



**RM Training**  
The Stepping Stones to Your Success

# Apprenticeship Continuity Plan

**Authorised by David MacGregor – Operations Director**

  
11/08/2023

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## Policy Statement

It is very important that RM Training is able to support Apprenticeship training throughout an Apprentice's time on programme. No apprentice is or will be taken onto a programme without the intention of finishing it.

To minimise the risk of unforeseen circumstances impeding their training, the Continuity of Apprenticeship Delivery Policy is in place. Where a more serious incident occurs that can impact Apprenticeship delivery the RM Training Continuity and Disaster Recovery plan will be implemented

## Policy Review Frequency

RMT review and amend this statement regularly to ensure that it meets legislation and remains effective. The updates to this policy are published to our learners, employees, and workplace providers by the regular distribution of electronic newsletter via email as well as appearing on our company website.

## Roles and Responsibility

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.)

James MacGregor, Managing Director

- Overall responsibility for the continuity of apprenticeship training
- Chair Crisis Team meetings
- Co-ordination of the response
- Liaise with Education and Skills Funding Agency
- Liaise with employers, partner providers, Awarding Bodies (where appropriate)
- Allocate resources
- Responsible for external liaison
- Be prepared to answer questions from the media
- Responsible for deciding whether staff and apprentices should be sent home

David MacGregor, Operations Manager

- Responsibility for managing disruption in the provision of administrative services, assessment arrangements and physical premises
- Meet and greet emergency services as they arrive, with a floor plan of the building if necessary.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Agree key information to be given to apprentices by tutors and assessors
- Responsibility for dealing with issues relating to personal and pastoral support
- Follow up communication
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety
- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression

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## Key Premises

RM Training is based at 7 Weston Chambers, Weston Road, Southend on Sea, Essex, SS1 1AT. RM Training have a local business centre based at The Hive Southend on Sea that we are able to use and operate from if such times the business premises becomes unsuitable. As a final fall back there is a large home, with working capacity for 4 key members of staff to operate from at 70 St Andrews Road, Shoeburyness, Essex SS3 9JJ

All staff are issued with portable IT equipment to enable them to work remotely, at home or off site in places such as public spaces (libraries, community centres etc.) and at the employer's premises as required. As such, this serves as another alternative site of operation.

## Key People

There are sufficient staff resources to enable learning to continue during the period on programme. Should a Tutor or manager leave the business, or be unavailable for a prolonged period, Senior Managers will have sufficient staff resources in place to continually support each Apprentice on programme. In nearly all cases there will be more than one person capable of delivering to a sector or level. If that were not to be the case, an alternative provision would be available as an interim measure to support training until a new suitable resource can be recruited or brought in.

RM Training has specialists in a range of areas including Maths and English. These specialist staff are accessible to all areas of the business and will travel as and when required.

Tutors are also available for 1-2-1 or small group work where required. If these are used on a regular basis over and above the expected levels of support on an Apprenticeship, additional Learner Support Funding (LSF) may be accessed by RM Training to support this work. This is reviewed on an ongoing basis.

RM Training has scope to utilise external support if required in the delivery of sectors, although this has never been implemented.

## IT / Soft Data / Business Critical Systems

RM Trainings data is mainly stored electronically, either remotely or online. Remote data is stored on Dropbox Business, secured by passwords that are required to be changed on a regular basis. Staff are required to back up laptop data to an external hard drive at least once a month, which is kept securely at the main RM Training office. Spare laptops are also made available to staff should this be required.

Electronic data is held on business-critical systems such as the ePortfolio SmartAssessor, cloud servers such as Dropbox and Google Drive, and on emails via the One.com mail server. All systems are secured by passwords individual to the user that are changed on a regular basis.

Each system automatically backs up data on a daily basis, allowing lost information to be recovered and restored where necessary on any PC using the secure log in issued; staff are provided with portable IT equipment to access such data accounts; spare laptops are also available for staff to use as necessary. Personal IT equipment may be used to log into business-critical systems if no alternative is possible and access is urgent; with approval from a Senior Manager or Director before proceeding.

One.com manage RM Trainings website hosting. They run systematic checks on functionality, effectiveness, and security. Remote backups are completed daily ensuring that in an emergency there remains access to critical data.

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## Hard Data / Paper Records

Hard data is stored on site at RM Training in locked filing cabinets. All critical data is scanned and stored electronically as a back up to ensure lost data is able to be recovered where necessary. Paper files must be kept in the office as per RM Training's GDPR and Privacy Policy, and the Document Storage Risk Assessment form. Files are signed in to create an auditable trail.

