

Bellevue Education International Ltd.

Business Continuity Plan

This Policy Applies to Bellevue Education International Ltd.



Reviewed July 2024
by
Steven Wade and Sam Selby

Next Review - July 2025

Bellevue Education International Business Continuity Plan

Introduction

What is Business Continuity?

Business Continuity is a management process that provides a framework to ensure the resilience of our organisation, in this case, Bellevue Education International Ltd. , in the event of an incident or business disruption. It ensures the continuation of services while protecting our reputation – a failure to deliver services could potentially put vulnerable young people (Learners and apprentices) at risk. Business Continuity plans need to be clear, concise and tailored to the needs of our organisation – no ‘one size fits all’ solution exists.

The causes of service disruptions that may have a significant impact include:

- Loss of premises
- IT failure
- Loss of utility supply (e.g. electricity, gas, water)
- Loss of personnel
- Loss of telecommunications
- Loss of supplier

In its most basic form Business Continuity involves the following steps:

- Conducting a Business Impact Analysis (BIA) for each service/function
- Writing Business Continuity Plans based on the information within the BIA's
- Training staff on relevant business continuity plans
- Exercising business continuity plans
- Reviewing BIA's and Business Continuity Plans on an annual basis

The following diagram – the business continuity management lifecycle – is taken from the

BSI British Standard on Business Continuity (BS 25999) and illustrates the above.

Business Impact Analysis

The purpose of the Business Analysis (BIA) is to address the areas in detail:

- Clearly define business each key service e.g. what whom, how, when, where
- Identify the range of impacts – on all – of not providing the
- Determine the extent, or each impact
- Understand how these change as the length of disruption increases
- Determine how quickly the services needs to be re-instated
- Determine the minimum acceptable levels to which the service must be reinstated (this level may change over time e.g. 50% restored in 24 hours, 100% in 7 days); and
- Quantify the resources that will be required to enable the service to be reinstated within the timescales to the service level specified.

Identifying the risk of each possible interruption will help to prioritise which contingency arrangements need to be dealt with as a matter of urgency. Critical services are those whose loss would have the greatest impact in the shortest time.



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Business Continuity Plan

A Business Continuity Plan is simply the documentation of agreed procedures and information that is developed and maintained in readiness for use in an incident or service disruption to enable a service or organisation to continue delivering its critical activities. It is important to note that the plan should be accessible given a range of scenarios and stored both in hard copy and electronically, with at least one copy held off-site for added resilience.

The plan should detail the following:

- Formalising an incident response structure (who will manage the incident and how)
- Implementing appropriate measures to reduce the likelihood or impact of a disruption
- Identifying any single points of failure
- The recovery of critical services
- Contingency arrangements/back up procedures (e.g. paper-based systems, alternative premises)
- Longer term recovery issues (such as the restoration of services not deemed critical).

