



**BLUE LION**  
TRAINING ACADEMY

**BUSINESS CONTINUITY  
POLICY AND PROCEDURE**

## DOCUMENT HISTORY

| Version | Issued    | Reason for Revision          | Created by   | Approved by   |
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| V1      | Sept 2019 | Initial release              | Harj Dhanjal | Harj Dhanjal  |
| V2      | May 2020  | COVID-19 Update              | Harj Dhanjal | Harj Dhanjal  |
| V3      | Sept 2021 | Updated in line with new QMS | Harj Dhanjal | Geeta Dhanjal |

This Policy and Procedure document has been approved by the CEO / Director and is signed on release to the BLQMS on Monday.com as per the version control status in the above table:



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# BUSINESS CONTINUITY POLICY AND PRCEEDURE

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Blue Lion Training Academy Limited (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget, we aim to audit our policies and procedures to drive continuous improvement.

This Business Continuity Plan will be triggered in the event of:

- An epidemic, pandemic or disease
- A natural disaster
- A technology issue including but not limited to a data breach or cybersecurity attack
- A fire

## RESPONSIBILITIES

The recovery team is responsible for maintaining business continuity and acting upon this Business Continuity Plan to ensure minimal business disruption.

## RECOVERY TEAM

Harj Dhanjal

- Email address: [harj.dhanjal@bluelionta.com](mailto:harj.dhanjal@bluelionta.com)
- Role: CEO / Director

Geeta Dhanjal

- Email address: [geeta.dhanjal@bluelionta.com](mailto:geeta.dhanjal@bluelionta.com)
- Role: DSL / Operations Director



# THE 7 THEMES

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## 1. BUSINESS FUNCTION PRIORITIES IN EVENT OF AN EPIDEMIC, PANDEMIC OR DISEASE

An epidemic, pandemic or disease would impact business functions in the following ways:

### Service delivery

#### Impact on function:

- Disruptions would negatively impact our customers and their ability to buy our goods and receive our services.

**Recovery procedure:** remote services provided using cloud-based infrastructure, where on-site delivery is required these will be carried out in line with local government health and safety requirements.

**Resource requirements:** technology, cloud-based infrastructure, PPE

### Contracts

#### Impact on function:

- Disruptions would impact our ability to fulfil our contractual commitments.

**Recovery procedure:** identify and review business continuity and disaster recovery plans in supplier contracts. If no such plan exists, renegotiate contracts to ensure a plan is put in place

**Resource requirements:** cloud-based infrastructure

### Staff

#### Impact on function:

- It could be physically unsafe for staff to come and go from the workplace, e.g. by using public transport.
- Staff may have increased care/family responsibilities and due to school closure or sick family members.
- Staff may leave their jobs because of potential or actual safety concerns and/or incidents.
- Staff may experience personal trauma such as death or sickness of family members as a result of the epidemic/pandemic/disease.
- It is necessary for customers/suppliers to be in close physical contact with staff which could be physically unsafe.
- It is necessary for there to be close proximity in the workplace between staff members for production/service delivery purposes which could be physically unsafe.



**Recovery procedure:** remote services provided using cloud-based infrastructure, where on-site delivery is required, these will be carried out in line with local government health and safety requirements.

**Resource requirements:** technology, cloud-based infrastructure, PPE

## 2. BUSINESS FUNCTION PRIORITIES IN EVENT OF A NATURAL DISASTER

A natural disaster would impact business functions in the following ways:

### Service delivery

**Impact on function:**

- limited or no access to offices and client sites

**Recovery procedure:** all staff equipped to work from home, where appropriate with remote access to client systems.

**Resource requirements:** cloud-based infrastructure, remote access

### Contracts

**Impact on function:**

- limited or no access to offices and client sites

**Recovery procedure:** all staff equipped to work from home, where appropriate with remote access to client systems.

**Resource requirements:** cloud based infrastructure, remote access

### Staff

**Impact on function:**

- limited or no access to offices and client sites

**Recovery procedure:** all staff equipped to work from home, where appropriate with remote access to client systems.

**Resource requirements:** cloud-based infrastructure, remote access



### 3. BUSINESS FUNCTION PRIORITIES IN EVENT OF A FIRE

A fire would impact business functions in the following ways:

#### Service delivery

##### Impact on function:

- fire destroys or causes damage to local IT systems

**Recovery procedure:** revert to cloud-based IT systems and where appropriate use remote access services

**Resource requirements:** 4G dongles (mobile phone tethering), cloud-based infrastructure, remote access

#### Contracts

##### Impact on function:

- fire destroys or causes damage to local IT systems

**Recovery procedure:** revert to cloud-based IT systems and where appropriate use remote access services

**Resource requirements:** 4G dongles (mobile phone tethering), cloud-based infrastructure, remote access

#### Staff

##### Impact on function:

- fire destroys or causes damage to local IT systems

**Recovery procedure:** revert to cloud-based IT systems and where appropriate use remote access services

**Resource requirements:** 4G dongles (mobile phone tethering), cloud-based infrastructure, remote access



## 4. BUSINESS FUNCTION PRIORITIES IN EVENT OF A TECHNOLOGY ISSUE

A technology issue would impact business functions in the following ways:

### Service delivery

#### Impact on function:

- disruption to or failure of local IT systems

**Recovery procedure:** revert to cloud-based IT systems and where appropriate use remote access services

**Resource requirements:** 4G dongles (mobile phone tethering), cloud-based infrastructure, remote access

### Contracts

#### Impact on function:

- disruption to or failure of local IT systems

**Recovery procedure:** revert to cloud-based IT systems and where appropriate use remote access services

**Resource requirements:** 4G dongles (mobile phone tethering), cloud-based infrastructure, remote access

### Staff

#### Impact on function:

- disruption to or failure of local IT systems

**Recovery procedure:** revert to cloud-based IT systems and where appropriate use remote access services

**Resource requirements:** 4G dongles (mobile phone tethering), cloud-based infrastructure, remote access

## 5. RECOVERY PLAN

### Responsible personnel

The Director is responsible for maintaining business continuity and acting upon this Business / Apprenticeship Continuity Plan to ensure minimal business disruption.

CEO / Director: **Harj Dhanjal**

- Email address: [harj.dhanjal@bluelionta.com](mailto:harj.dhanjal@bluelionta.com)
- Role: CEO
- Tel: 07979 748019





**DSL / Operations Director:** Geeta Dhanjal is responsible for implementation of recovery strategy

Team members

The following are the current team members on the recovery team:

### Relocation strategy

#### Teams to be relocated:

- All teams - Working remotely

Details of alternate business site:

- Home working

## 6. COMMUNICATIONS

The staff member in charge of Internal and external communications on the current start of recovery is

**DSL / Operations Director:** Geeta Dhanjal

Email: [geeta.dhanjal@bluelionta.com](mailto:geeta.dhanjal@bluelionta.com)

Tel: 07527 179522

## 7. REVIEW AND TESTING

This Business Continuity Plan will be reviewed annually.

Date last reviewed: 09/09/2021



# APPENDIX 1: CONTINUITY PLAN

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## BUSINESS / APPRENTICESHIP CONTINUITY PLAN

This Plan is supplementary to this Business Continuity policy and procedure and is to consider those incidents that will have a significant impact on the operation of our Apprenticeship provision following a major crisis or disaster or an event, and which creates the need for short-term closure or suspension of activity.

Continuity of learning is the continuation of education in the event of a prolonged company closure. It is a critical component of emergency management, as it promotes the continuation of teaching and learning despite circumstances that interrupt normal attendance for one or more apprentices.

## ROLES AND RESPONSIBILITIES

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.)

### Harj Dhanjal, CEO / Director

- Overall responsibility for the continuity of apprenticeship training
- Incident Officer
- Chair Crisis Team meetings
- Co-ordination of the response
- Liaise with Prime Funding organisations (where appropriate)
- 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 or not staff and apprentices should be sent home
- Responsibility for dealing with issues relating to apprentices' work placement and the ongoing checks of insurance and health and safety

### Geeta Dhanjal, DSL / Operations Director

- 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
- Follow up communication
- Responsibility for dealing with issues associated with learners' apprenticeship training and timely progression

## SCOPE

The types of major or large-scale incidents that should be considered significant include:

- Loss or absence of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- Vandalism
- Sabotage
- Theft
- Loss of confidential information/data protection issue/loss of IT/MIS
- Extortion
- Serious accident
- Serious assault
- Armed or dangerous intruder
- Bomb threat
- Pandemic
- Notifiable disease

In some instances, these incidents can be due to natural-causes such as severe weather, while in other cases, equipment failure, progressive deterioration or human error or involvement may be the cause. They have the potential to lead to the following losses, which are likely to have a major impact on the operation of Blue Lion Training Academy.

Loss of:

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding



The Blue Lion Training Academy Continuity Business Plan ensures that there are limited and ideally no disruptions to the provision of our apprenticeship training and have set up the following arrangements to ensure this.

The two main objectives of this Continuity Plan are:

- to avert or to minimise the effects of a disaster or disruption to bring our Blue Lion Training Academy apprenticeship delivery back into full operation with minimal disruption.
- Continuity of Apprenticeship Training

All staff, students and apprentices are asked to ensure that they read and understand the contents of this plan and to that they remain aware of its contents in order to act and respond accordingly.

## CONTINUITY OF LEARNING KEY CONSIDERATIONS

### Designing for Different Age Groups

Instructional design, course design and plans for support will be aligned with the skill level of age groups and the level of apprenticeship being studied aligned to our Design, Develop & Delivery policy and procedure.

### Supporting System Training in bud & Monday.com

Training for staff, apprentices and parents where required on the use of continuity of learning systems to ensure true continuity and accessibility.