## Communications

Communication with staff, learners, and partners/suppliers is of paramount importance to RM Training. The primary sources of communication are via telephone, Zoom and email, and all staff are issued with work mobile telephones. Mobile phones are set up to include access to the internet, emails and Zoom. Should these be unavailable, staff have access to landline telephones within the main RM Training Office and, as a last resort, are able to use personal phones if necessary.

Key staff and contact details are provided within this continuity document

Emails are backed up to the One.com server – this allows lost data to be recovered, and for staff to access email accounts from any PC with their own secure log in. Email is accessed via Microsoft Outlook which can be used offline, though users are required to be online for messages to be sent or received. Internet access is required for emails and for communication via the e-Portfolio system SmartAssessor. All staff mobile phones are equipped with access to portable mobile data, and within the office where wi-fi is provided. Staff are encouraged to link to their home and public space wi-fi where possible (e.g. at employer premises). SmartAssessor has an alternative App for use via a mobile phone which is available to use off-line should internet access fail.

RM Training also encourages staff to use alternative forms of communication such as instant messaging and video conferencing technology (e.g. Zoom)

In an emergency, key contacts include IT support advisers One.com who will be able to support the flow of information. Should an incident occur, telephone will initially be the primary method of communications with relevant staff and key contacts followed by email.

## Transport

RM Training recognise the primary source of transportation for its remote staff is via car. As such, expenses of 25p per mile are paid to contribute towards the cost of fuel. Staff, Learners, partners and suppliers use the Weston Road parking facilities as necessary, however should this become unavailable, there is alternative parking facilities offsite in and around Southend on Sea town centre.

As an alternative, RM Training recommends the use of public transport such as buses or trains, and private transport such as taxis or car sharing where appropriate. Local train and bus timetables are made available to all staff and learners through internet links during induction. The most local train station to the RM Training Office is Southend Central or Southend Victoria, and there is a bus stop opposite the centre. Local taxi firm contact details are included in Key Contacts.

All staff are issued with portable IT equipment to enable them to work remotely, negating the need to travel in the event of an emergency. Remote visits can be completed using mobile phone, email and software such as Zoom.

All staff are required to have appropriate insurance and breakdown cover, which is monitored annually, to ensure that in the event of an incident, suitable support is available.

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## Physical Resources

Resources should not deter an Apprentice from completing their programme. As a company RM Training offer a variety of resources to ensure apprentices have access to methods which suit their needs.

These include but are not limited to:

- IT facilities in centre and additional laptops with internet accessibility for on-site work.
- Online portfolio and apprenticeship management software.
- Aids for those with any form of disability.

Where support required is above the expected levels of support on an Apprenticeship, additional Learner Support Funding (LSF) may be accessed by RM Training to support this work.

RM Training is able to access a range of support for those with conditions restricting their physical ability or learning difficulties but has rarely had to action this in the past. RM Training would be able to access interpreters, readers, hearing loops, additional laptops and software, access aids and almost any other required assistance. RM Training would buy this in from external sources, in most cases and may use additional funding routes to support this if applicable

## Support Contacts

In the first instance, any concern should be reported to one of the Senior Management Team, or in their absence RM Training Directors:

James MacGregor – Managing Director – [james.macgregor@rmtraining.co.uk](mailto:james.macgregor@rmtraining.co.uk) – 07427652698

David MacGregor – Operations Manager – [david@rmtraining.co.uk](mailto:david@rmtraining.co.uk) – 07593067883

Tilly Lawrence – Office Administrator – [tilly@rmtraining.co.uk](mailto:tilly@rmtraining.co.uk)

ESFA – Funding Issues or Implications - [SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk) - 0370 2670001 - <https://esfahelp.education.gov.uk/hc/en-gb>

SmartAssessor – ePortfolio System – [info@smartassessor.com](mailto:info@smartassessor.com) - 0845 460 4440

Ofsted – Quality support around inspection - [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## Termination of ESFA Funding

Should the ESFA for any reason terminate access to funds as an employer provider, RM Training will work with the ESFA to ensure that a plan is in place to continue the Apprentice currently on the programme.