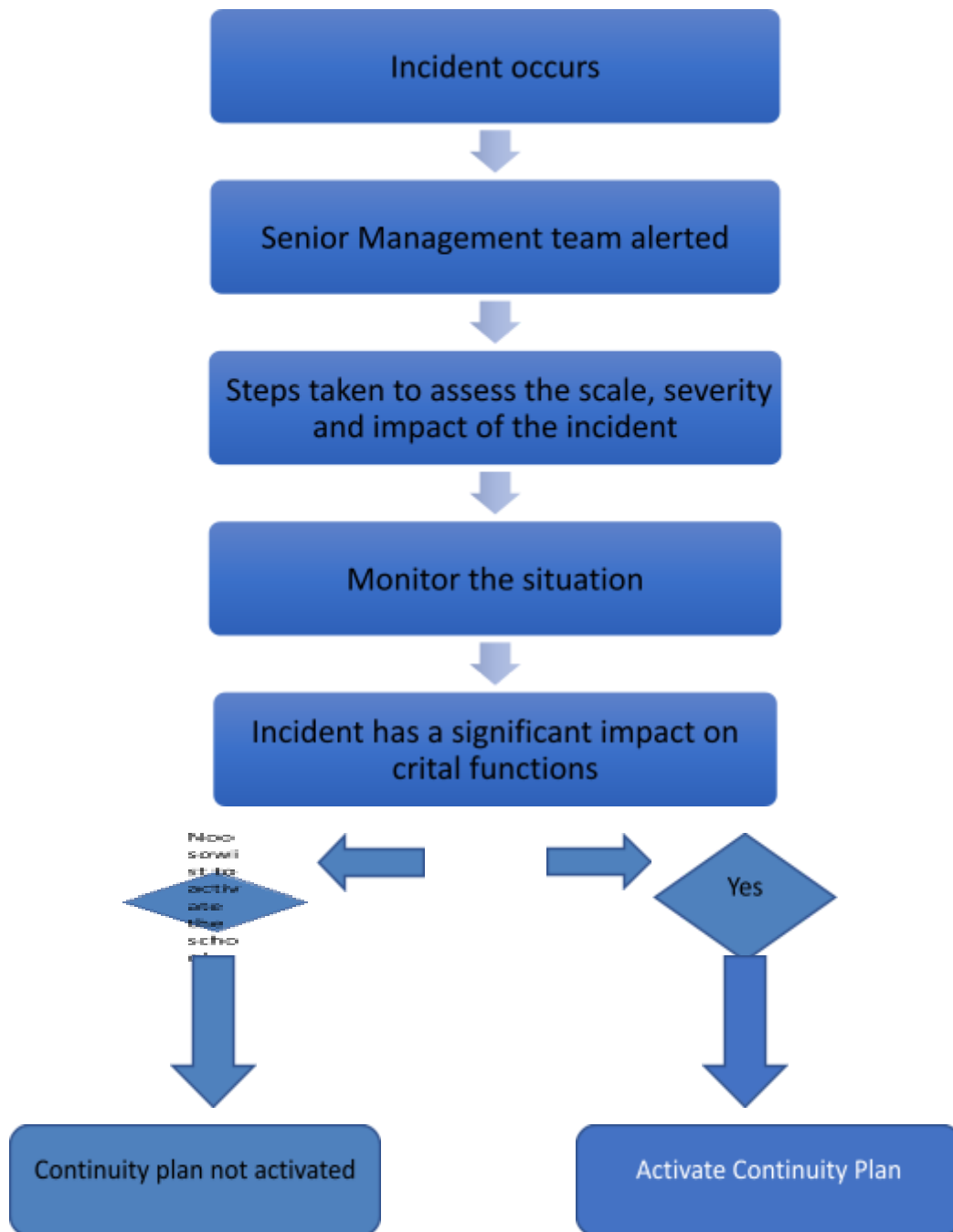
Bellevue Education International Ltd. Contact Details

Name of Company/Business	Bellevue Education International Ltd
Name of Responsible person/s	Steven Wade
Contact details	07904264251 / swade@blvue.com
Alternative or Business Continuity Lead	Sam Selby
Contact details	sselby@blvue.com

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which functions need to be reinstated first.

CRITICAL Activity	Relevant statutory duties	Existing measures	Implications / Impact	Resource requirements for the critical activity	When required				
					4 h o u r s	2 4 h o u r s	4 8 h o u r s	1 w e e k	2 w e e k s
Safeguarding staff, learners/apprentices	H&S at Work Act Duty of Care	Annual risk assessments	Injury or death	Staff & equipment					
Teaching and learning	Delivery of training	Move to another centre	Learners not able to learn						
Access to ICT		Daily back up of data off-site							
Examinations		Accredited courses to continue at another centre							

Plan Activation - Use the flowchart below to help ascertain whether or not to activate the Bellevue Education International Ltd. business continuity plan



Responsibility for Plan Activation

A member of the Senior Management Team will activate and stand down this Plan.

