



Business Continuity Plan



Revisions and Amendment Register

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Introduction

SFJ Awards is a wholly owned subsidiary of the Workforce Development Trust (WD Trust). Implementation of the SFJ Awards Business Continuity Plan is therefore able to draw on support from the wider corporate teams of WD Trust.

Business continuity management (BCM) is more than just simply possessing a plan. The Business Continuity Institute highlights five key stages:

- Understand your business.
- Consider the relevant business continuity strategies.
- Decide, develop and implement your business continuity response.
- Embed business continuity into the organisation's culture; and
- Test, maintain and record against your business continuity plan

The same approach is also recommended in the guidance to the Civil Contingencies Act 2004.

1. Purpose

The Business Continuity Plan is intended to help SFJ Awards overcome any unexpected incident to its premises, key personnel or to any important systems that it relies upon in its day- to-day operations. The aim is to ensure the business continuity of SFJ Awards in the event of an incident affecting its business and to provide the emergency planning team's contact details in the event of a widespread incident affecting the community.

The plan is designed to enable SFJ Awards to resume activities whether the situation is a one off, or full/partial loss of key assets. As such, it covers a broad spectrum of potential situations that may impact on the ability of the WD Trust Group to continue its normal business in the short or long term.

2. Roles and Responsibilities

The plan holder [Managing Director] is responsible for co-ordinating any response under the plan. If the plan holder is unavailable, the Chief Executive of the parent organisation (The Workforce Development Trust) will nominate an interim leader to take the plan forward.

Copies of this document, together with copies of the insurance policy and other relevant documents are to be kept as offline copies by both the plan holder and deputy plan holder. Copies of the plan will also be stored in cloud services (e.g. ISMS online and SharePoint) to ensure availability.

All staff will be made aware of the plan as part of their induction training. If there are any significant changes to the plan that affect the way in which staff respond, these must be communicated to them.

3. Major Loss of Digital Services

SFJ Awards offers online interactions with centres through the Odyssey/Quartz, ACE 360 and Rogo portals. Staff are also supported to undertake other administration and business interactions via a range of cloud and server-based programs.

In the event of an emergency or business interruption affecting digital services SFJ Awards will endeavour to maintain services as usual. However, it may become evident that this is not possible, at this point the plan holder, having taken advice from the WD Trust Chief Technical Officer, will decide whether any digital services will need to be reduced or stopped (where possible in conjunction with the SMT) and alternative solutions provided.

Any decisions made to reduce or stop services must be communicated to affected clients. The Managing Director will direct relevant staff to action this.

4. Loss of Managing Director

In the event that the Managing Director becomes unexpectedly unavailable, the Chief Executive will assign a senior manager to steer the organisation through the near-term challenges under the guidance of the Chief Executive of the WD Trust and Chair of the SFJ Awards Board.

The WD Trust Chief Executive will appoint a temporary Managing Director as an interim measure where an absence is extended and move to appoint a permanent replacement where relevant.

5. Major loss of location

The addresses of the main premises of SFJ Awards are

Bristol Office (WD Trust)	Sheffield Office
The Shot Tower Vertigo Cheese Lane Bristol BS2 0BY	Consult House 4 Hayland Street Sheffield S9 1BY

If any of the buildings become unavailable for use for any reason:

- All staff who are already at work, together with visitors, should be evacuated in line with local evacuation procedures.
- Where necessary, immediate arrangements must be made to occupy suitable alternative accommodation, sending staff home as appropriate.

For the vast majority of staff temporary arrangements can be made for home working in line with the Teleworking policy. If necessary, SFJ Awards will rent alternative office space

and/or pay travel expenses for staff to be able to work from another alternative office location.

In the event that an Office becomes unavailable, all staff who are still due to come into work must be contacted immediately to advise them:

- Whether they should proceed to the agreed temporary premises.
- Whether they should remain at home – if so, any instructions regarding home working in line with the Teleworking Policy should be relayed.

