APPRENTICESHIP TRAINING CONTINUITY PLAN

Apprenticeship training and associated assessment activity (including reviews, OTJ training delivery, portfolio/evidence capture and learner support)

2026

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1.Purpose

This Apprenticeship Training Continuity Plan explains how Training for Electricians Ltd will continue to deliver apprenticeship training and protect apprentices' progress in the event of a significant disruptive incident.
The plan is designed to:
- maintain continuity of learning, assessment and reviews so that apprentices can continue towards completion
- ensure safeguarding and learner wellbeing remain effective at all times
- maintain secure access to learning resources and portfolios
- ensure information security and the ability to back up and restore critical data
- provide clear communication routes and escalation processes for staff, apprentices and employers
- define a robust and orderly process to support apprentices if we can no longer deliver training

This plan supports organisational resilience and demonstrates our commitment to high-quality provision during disruption, consistent with the expectations of DfE and Ofsted.

2.Plan Activation and Governance

2.1 When this plan is activated

This plan may be activated where there is a significant event that risks the delivery of apprenticeship training, including (but not limited to):
- loss of access to premises used for training delivery (e.g., building closure, utility outage, fire/flood)
- serious IT outage, cyber incident, or loss of systems required to deliver or evidence training
- critical staff unavailability (short-term or extended) impacting delivery and reviews
- transport disruption (severe weather, major incidents) preventing attendance
- disruption at employer sites affecting planned delivery, observation, assessment or welfare support
- loss of key suppliers/partners impacting learning platforms or delivery capacity
- regulatory actions, financial distress, or any incident that materially affects organisational ability to deliver

2.2 Crisis Management Team

A Crisis Management Team (CMT) is convened to coordinate response and ensure decisions are recorded. The CMT will include, as a minimum:
- Managing Director / Senior Responsible Officer (SRO): overall accountability, external liaison
- Operations / Quality / Compliance lead: coordination of delivery changes, records and compliance
- Designated Safeguarding Lead (DSL) / Safeguarding lead: safeguarding continuity and risk management
- Lead tutor/assessor representative: operational delivery planning and learner communications

Where needed, additional members (e.g., IT support contractor, employer representative, awarding organisation/EPAO liaison) will be invited.

2.3 Decision principles

All decisions taken under this plan will be guided by the following principles:

- Safeguarding first: apprentice welfare and safeguarding remains the priority
- Continuity of learning: maintain training and reviews wherever safe and possible
- Quality and compliance: uphold standards, evidence requirements and planned learning outcomes
- Equity and accessibility: avoid disadvantaging apprentices; provide reasonable adjustments
- Clear communication: timely, consistent updates to apprentices, employers and staff
- Secure data: maintain confidentiality, integrity and availability of learner information

3.Different Methods of Communication

Training for Electricians Ltd will ensure resilient, multi-channel communication so that apprentices and employers can be contacted and supported promptly.

3.1 Core communication routes

We will use a combination of:

- Telephone: direct calls and SMS to apprentices and employers
- Email: work and personal email addresses (where provided/authorised)
- Online meeting platforms: Microsoft Teams (or equivalent) for tutorials, reviews and meetings
- VLE / e-portfolio messaging: announcements, tasks, feedback and progress updates
- Employer line management contacts: to support local escalation where apprentices are at work

3.2 Contact accuracy and maintenance

- Apprentice and employer contact details are collected during onboarding and updated through progress reviews.
- A secure apprentice contact register is maintained, with a minimum of: apprentice name, programme, employer, workplace address, phone number(s), email address(es), emergency contact (where appropriate), and key support needs.
- Employer contact details include: apprenticeship coordinator (where applicable), line manager, HR contact, and an escalation contact.

3.3 Communication during disruption

When a significant event occurs, we will:

1. Issue a first notification within a reasonable timeframe, confirming what is known and immediate next steps.
2. Provide a clear temporary delivery plan (e.g., move to remote sessions, reschedule visits) including dates and how apprentices will access learning.
3. Maintain regular updates (frequency determined by severity) until normal service is restored.
4. Log all communications relevant to training continuity and safeguarding.

3.4 Accessibility

Where apprentices have additional needs, or where digital access is limited, we will provide alternative formats (e.g., printed packs, phone-based tutorials) so that apprentices can continue learning.

4. Managing Transportation Needs

Training for Electricians Ltd recognises that transport disruption can prevent apprentices and staff from attending planned training sessions, reviews or assessments.

4.1 Apprentices

- Apprentices normally travel to their place of work and any planned off-site training location.
- If a planned training event is moved to an alternative location, we will aim to select a location that is as close as reasonably practicable to the original site.
- Where travel disruption creates a barrier, we will prioritise remote delivery (virtual sessions, online coaching, supervised learning activities, telephone tutorials) to ensure off-the-job training continues.

