


# BUSINESS CONTINUITY PLAN

Version Number	02
Policy Last Reviewed	23/05/2022
Policy Effective From	04/04/2022
Policy Review Due	23/11/2022
Signature	Jim O'Brien 

This plan is to be reviewed every 6 months unless there have been Gi Group staff changes or significant business operational changes (Gi Group based) since the time of the last review, whereby it is to be updated earlier than the next planned review date.

## **BUSINESS CONTINUITY PLAN**

This continuity plan is supplementary to the Gi Group Business (UK and Ireland) continuity plan as it specifically relates to apprenticeship training and highlights how Gi Group will continue to deliver the apprenticeship provision in case of a significant event.

### **DIFFERENT FORMS OF COMMUNICATION AND PROVIDING DIFFERENT OPERATING LOCATIONS / REMOTE DELIVERY;**

Where conventional methods of communication are not practical or possible, Gi Group Recruitment Ltd will continue to engage with the daily morning conference calls and Gi Group workshop discussions, particularly if access to the normal working environment is not possible, this may involve working from alternative Gi Group site or where that is not possible, working from home in accordance of the Gi Group 'Working from Home' policy.

Where normal methods of communication would have an impact on apprentices, employers and general day-to-day business activities and learning, where face to face activity is not viable or possible, Gi Group has several alternative methods of communication that are used, these include:

- Skype
- Microsoft Teams
- Zoom
- Webex
- Email
- Conventional telephone calls
- ePortfolio system

The method of communication chosen will be the most suitable for the employers and apprentices based upon their own personal working situation and IT resources available to them at the time. This will be discussed with the employers and apprentices and tested to ensure 'connection credibility' at the earliest convenience. Communication methods will be reviewed at the point of each planned interaction until it is possible to resume to standard operational communication methods.

### **BACKUP AND RESTORING OF BUSINESS SYSTEMS AND DATA;**

Gi Group IT systems are backed up on a daily basis as standard business procedure between SOC2 24/7 monitored Datacenters. Gi Group are also Cyber Essentials accredited along with Gi Group S.p.A, who provide our infrastructure and support, are fully ISO-27001 certified. Gi Group related documentation and working business systems and tools are stored on dedicated Gi Group UK servers (these are fully encrypted drives in a RAID10 configuration for continuity). Data will remain secure and accessible to only those individuals authorised to access it with full access controls in place. In the event of any loss or damage to the data – we would determine whether to evoke the DR plan or not depending on the incident. For example, if there is a request to restore a deleted file, this would only require authorisation from the data owner / DPO and sign-off from one of the Info Sec teams. However, if a site is flooded we would trigger the BC/DR plan and implement the 'flood' protocol recovery procedures.

Gi Group data is held on internal servers and several external sources

- ILR data is hosted by our software supplier who is ISO27001 compliant
- ePortfolio data is hosted by our software supplier who is ISO27001 compliant
- Apprenticeship Service online platform
- Qualification registration data is hosted by the appropriate awarding body / ACE360
- Skill Up – online learning platform
- Skills Forward – Initial assessment and diagnostic information
- APCF – holds DBS related data

## **ACCESS TO APPRENTICE'S LEARNING RESOURCES AND E-PORTFOLIO'S;**

Apprentice ePortfolio's are hosted by our software supplier and access to them is available and ongoing at all times. Information stored on their system is securely backed up daily. Where an apprentice is incurring difficulties or issues in accessing their ePortfolio, they have access to a dedicated email inbox which is monitored on a daily basis by the apprenticeship Management and Leadership team, where the issue can be resolved quickly and not encumber their learning activities.

The email address is: [apprentice@gigroup.com](mailto:apprentice@gigroup.com)

Apprentice's access their learning resources by several methods depending upon the nature of the resource to be used, all are available via a personal individual account on an ongoing basis:

- Functional skills resources are accessed through their personal Skills Forward online account
- Trainers electronically issue workbooks out directly to apprentices after workshops have been delivered
- Further resources are located on the online Intoo, Open University and Alison.com platforms, all accessed via personal accounts and resources available with ongoing availability

Where apprentices encounter difficulties with accessing resources, they are aware to contact their Trainer directly to resolve the problem.

The Trainer email addresses are a below;

[marcus.simpson@gigroup.com](mailto:marcus.simpson@gigroup.com)

[rebecca.cornfield@gigroup.com](mailto:rebecca.cornfield@gigroup.com)

[chris.walsh@gigroup.com](mailto:chris.walsh@gigroup.com)

[vicki.wilson@gigroup.com](mailto:vicki.wilson@gigroup.com)

Should an external platform, for example a functional skill provider, experience any difficulties culminating in their system(s) being inaccessible, Gi Group will utilise resources stored on a centrally located internal drive to ensure apprenticeship training is not impacted.