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## Hazard Analysis

### Risk Matrix Scoring

A = High Likelihood and high impact

B = Low likelihood and high impact

C = High likelihood and low impact

D = Low likelihood and low impact

Hazard	Impact	Likelihood	Mitigation in Place	Mitigation Possible	Risk Matrix Score
Fire	High	Low	Fire Safety Equipment	All in place	B
Flooding	High	Low	None	None	B
Localise ICT Failure	Low	Low	Remote backups ePortfolio Real time backups External ICT Support	As described including replacing ICT equipment	D
Loss of Electricity	Low	Low	Mobile communication, cloud based backups, E-Portfolios	Divert local phones to mobile	D
Vandalism by clients	Low	Low	Panic Alarms, Building Alarms	None	D
Hacking	High	Low	Anti-Virus Software. Regular backups	As described	B
Fuel Crisis	Low	Low	Mobile Communications, Zoom	Use Zoom for sessions	D
Death of Managing Director	High	Low	Secondarily appointed Managing Director	Regular team and Senior Management Meetings	B

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## Apprenticeship Continuity Flow

### Scope

This plan applies to all apprenticeships provided or managed by RM Training (UK) Ltd. Potential issues include,

- A major incident or disaster (e.g., death, act of violence, flooding, fire etc.) at the premises of an apprentice's employer.
- An apprentice's employer going into administration, receivership or otherwise ceasing trading.
- An employer deciding to cease hosting apprentices, or to terminate a particular apprentice's contract.
- RM Training (UK) Ltd entering into administration, receivership or otherwise being no longer able to deliver apprenticeship training or manage apprenticeships
- Our Awarding Body recognition or ESFA registration being removed, so that we are no longer permitted to deliver apprenticeship training or manage apprenticeships

### Process when an employer or apprenticeship fails

**Notification:** If an event, such as those listed above, or any other causing the temporary or permanent cessation of a functioning apprenticeship or apprenticeships, should occur to an apprentice's employer, a Senior Manager from the employer should notify our Managing Director/Deputising Senior Manager as soon as practically possible. If a Senior Manager is unable or fails to notify us in a timely manner, the apprentice's line manager, or even the apprentice themselves, should inform us.

**Information Gathering:** On notification of the event, the Managing Director/Deputising Senior Manager, will attempt to gather the following information

- What has happened, and how serious is it?
- Have there been any casualties?
- What facilities have been affected, and is their loss short, medium, or long term?
- What access is there to the premises and when will this be possible?
- For how long will the employer be unable to continue hosting the apprenticeship?

**Decision Making:** Having gathered this information, the Managing Director will present it to a convenient meeting of the Senior Management Team. His presentation will

- Summarise the event and (if relevant) its causes
- Give as accurate an indication as possible of how long the disruption to the apprenticeship(s) will be
- Present options for overcoming the disruption as speedily as possible

**Options to be considered** will include, but not be limited to

- Transferring the affected apprentice(s) to other employers
- Terminating the apprenticeship early – only if the apprentice(s) concerned are very close to completion, or no longer wish to continue.

To facilitate transfer, our Employer Engagement team are continually marketing our apprenticeship training service to potential employers and maintain a database of unfilled apprenticeship vacancies.

To facilitate large scale transfer of apprentices, we will build and maintain good relationships and agreed cross-referral protocols with neighbouring apprenticeship training providers operating in the same sectors as ourselves.

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### Process when RM Training (UK) Ltd fails

**Notification:** In the event of RM Training (UK) Ltd ceasing trading or otherwise being unable to continue supporting apprentices, our Managing Director will notify the employers of all current apprentices in sufficient time to make alternative arrangements to be made.

**Information Gathering:** As part of the closing down process, the Managing Director will gather information about current apprenticeships:

- How many apprentices are still in training?
- How much longer do they have to complete?

**Decision Making:** Having gathered this information, the Managing Director will present it to a convenient meeting of the senior management team for a decision on how best to ensure existing apprentices receive ongoing support. His presentation will give as accurate a picture as possible of

- How many apprentices are on programme
- When they are due to complete
- Present options for ensuring existing apprentices receive ongoing support

**Options to be considered** will include, but not be limited to

- Transferring the affected apprentice(s) to other employers
- Terminating the apprenticeship early

### Suggestions for Improvement

If you have any suggestions for improvement within this policy, then please feel free to offer these suggestions to the Office Administrator ([admin@rmtraining.co.uk](mailto:admin@rmtraining.co.uk))

### Monitoring and Evaluation

The RM Training Management Team will monitor and evaluate achievement in respect of equality by taking the following actions:

- Ensure that all employees who deliver training services receive training to ensure that they do not discriminate unlawfully
- Review and monitor our services to ensure that they do not discriminate against anyone, identify barriers to access and assess where improvements can be made
- Ensure that organisations or individuals providing services on behalf of RM Training UK Ltd comply with equal opportunities legislation and promote equality of opportunity

### Reporting and Concerns

All queries and concerns about Apprenticeship Continuity issues should be referred to the RM Training Managing Director James MacGregor ([james.macgregor@rmtraining.co.uk](mailto:james.macgregor@rmtraining.co.uk)).

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