### Ensuring Accessibility

Not all apprentices may have access to the Internet, phone lines, TV or radio at the same time, or at all, during a prolonged closure or absence. Therefore, it is important to offer a variety of methods of distance learning. Blue Lion Training Academy will abide by the Disability Act and ensure materials will be provided in alternative formats, when necessary.

### Tools to support the continuity of learning

Our apprenticeship training is delivered through a blended approach and this provides a level of flexibility and a number of options to ensure the relevant training continues to be delivered to our apprentices. The methods of training include face to face delivery, virtual, directed and supervised learning activities, webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments. This is monitored through the VARK (Visual, Audio, Reading & Kinaesthetic) methods requested for all apprentices at the start of their apprenticeship so that all methods are used appropriately.

Training is mainly delivered remotely, and each tutor has access to the Blue Lion Training Academy Google Calendar to see activities and support other tutors during absence or any network or connectivity issues which may prevent the tutor going online trainers which allows for contingency if there is a delay in their virtual arrival, sickness, holiday or incident which prevents a trainer hosting the virtual session.



We have qualified and experienced trainers and assessors who are able to step-in at short notice. If an apprentice is unable to be part of a cohort and then with consent the virtual session will be recorded to provide additional supporting content to the apprentices. This process is also limited but the same for on-site visits and training at the Derby offices when carry out face-to-face classroom training.

We can follow up with additional virtual webinars and peer learning sessions to complete the training.

We have multiple training venue options available including third- party venues and employer locations.

The following list also includes a range of tools and modalities for facilitating distance learning, including those with no, some, or great levels of technological sophistication.

### **1. Instructional Packs from Bud**

In advance of a prolonged closure absence, trainers and assessors can prepare hard copy instructional packs that apprentices may use at home to continue their learning. Hard copy pack may include worksheets; calendars or schedules of work to be completed; directions for homework, projects, or written assignments; extracts from textbooks or other reading materials; and sample assessments.

Blue Lion Training Academy may take two different approaches when developing packs:

1. Generic packs that can be used at any point that promote apprentice learning according to level and subject-specific standards, or
2. Unit-specific packs that are based on the planned curriculum and integrate with the apprentices' current learning at their workplace or off the job training.

### **2. Trainer and assessor coaching and tutorials**

A variety of technologies (telephone, email, web conferencing, VLE) can be used to facilitate one-on-one, or teacher and class interaction or lesson delivery between apprentices and trainers/assessors

### **3. Telephone and Video Calling**

Trainers and assessors can hold group and individual discussions, or teach lessons, with apprentices in a secure and private setting.

### **4. Email.**

Use existing email service provider to send, receive, and track messages. In the event this service provider is not operating, response teams can use other online systems that all quick distribution of multimedia content to a mass audience. There are a variety of free email services providers on the Web, including Google, Yahoo, and Hotmail, most of which support document sharing, scheduling and web chats.



## 5. Web Conferencing

A variety of free web conferencing services are available on the internet. We will consider setting up an account for use in cases of emergency, when distance learning methods are needed, and may want to conduct workshops or learning sessions using one of these services for ease of use in the event of an emergency.

## 6. Social Media

Many apprentices, parents, and staff use social media on a daily basis, but it can also serve as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers.

## COURSEWORK AND EXAMINATIONS

Blue Lion Training Academy is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off site, to ensure that no essential information is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on apprentice's coursework and examination entry. This information will be disclosed to the Examinations Officer, who will liaise with and be advised by the Awarding Bodies.

Apprentices will be offered individual advice sessions with a member of staff to discuss their concerns about the effects of the disaster on their work and any extra measures (advised by the Awarding Bodies) which are required to enable them to complete the apprenticeship successfully.

## COMMUNICATION CHANNELS

Through our apprenticeship training system bud and available communication channels we have the following options to communicate with our staff, our apprentices and students: our VLE (Bud), our project management tool (Monday.com) email, by telephone and by our designated online groups through whatsapp, LinkedIn and Bud. We also have the employer contact details for each employer involved in our apprenticeship

We use bud for internal, organisational collaboration and storing of relevant programme data which is also backed up every 24-hours and can be accessed remotely as well as on-site.

## EXTRA TRAVEL COSTS

If apprentices must pay extra travel costs to attend another site, then arrangements will be made to aid with these costs. The Director will calculate the additional cost involved and arrange to make payments to apprentices on a case-by-case basis.



## SYSTEM ENABLED CONTINGENCIES

Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved

We use bud for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.

## EMERGENCY CONTACTS

In case of a significant incident emergency, various contact details are available in the Employer and Apprentice handbook for each apprenticeship cohort and on the [www.BlueLionTA.com](http://www.BlueLionTA.com) website.

These include:

Blue Lion Training Academy contact information

Telephone: 01332 738625

Email: [info@BlueLionTA.com](mailto:info@BlueLionTA.com)

ESFA Service desk contact information

Telephone: 0370 2670001

Email: [SDE.servicedesk@education.gov.uk](mailto:SDE.servicedesk@education.gov.uk)



# Get in touch!

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