



Business Continuity Plan (BCP)

Alternative Provision & Hair, Beauty and Holistic Therapies Service

1. Purpose

This Business Continuity Plan outlines how the organisation will maintain or quickly restore critical education and service delivery functions in the event of disruption. It ensures continuity while safeguarding learners (aged 11–25), staff, and clients, and maintaining COVID-secure and safe working practices.

2. Scope

This plan applies to:

- Alternative Provision education services
- Hair, Beauty and Holistic Therapies training and commercial services
- All staff, learners, contractors, and visitors
- All delivery sites and remote environments

3. Critical Activities

The following activities are essential and must continue or be restored as a priority:

Education & Learner Support

- Delivery of Alternative Provision education programmes
- Safeguarding and pastoral support for all learners

- SEND and EHCP provision (where applicable)
- Monitoring attendance, engagement, and wellbeing

Vocational Training & Services

- Delivery of accredited Hair, Beauty and Holistic Therapies training
- Safe operation of salon/treatment environments
- Supervision of learners in practical settings

Operational Functions

- Staff deployment and supervision
- Communication with parents/carers, commissioners, and external agencies
- Access to learner records and safeguarding systems

4. Recovery Timescales

- **Immediate (0–24 hours):**
 - Safeguarding procedures fully operational
 - Contact with vulnerable learners established
 - Incident communication issued
- **Short-term (24–72 hours):**
 - Remote or adapted learning provision in place
 - Suspension or modification of practical salon services if required
 - Staff redeployment implemented
- **Medium-term (3–7 days):**
 - Blended learning model established
 - Limited, controlled reopening of practical sessions (if safe)
 - Full communication with stakeholders
- **Long-term (7+ days):**
 - Full service delivery restored or adapted sustainably
 - Vocational services resumed in line with safety guidance

5. Key Risks to Business Continuity

- Infectious disease outbreaks (e.g. COVID or similar)
- Staff shortages due to illness or isolation
- Safeguarding incidents affecting learners
- Inability to access premises
- IT or data system failures

- Health & safety risks within salon/treatment environments
- Disruption to awarding bodies or training requirements

6. Recovery Actions and Contingencies

6.1 Education Delivery

- Transition to **remote learning platforms** where required
- Provision of **paper-based or digital learning packs**
- Prioritisation of vulnerable learners for in-person support
- Flexible timetabling and reduced group sizes

6.2 Vocational Training & Salon Services

- Suspension or scaling down of client-facing services if unsafe
- Use of **simulation, theory-based learning, and demonstrations**
- Strict hygiene, PPE, and infection control protocols
- Appointment-only systems to manage footfall

6.3 Staffing

- Cross-training staff across education and vocational roles
- Use of agency or temporary staff where appropriate
- Remote working for administrative functions
- Clear staff rotas to maintain safe ratios

6.4 Safeguarding

- Safeguarding remains **central to all decisions**
- Daily welfare checks for vulnerable learners (remote or in-person)
- Clear reporting routes maintained at all times
- Adapted safeguarding procedures for online learning

6.5 IT and Systems

- Secure remote access to safeguarding and learner systems
- Regular backups of all critical data
- Use of approved communication platforms for teaching and contact

6.6 Premises

- Risk assessments for all practical environments
- Temporary closure of high-risk areas if required
- Use of alternative spaces or staggered attendance

6.7 Communication

- Immediate communication with staff, learners, parents/carers, and commissioners
- Regular updates via email, phone, or online platforms
- Clear guidance on service changes and expectations

7. Safeguarding Requirements

All business continuity arrangements will:

- Ensure safeguarding is **never compromised**
- Maintain **Designated Safeguarding Lead (DSL)** availability at all times
- Ensure all staff understand safeguarding responsibilities in disrupted scenarios
- Enable immediate reporting and escalation of concerns
- Provide additional support for high-risk learners

8. COVID-Secure and Post-Pandemic Practice

This plan reflects lessons learned since COVID-19 and ensures:

- Compliance with current UK public health and education guidance
- Enhanced cleaning and hygiene protocols, especially in salon/treatment areas
- Ventilation and infection control measures
- Use of PPE where required for close-contact services
- Flexible remote and hybrid learning models
- Ongoing risk assessments for infectious diseases
- Support for staff and learner wellbeing

9. Testing and Review

- The BCP will be reviewed **annually or after any disruption**
- Scenario-based testing (e.g. lockdown, IT failure, staff shortage)

- Updates made in line with regulatory, educational, and industry changes

10. Roles and Responsibilities

- **Senior Leadership Team:** Overall responsibility for continuity and decision-making
- **Designated Safeguarding Lead (DSL):** Oversight of safeguarding arrangements
- **Education Staff:** Delivery of adapted curriculum and learner support
- **Vocational Tutors:** Safe delivery of practical training and services
- **All Staff:** Adherence to BCP procedures and reporting concerns

11. Approval

Approved by: Manager Keri Wooden

Date: 27/02/2026

Next Review: 27/02/2027