



Business Continuity Policy

Policy Approval						
Approval Required:	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Annual Review Required:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Approval Panel:	Darren Powell					
Created By:	Name	Signature		Date		
	Darren Powell			01/09/2024		
Reviewed:	Darren Powell			01/08/2025 — No Changes		
Next Review Date:	August 2026					
Policy Writer/s:	Darren Powell					

PURPOSE

This policy provides the framework for Cinders Training's response to major incidents that significantly impact the continuation of delivery operations, leading to short-term closure or suspension of activity. It is supplementary to Cinders Training's Major Incidents and Business Continuity Plan.

This policy will be activated in response to an incident causing significant disruption to the delivery of Education & Training. Trigger events include but are not limited to:

- Total or partial loss of utility provision or critical systems prohibiting delivery of services
- Loss of confidential information or data protection issues
- Denial of access to facilities due to damage — e.g. fire, flood, explosion, vandalism
- Loss of a key resource delivering critical support
- Serious injury or death of a learner, member of staff, or visitor
- Release of toxic or harmful materials in the vicinity
- National emergencies — e.g. pandemics, terrorist attacks, severe weather events
- Critical IT system failure affecting delivery, assessment, or data access
- Significant cyber-attack or data breach affecting operational systems

NOTIFICATION OBLIGATIONS

In the event of a significant incident, Cinders Training will notify the following parties as soon as practicable:

Action	Timescale
Highfield Qualifications — disruption to assessment/venue changes	As soon as practicable; within 2 working days
Other Awarding Organisations — disruption to their qualifications	As soon as practicable; within 2 working days
ESFA / Funding Bodies — disruption to funded provision	As soon as practicable
ICO — personal data breach reportable under UK GDPR	Within 72 hours of becoming aware
Affected learners and employers	As soon as practicable

BUSINESS CRITICAL SYSTEMS

Cinders Training delivers education and training either remotely, at employer premises, at Head Office or at our Training Academies. Data is stored electronically on portable company-issued laptops and backed up to the Microsoft Office 365 server. Business-critical systems include PICs, QualsDirect, BKSB and Office 365. All systems are secured by individual passwords changed regularly. Staff are provided with mobile phones and laptops with remote access capability.

ASSESSMENT CONTINUITY PLAN

Where an incident prevents planned assessments or examinations from taking place:

- The Head of Education & Quality will assess impact on all scheduled awarding organisation assessments
- Highfield Qualifications will be notified without delay of any disruption to examinations or certification activities
- Alternative venues will be identified and submitted to Highfield for approval before use
- Learners will be notified of rescheduling as soon as arrangements are confirmed
- Records of all assessment disruption will be maintained for audit purposes

LEARNER DATA RECOVERY

Where learner data is lost or corrupted, the Head of Education & Quality will:

- Immediately check Office 365 backups and portable systems
- Notify Highfield Qualifications and other awarding organisations if learner records have been compromised
- Notify the ICO within 72 hours where the breach meets the UK GDPR reporting threshold
- Notify affected learners where the breach poses high risk to their rights and freedoms
- Work with PICs, QualsDirect and BKSB to reconstruct or verify learner records

ROLES AND RESPONSIBILITIES

Head of Education & Quality

- Overall responsibility for continuity and coordination of delivery
- Inform and liaise with ESFA/Funding Partners and awarding organisations including Highfield
- Notify Highfield of disruption to assessments and seek approval for alternative venues
- Agree contingency plans for learners with delivery managers
- Oversee safeguarding and welfare risk assessments during any incident
- Check backup data; manage data breach reporting to ICO where required
- Ensure remote access is available for staff and learners

Director

- Meet emergency services with floor plan of the building
- Manage building security if not accessible
- Salvage critical documents and equipment safely
- Ensure all significant decisions are recorded with reasons
- Manage transfer to alternative premises within agreed timescales

Centre Co-ordinator

- Immediate evacuation responsibility — first contact for emergency services
- Marshal learners, staff and visitors at assembly point
- Arrange place of safety and welfare provision as required

- Turn off utilities safely; deal with immediate welfare matters

Head of People

- Ensure staff welfare; contact immediate family of injured colleagues or learners
- Ensure all colleagues know what assistance is available — medical, insurance and counselling

IF CINDERS TRAINING CANNOT CONTINUE DELIVERY

- Communicate with ESFA/Funding Bodies and update them continuously
- Notify Highfield Qualifications and all other relevant awarding organisations
- Work with prospective alternative training providers and share required information
- Notify PICs, QualsDirect and BKSB to arrange transfer of all learner information
- Ensure all learners are informed and supported to transfer to an alternative provider

APPENDIX 1 — KEY CONTACTS

Contact / Organisation	Contact Details
Centre Co-ordinator — Darren Powell	info@cinderstraining.co.uk
Director — Terry Crook	terry@cinderstraining.co.uk
Highfield Qualifications	Tel: 01302 363277 Email: info@highfield.co.uk www.highfieldqualifications.com
PICs	0330 122 4830
QualsDirect	0161 969 5231
BKSB	0330 404 0954
ICO (Data Breach)	0303 123 1113 www.ico.org.uk
Emergency Services	999 (emergency) 101 (non-emergency police)

POLICY REVIEW

This policy will be reviewed annually or sooner following a significant incident or material change in operating environment. All staff will be informed of material updates.