skills and EPA preparation continues through secure digital platforms.

5.3 Staff Absence or Shortage

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- Pre-identified pool of bank tutors activated.
- Agency or partner staff deployed under emergency contract.
- Online modules delivered as self-paced backup.
- Learners contacted by delivery team with updated plans and catch-up sessions arranged.

5.4 Employer Withdrawal or Site Disruption

- Apprentice reassigned to an alternative employer using our construction sector network.
- Interim off-the-job training delivered remotely.
- Additional workplace induction and H&S check completed before restart.
- Affected apprentice's ILP and off-the-job record updated within 72 hours.

5.5 IT Failure / Cybersecurity Breach

- Activate Cyber Essentials Plus recovery procedure.
- Contact MIS lead and cloud storage provider (off-site daily backup).
- Shift to paper-based registers and ILPs; essential learner info accessible via secure offline repository.
- Notify ESFA/Data Protection Officer if breach occurs.

6. Communication Protocol

- Emergency notifications issued within 2 hours by email, SMS, and WhatsApp broadcast.
- Website and learner portal updated within 4 hours.
- Designated contact assigned to each apprentice and staff group.
- Centralised log maintained of all communications (internally and externally).
- DfE/ESFA, awarding organisations, and EPAOs notified of service disruption within 24 hours.

6a. Contacts and Communication

Effective communication is central to Salt Training Ltd's continuity response. We maintain up-to-date contact records and clear communication channels to ensure timely and accurate updates during any disruption.

Internal Contacts

Role	Name	Responsibility
Continuity Lead	Kurt Salter (Managing Director)	Strategic decisions, external comms, ESFA/DfE liaison
Deputy Lead	Head of Quality	Operational continuity, policy updates, internal coordination

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Role	Name	Responsibility
Designated Safeguarding Lead (DSL)	Managing Director	Learner risk management, safeguarding escalation
Head of Curriculum and Delivery	Director of Adult Education	Timetable rescheduling, tutor coordination
MIS & Data Protection Lead	Managing Director	Learner records, data recovery, breach notifications
Communications Lead	Business Development Officer	Website, email, SMS/WhatsApp notifications

External Stakeholders and Emergency Contacts

Organisation	Contact Details	Purpose
ESFA Account Manager	TBC	Notification of major disruption
DfE Regional Team	TBC	Policy, escalation, funding continuity
Local Authority KCC Safeguarding Board	Phone: 03000 41 61 61 Email: social.services@kent.gov.uk https://www.kent.gov.uk/social-care-and-health/adult-social-care/how-to-raise-an-adult-safeguarding-concern-about-yourself-or-someone-else	Reporting safeguarding risks
Awarding Organisations (AOs)	NOCN Phone: 0300 999 1177 Email: nocn@nocn.org.uk City & Guilds Phone : 0192 4930 801 Email : learnersupport@cityandguilds.com CITB Phone : 0344 994 4400 Email : www.citb.co.uk/about-citb/contact-citb/contact-us-form/	Assessment and certification continuity
End Point Assessment Organisations (EPAOs)	TBC	EPA coordination and learner progression
Partner Venues	EHS LTD. Unit 1	Backup site

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Organisation	Contact Details	Purpose
	Herne Business Park, The Links, Herne Bay CT6 7FE Salt College Unit 5, West Industrial Estate, Herne Bay, Kent CT6 8JZ	access and logistics

Communication Methods

Channel	Use
SMS/Text Alerts	First-line urgent updates to learners and staff (via SMS gateway)
Email Broadcasts	Detailed instructions, timetables, risk updates
WhatsApp Broadcast Groups	Informal quick alerts (staff-only or regional groups)
Website & Learner Portal	Public announcements, FAQs, and learner instructions
Phone Trees	Personal follow-up where required (e.g. vulnerable learners)

Communication Protocol

- All stakeholders informed of a disruption within 2 working hours of confirmation.
- Communications coordinated by the Communications Lead and logged centrally.
- Updates provided at least every 24–48 hours during an ongoing incident.
- Post-event summary shared with staff, learners, and employers within 10 working days.
- All comms reviewed in the post-incident report and QIP updates.