4.2 Staff

- Staff are equipped to work remotely (laptops, secure access to systems, mobile communication) to reduce reliance on travel.
- Where travel is required (e.g., workplace visits), delivery schedules may be adjusted to maintain safety and continuity.

4.3 Individual needs and reasonable adjustments

We will consider:

- apprentices with disabilities or additional needs
- apprentices reliant on public transport
- apprentices affected by temporary personal circumstances

Appropriate adjustments will be agreed with the apprentice and employer and documented.

5. Different Operating Locations (If Required)

Training for Electricians Ltd will maintain flexibility to deliver training through alternative operating arrangements.

5.1 Remote delivery model

If physical access to training locations is restricted, we will implement remote delivery options, including:

- live online sessions (Teams) with registers and learning objectives
- recorded guidance / micro-learning (where appropriate)
- online coaching, tutorials and feedback
- structured supervised learning tasks (aligned to the standard)
- workplace-based evidence collection using secure e-portfolio systems

Remote delivery will be planned to ensure apprentices continue to meet off-the-job training expectations and receive high-quality teaching and support.

5.2 Use of employer premises

Where suitable and safe, training or assessment activities may be delivered at the employer's premises, provided:

- health and safety requirements are met
- safeguarding expectations are maintained
- a suitable space is available for learning activities

5.3 Alternative training venues

If an alternative venue is required, we will ensure:

- appropriate risk assessment is completed before use
- safeguarding and supervision arrangements are confirmed
- any specialist equipment needs are addressed

5.4 Quality assurance across locations

Regardless of location, we will:

- maintain lesson plans / session plans where appropriate
- ensure consistent assessment practice
- record attendance and progress
- maintain quality oversight (observations, standardisation, IQA/verification where applicable)

6. Back-Up Relevant Business Systems

Training for Electricians Ltd relies on secure digital systems to manage apprenticeship delivery and learner records. Business continuity depends on system resilience, secure access and reliable backups.

6.1 Business-critical systems

Our business-critical systems include (where applicable to our provision):

- apprenticeship delivery records and learner files
- e-portfolio platform (portfolio, evidence, assessor feedback, reviews)
- VLE / learning resources (learning materials, tasks, guidance)
- secure cloud document storage (policies, templates, programme documents)
- communication tools (email, Teams)

6.2 System resilience controls

To protect continuity we will maintain:

- secure authentication and access controls
- role-based permissions to protect learner data
- anti-malware and firewall protections (via managed IT support)
- routine patching and device security controls
- documented processes for system outage response

6.3 Alternative access arrangements

If a single system is unavailable, we will switch to alternative routes to maintain delivery, for example:

- temporary use of secure shared drives for learning resources
- email/Teams-based submission and feedback (where secure and appropriate)
- phone-based progress reviews with written follow-up

All temporary measures will be time-limited, quality-controlled and documented.

7. Back-Up and Restore Data

7.1 Data covered

Data backups cover:

- apprentice portfolios and evidence
- assessment feedback and progress reviews
- registers/attendance records
- key programme documentation
- safeguarding logs and learner support records (where held electronically)

7.2 Backup frequency and approach

- Backups are completed at least every 24 hours for business-critical systems (or in line with system capability and provider assurance).
- Where cloud platforms are used, platform-level resilience is supplemented by organisational controls such as versioning and secure export where needed.

7.3 Restoration

In the event of data loss or system outage:

- the CMT will notify IT support and initiate restoration procedures
- priority will be given to restoring systems required to access apprentices' portfolios and learning resources
- apprentices and employers will be updated on expected access arrangements and interim solutions

7.4 Data protection and confidentiality

All backup and restoration activity will comply with GDPR and confidentiality requirements. Access to learner data is restricted to authorised staff.

8. Emergency Contact Numbers

Emergency contact details are maintained in our internal directory and staff handbooks and are reviewed at least annually.

8.1 Training for Electricians Ltd (TFE)

- Main office: 01925 241245
- Senior Responsible Officer (SRO) / Managing Director: Stuart Gallagher

8.2 Department for Education (DfE) / ESFA (as relevant to apprenticeships)

- ESFA Service Desk / Apprenticeship support: 0370 267 0001
- DfE Customer Help Portal: https://customerhelpportal.education.gov.uk

8.3 Additional internal contacts (maintained in internal directory)

- Operations / compliance lead
- Designated Safeguarding Lead (DSL)
- Lead tutor/assessor
- IT support provider

Note: Names and direct numbers of individual staff are maintained in the secure internal emergency contact list and are not included in public versions of this plan.