SFJ Awards will liaise with the building manager and any associated services concerned. SFJ Awards will liaise with the WD Trust IT Helpdesk and IT technical Team regarding restoration of their data and access to data for the staff working remotely.

6. Recording data

If there is a failure of the SFJ Awards network drives staff should continue to use their laptops and PCs. Files should be saved to the local device and then copied to the network drives when the system is restored.

In the event that no data can be recorded electronically (power failure etc.), staff will revert to a paper backup system to capture information, so this can be recorded on the system retrospectively.

7. Loss of office utilities

The WD Trust offices in Bristol are owned by the organization and in the event of utility failure the Corporate Services Team will take control of the situation and liaise directly with the relevant utility providers.

SFJ Awards offices in Sheffield are within managed buildings and therefore do not have direct contact with utilities services. Staff in the office affected should await information from the building manager and act upon that advice. Individual senior managers located within the SFJ Awards offices will make decisions on continuity of service in discussion with the SFJ Awards Managing Director.

Area of premises	
Bristol	WDT as owner occupier responsible for Gas, Electricity Failures, Water
Sheffield	Managed Building and Landlord responsible for Gas, Electricity Failures, Water

8. Redirection of mail

In the event that mail is unable to be delivered to any one of our offices, it should be re-directed to another WD Trust office. If all offices are closed, alternative arrangements will be identified and implemented by the WD Trust corporate services team.

9. Crisis affecting ability to provide normal business operations

In the event of crisis affecting the ability of SFJ Awards to continue normal business operations SFJ Awards will moderate its operating procedures to align with government and regulatory body directions and guidelines. The aim will be to avoid adverse impact on learners and centres where that is within SFJ Awards' ability to control. Advice from the relevant regulatory bodies must be sought for alterations to services that come within the purview of regulatory frameworks. The Head of Quality and Compliance will be responsible for decision making in this regard in and liaison with the relevant regulatory authorities.

Any decisions made to reduce, stop, defer or amend services must be communicated to affected clients.

See also Annex for mitigations in respect of crises and their management affecting End Point Assessment services.

10. Crisis affecting our reputation

Where a crisis occurs that could affect the reputation of the organisation the following actions should take place:

- Staff should be communicated with about the crisis and advised of authorised staff contacts to redirect enquiries to.
- The Managing Director or authorised member of staff will prepare a statement that can be communicated, this is to ensure a consistent message to interested parties.
- Steps should be taken to address the crisis to return the organisation to normal operation.
- Where appropriate a statement should be prepared confirming the issue and advise that it has been resolved.

11. Activation of the plan

Where an event has occurred that requires the invocation of the Business Continuity Plan staff will be contacted via their line manager. Information will be disseminated from the top down following the lines of the organisation chart.

The organisational chart is available on the intranet to ensure availability.

Staff contact details can be accessed via the HR dept and are also available via the outlook global address book.

Annex

The information below relates specifically End-Point Assessment and the key actions and mitigations that SFJ Awards will put in place in the occurrence of an unexpected event.

Disruption	Mitigations	Subsequent actions
ICT issues prevent access to the online tests	Exams support will be available within 15 minutes and the test can be re-assigned. Invigilators will also have access to a paper-based test.	An investigation to identify the ICT issues will be carried out within 3 working days
Remote professional discussion is disrupted for reasons outside the apprentice's/Service Provider's control (e.g. fire evacuation, ICT failure)	IA stops the assessment and records disruption details on the Assessment Site Checklist and Incident Reporting Form. The assessment can then be restarted or can be continued by phone. IAs can use a digital recorder as a back-up.	An investigation to identify the ICT issues will be carried out. Venue changed if required.
IA is unexpectedly taken ill on the day of/during the assessment	EPA Coordinator will assign a replacement IA within 24 hours or sooner if possible.	Affected assessment element will be rescheduled.



SFJ Awards

Consult House
4 Hayland Street
Sheffield
S9 1BY

Tel: 0114 284 1970

SFJ Awards is part of The Workforce Development Trust