7. Learner Support and Safeguarding

- All learners retain access to designated Progress Coach, DSL, and academic tutor.
- Additional wellbeing checks (via phone or video call) conducted weekly for at-risk learners.
- Digital access needs assessed and supported with loan devices or travel reimbursements.
- Safeguarding remains in full operation under the DSL. Concerns raised during remote delivery follow standard escalation routes.

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- SEND learners and those with EHCPs receive differentiated continuity planning and documentation.

Learner Continuity Pledge: Salt Training Ltd is committed to protecting the learning journey of every apprentice and learner. We pledge that no learner will be left behind due to disruption. We will maintain teaching, assessment, safeguarding, and personal support throughout any emergency and ensure timely recovery with minimal impact on progress or outcomes.

Staff Welfare and HR continuity: Salt Training Ltd also recognises the importance of staff wellbeing during disruption. HR will provide clear guidance and flexible working options. Staff are offered access to mental health resources, and business continuity includes payroll protection, sickness tracking, and remote access tools.

8. Data Protection and Record Keeping

- MIS system backed up daily to encrypted cloud storage.
- Copies of ILPs, reviews, OTJ logs, and contact records maintained in secure formats.
- Manual registers and continuity logs implemented during outage periods.
- All actions recorded by the CMG and reviewed post-incident.

9. Recovery and Resumption

- Delivery resumes as normal once risks are mitigated, and stakeholders notified.
- CMG prepares a Post-Incident Review Report within 10 working days.
- Learner feedback collected and used to inform service improvements.
- Lessons learned embedded into our Quality Improvement Plan (QIP).
- Policy revised if needed and re-approved at next SLT meeting.

10. Testing, Review, and Assurance

The Senior Leadership Team (SLT) reviews this plan annually and monitors business continuity as a standing agenda item. A risk assurance log is maintained, updated quarterly, and linked directly to the Quality Improvement Plan (QIP) and Self-Assessment Report (SAR).

- Full desk-based simulation conducted annually.
- Partial scenario testing completed per department every 6 months.
- All staff briefed annually during CPD week.
- Policy reviewed and approved by the Managing Director each April.
- Linked to safeguarding audits, data protection policy, and subcontractor quality assurance reviews.

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All staff receive continuity training appropriate to their role. Induction includes familiarisation with this plan, and annual CPD reinforces staff responsibilities during disruption. Simulation exercises include communication drills, safeguarding scenarios, and remote learning deployment.

11. Risk Register Summary

Risk	Impact	Likelihood	Mitigation	Owner
Fire or flood	High	Low	Relocate delivery to backup venue within 48h	H&S Officer
Pandemic/lockdown	High	Medium	Immediate switch to remote delivery	MD / DSL
IT failure/cyberattack	High	Medium	Cloud backup, paper ILPs, Cyber Essentials protocol	MIS Lead
Tutor illness or absence	Medium	High	Bank staff, agency pool, catch-up planning	Head of Delivery
Employer site disruption	Medium	Medium	Alternative placements, digital OTJ continuity	Employer Lead
Safeguarding breach	High	Low	DSL oversight, weekly wellbeing checks	DSL

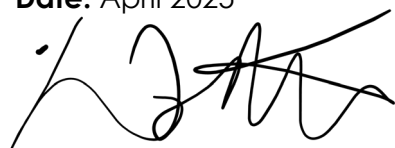
12. Provider Cessation Protocol

In the unlikely event that Salt Training Ltd ceases trading, closes permanently, or is removed from the Register of Apprenticeship Training Providers (RoATP), the following steps will be taken:

- Notify learners, staff, subcontractors, EPAOs, awarding bodies, ESFA, and DfE within 48 hours
- Securely transfer learner data and ILRs to the receiving provider(s)
- Work with funding agencies and awarding bodies to ensure learners can complete their qualifications
- Provide formal certification of progress to each learner and employer
- Maintain staff contracts and obligations through managed wind-down

This ensures continuity of learning and transparency for all stakeholders.

Approved by: Kurt Salter
Position: Managing Director
Date: April 2025



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