9. Support Apprentices if We Can No Longer Deliver Training

Training for Electricians Ltd is committed to protecting apprentices' outcomes. In the unlikely event that we become unable to deliver apprenticeship training (temporary or permanent), we will take immediate steps to reduce disruption and secure continuity for apprentices.

9.1 Immediate actions

- Convene the Crisis Management Team.
- Inform the DfE/ESFA (as relevant) promptly and follow any required process.
- Notify employers and apprentices with a clear explanation of the situation, expected timescales (if known), and interim arrangements.

9.2 Teach-out where possible

Where viability and compliance allow, we will aim to teach-out existing apprentices so they can complete with minimal disruption. This may include:

- remote delivery for off-the-job components
- redeploying staff or using approved associate staff to maintain delivery
- prioritising functional skills / knowledge components required for progression

9.3 Transfer to another provider

If teach-out is not possible, we will support an orderly transfer. This includes:

- providing a complete and accurate dataset for each apprentice: programme details, progress to date, review notes, off-the-job records, planned learning, and any reasonable adjustments
- securely transferring portfolios/evidence exports where permitted
- liaising with employers to identify an appropriate alternative provider
- ensuring apprentices receive clear guidance and continuity of support during transfer

9.4 Apprentice welfare during transition

During any transition period, we will:

- maintain safeguarding support routes
- provide guidance on what to do if apprentices experience anxiety, uncertainty or workplace issues
- ensure apprentices know how to raise concerns and who to contact

10. Ongoing Access to Learning Resources and Portfolios

Training for Electricians Ltd ensures apprentices can access learning materials and maintain portfolio progress during disruption.

10.1 Learning resources

Apprentices access learning resources through the VLE / structured resource repository. During disruption we will provide:

- continued online access wherever possible
- alternative access routes (e.g., email distribution, secure shared access) if the VLE is unavailable
- printed instructional packs where digital access is limited

10.2 Portfolios and evidence

Apprentices' portfolios remain accessible through our e-portfolio platform. If platform access is disrupted:

- we will provide interim methods for collecting evidence (secure submission routes)
- assessors will maintain feedback and tracking logs to upload once systems are restored
- evidence will be time-stamped and mapped to standards to protect integrity

10.3 Reviews and support

Progress reviews will continue via phone/online meetings where face-to-face reviews are disrupted. Review records will be captured securely and uploaded to systems when available.

11. Quality, Safeguarding and Learner Support During Disruption

Continuity planning includes maintaining high expectations for quality and safeguarding.

11.1 Safeguarding

Safeguarding arrangements remain active during any disruption. Apprentices will continue to have access to:

- the Designated Safeguarding Lead (DSL)
- clear reporting routes for concerns
- appropriate signposting and support pathways

Any disruption-specific risks (e.g., remote delivery risks, changes in supervision, increased vulnerability) will be assessed and mitigated.

11.2 Quality assurance

We will maintain quality through:

- clear session objectives and planned learning
- consistent assessment and feedback expectations
- internal monitoring of progress, engagement and attendance
- standardisation/IQA activity as appropriate to the provision

Where delivery is modified (e.g., remote), we will evaluate impact and address any gaps.

12. Roles and Responsibilities

12.1 Managing Director / Senior Responsible Officer (SRO)

- overall accountability for continuity of apprenticeship training
- chairs CMT meetings and approves major decisions
- leads external liaison with DfE/ESFA (as relevant), employers and key partners

12.2 Operations / Quality / Compliance Lead

- coordinates operational response, record keeping and compliance
- ensures delivery changes are documented and communicated
- oversees data integrity, backups and restoration processes

12.3 Designated Safeguarding Lead (DSL)

- ensures safeguarding remains effective during disruption
- leads risk assessment of disruption-related safeguarding risks
- ensures apprentices know how to access help and report concerns

12.4 Tutors / Assessors
- maintain contact with apprentices and employers
- deliver training and assessment via approved alternative methods
- monitor engagement, wellbeing and progress; escalate concerns

12.5 Employers
- support apprentices in the workplace and maintain communication routes
- cooperate with revised training schedules and access arrangements
- support evidence opportunities and safe learning environments

13. Plan Testing, Review and Annual Update

13.1 Annual review

This plan is reviewed at least annually to ensure it remains current, effective and aligned to DfE/Ofsted expectations.

13.2 Post-incident review

If the plan is activated, we will conduct a post-incident review to:
- evaluate effectiveness of communication, delivery continuity and safeguarding arrangements
- capture lessons learned
- update processes, contacts and system controls

13.3 Version control
- Document owner: Managing Director / SRO
- Distribution: staff handbook / internal policy register; available to relevant stakeholders on request