Senior Management Team & Tactical Team		
Name	Position	Responsibilities
Mark Malley	CEO	Overall responsibility for Bellevue Education International Ltd.
Steven Wade	Group Education Director	- Overall responsibility for the day-to-day management of Bellevue Education International Ltd. , including principal decision-maker in times of crisis. - Ensuring that Bellevue Education International Ltd. has sufficient capacity to respond to the crisis. - Determining Bellevue Education International Ltd. 's overall response and recovery strategy. - Ensures that the Bellevue Education International Ltd. Business Continuity Plan remains fit-for-purpose. - Co-ordinate responses and liaise with LA/emergency services/other agencies
Sam Selby	Education Director	- Supports the Group Education Director in the day-to-day management of Bellevue Education International Ltd. , including in times of crisis. - Liaises with the Group Education Director in response to a crisis. - Coordinates with the Group Education Director to provide strategic direction in planning for and responding to a crisis. - Supports the Bellevue Education International Ltd. crisis response and subsequent recovery.
Paula Bains	Executive Assistant	- To support the on-going operations of Bellevue Education International Ltd. and return to normal arrangements. - Secure premises and respond to requirements - Maintain records and logs of events/actions

Tactical

The Senior Team will create a tactical group to help coordinate the crisis response.

Operational Support

Other staff members and tutors/assessors may be utilised to support the tactical team with the response.

Communication

Throughout any identified incident or significant event the team will use the following methods of communication to ensure business continuity;

- Telephone
- Email
- Social media
- Postal
- E-portfolio
- Local/national news outlets
- Stakeholders

Data & Information

In line with our IT implementation strategy all data is kept online using secure cloud storage solutions which are backed up daily to a number of different secure hosting sites enabling swift backup and restoration of data.

Apprenticeship Continuity Plan

Purpose

The purpose of the Apprenticeship Continuity Plan is to provide for continued apprenticeship delivery in the event of a major incident, disaster or other significant event affecting normal delivery arrangements.

Scope

This plan applies to all apprenticeships provided or managed by Bellevue Education International Ltd.

Potential issues include,

- A major incident or disaster (e.g., death, act of violence, flooding, fire etc.) at the premises of an apprentice's employer.
- Any of the incidents covered in our Business Continuity Plan Section 3
- An apprentice's employer going into administration, receivership or otherwise ceasing trading.
- An employer deciding to cease hosting apprentices, or to terminate a particular apprentice's contract.
- Bellevue Education International Ltd. entering into administration, receivership or otherwise being no longer able to deliver apprenticeship training or manage apprenticeships
- Bellevue Education International Ltd.'s Awarding Body recognition or ESFA registration being removed, so that Bellevue Education International Ltd. is no longer permitted to deliver apprenticeship training or manage apprenticeships

Process When an Employer/Apprenticeship fails

Notification

If an event, such as those listed above, or any other causing the temporary or permanent cessation of a functioning apprenticeship or apprenticeships, should occur to an apprentice's employer, a Senior Manager from the employer should notify Bellevue Education International Ltd.'s Group Education Director as soon as practically possible. In the event that a Senior Manager is unable or fails to notify Bellevue Education International Ltd. in a timely manner, the apprentice's line manager, or even the apprentice themselves, should inform Bellevue Education International Ltd.

Information Gathering

On notification of the event, the Group Education Director, will attempt to gather the following information

- What has happened, and how serious is it?
- Have there been any casualties?
- What facilities have been affected, and is their loss short, medium or long term?
- What access is there to the premises and when will this be possible?
- For how long will the employer be unable to continue hosting the apprenticeship?

Decision Making

Having gathered this information, the Group Education Director will present it to the Senior Team and Directors, as appropriate in their judgement. The presentation will

- Summarise the event and (if relevant) its causes
- Give as accurate an indication as possible of how long the disruption to the apprenticeship(s) will be
- Present options for overcoming the disruption as speedily as possible

The CEO and Directors will then make a decision on how best to proceed.

For sake of guidance, when disruption is short-term, or only affects one or a small number of apprentices, decisions will be most appropriately made by the Programme Leadership Group. Whereas, when disruption is long-term or permanent, or involves a large number of apprentices, decisions will be most appropriately taken by the Governance Board.