## **MANAGING TRANSPORTATION NEEDS**

Should an alternative operating location be required, Gi Group have offices throughout the UK which can be utilised to conduct training and/or any interactions should a face-to-face meeting be required. Gi Group will reimburse any transportation costs incurred as a result of a learner having to travel further than the initial agreed location. Gi Group staff will travel to stakeholders' premises' where permitted to do so and where sufficient health and safety checks have been completed.

### SUPPORT FOR APPRENTICES WHERE WE CAN NO LONGER DELIVER TRAINING;

Where Gi Group is no longer capable of delivering training to apprentices, the Head of Apprenticeships will discuss the issue with Gi Group' SMT. Gi Group will fully cooperate with the ESFA and shall ensure that apprentices are provided with full support. The Gi Group apprenticeship Management & Leadership team will meet and formally agree the action plan outlined below to ensure a smooth transition for apprentices and employers:

ACTION	PERSON RESPONSIBLE
Inform the ESFA of the situation explaining the full circumstances accounting for the inability to deliver training. This should be formally done via email and telephone conversation with the Employer Relationships Account Management (North)	Head of Apprenticeships
Full team meeting to be called to outline the actions to be taken below and the person(s) responsible	Head of Apprenticeships
Employers to be informed of the situation and what the next course of action will be, particularly the involvement the ESFA will take in securing a new training provider for them. This will in the first instance be communicated via a telephone call and confirmed via email, where a standard template is to be used which will be approved by the Head of Apprenticeships.	Employer Engagement Manager
Apprentices to be individually informed of the situation and what the next course of action will be, particularly the involvement the ESFA will take in securing a new training provider for them. A standard template email is to be used which will be approved by the Head of Apprenticeships.	Trainers
Awarding Body organisations to be informed of the situation. Where apprentices are approaching or have entered Gateway, information will be sourced to communicate back to the employers and apprentices.	Head of Apprenticeships
MIS suppliers to be informed of the situation and to discuss the next steps to ensure current data hosted on their systems can be migrated to other providers MIS systems to ensure a continuity flow of live data.	Funding & Data Manager

**CONTACT DETAILS;**

The primary emergency contact number list accessible and communicated to apprentices at induction include:

Role	Responsibilities	Name	Contact Details
Trainer	Deliver classroom learning and supports you through your qualification. The trainer should be the first call if apprentices have any problems or queries with regards to their apprenticeship.	Chris Walsh Marcus Simpson Rebecca Cornfield	<a href="mailto:chris.walsh@gigroup.com">chris.walsh@gigroup.com</a> 07760 176645 <a href="mailto:marcus.simpson@gigroup.com">marcus.simpson@gigroup.com</a> 07557 789971 <a href="mailto:rebecca.cornfield@gigroup.com">rebecca.cornfield@gigroup.com</a> 07969 770824
Head of Apprenticeships	Supports coordination and delivery of the programme	Kashmiro Capes-Bhatti	07957 227133 <a href="mailto:kashmiro.capes-bhatti@gigroup.com">kashmiro.capes-bhatti@gigroup.com</a>
Employer Engagement Manager	Liaison between learner, employer and training provider	Vicki Wilson	07741 895532 <a href="mailto:vicki.wilson@gigroup.com">vicki.wilson@gigroup.com</a>
IQA	Responsible for quality assurance throughout the programme	Kashmiro Capes-Bhatti	07957 227133 <a href="mailto:kashmiro.capes-bhatti@gigroup.com">kashmiro.capes-bhatti@gigroup.com</a>
Safeguarding Team	Trained mental health first aiders. Support with any safeguarding or Prevent concerns and queries.	Vicki Wilson / Kashmiro Capes-Bhatti	01246 264928 <a href="mailto:safeguarding@gigroup.com">safeguarding@gigroup.com</a>
Education and Skills Funding Agency	Primary source of apprenticeship funding and delivery programmes and important point of contact for concerns	ESFA	0800 015 0400 <a href="mailto:nationalhelpdesk@apprenticeships.gov.uk">nationalhelpdesk@apprenticeships.gov.uk</a>
Apprentices			Apprentice contact details can be sought via the e-portfolio system or registration documents which are accessible via the Gi Group Data team.
Employers			Employer contact details can be sought via the Gi Group Employer Engagement Manager or Data team.
Pearson	Awarding body for Team Leader Supervisor L3 and Business Administrator L3 apprenticeships. Conducting of end-point assessments.	EPAO	Pearson Qualification Services 14 The Quays Salford Quays Manchester M50 3BF  0345 618 0440
Institute of Sales Professionals	Awarding body for Sales Executive L4 apprenticeships. Conducting of end-point assessments.	EPAO	ISP (formerly APS), Room 136, Regus, 960 Capability Grn, Luton, LU1 3PE  020 3637 4940