Options to be considered

Options to be considered will include, but not be limited to

- Transferring the affected apprentice(s) to other employers
- Terminating the apprenticeship early – only if the apprentice(s) concerned are very close to completion, or no longer wish to continue.
- To facilitate transfer, our Employer Engagement team are continually marketing our apprenticeship training service to potential employers, and maintain a database of unfilled apprenticeship vacancies. See further “Employer Engagement Policy”.
- To facilitate large scale transfer of apprentices, we will build and maintain good relationships and agreed cross-referral protocols with neighbouring apprenticeship training providers operating in the same sectors as ourselves.

Activation of Breach of Contract Clauses

If, in the opinion of the CEO and Directors, an apprentice or employer is in breach of contract in terminating an apprenticeship, then the Breach of Contract clauses of the respective contracts (Apprenticeship Training Services Agreement, Apprenticeship Commitment Statement) shall be activated.

Process when Bellevue Education International Ltd. fails

Notification

In the event of Bellevue Education International Ltd. ceasing trading or otherwise being unable to continue supporting apprentices, the Programme Leadership Group will notify the employers of all current apprentices in sufficient time to make alternative arrangements to be made. Bellevue Education International Ltd. commits to ensuring ongoing access to apprentices’ learning resources and portfolios until alternative learning arrangements are made.

Information Gathering

As part of the closing down process, the Programme Leadership Group will gather information about current apprenticeships, and share with the Senior Team

- How many apprentices are still in training?
- How much longer do they have to do?

Decision Making

Having gathered this information, the Group Education Director will present to Directors for a decision on how best to ensure existing apprentices receive ongoing support. His presentation will give as accurate a picture as possible of

- How many apprentices are on programme
- When they are due to complete
- Present options for ensuring existing apprentices receive ongoing support

Options to be considered

Options to be considered will include, but not be limited to

- Transferring the affected apprentice(s) to other employers
- Terminating the apprenticeship early – only if the apprentice(s) concerned are very close to completion, or no longer wish to continue.
- To facilitate transfer, our Employer Engagement team are continually marketing our apprenticeship training service to potential employers, and maintain a database of unfilled apprenticeship vacancies. See further “Employer Engagement Policy”
- To facilitate large scale transfer of apprentices, we will build and maintain good relationships and agreed cross-referral protocols with neighbouring apprenticeship training providers operating in the same sectors as ourselves.

ESFA Contact Details

In the event of any part of the Continuity Plan being activated the Senior Team will notify the ESFA immediately and will ensure that the ESFA’s contact details are provided to learners & employers along with being publicly available on our website and social media accounts.

Contact	Telephone Number	Email address
ESFA	0370 2670001	SDE.servicedesk@education.gov.uk

Incident Management

The purpose of the continuity phase is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption. Non-critical activities may need to be suspended.

Action	Details	Responsibility	Actioned Y/N
• Initial assessment	• Survey the incident scene and disseminate information.		

• Call the emergency services (as appropriate)	• Provide as much information about the incident as possible.		
• Evacuate the building if necessary. • Ascertain whether learners/apprentices should remain within the grounds at a relative place of safety indoors. • If it is safe, consider the recovery of vital assets to sustain critical Bellevue Education International Ltd. activities. • Inform relevant stakeholders of site evacuation.	• Use standard fire evacuation procedures. • Consider staff members and learners with special needs and/or disabilities. • If remaining within the location grounds, ensure that the assembly point is safe • Take advice from emergency services as appropriate.		
• Ensure that all learners, staff members and visitors report to the identified assembly point.	• The normal assembly point is as directed in each centre		
• Check that all learners/apprentices, staff members and visitors have been evacuated. • Consider the safety of all learners/apprentices, staff members and visitors as a priority.	• Undertake a roll call using staff lists and the visitors/apprentices/earners signing in book.		
• Ensure that the emergency service vehicles have access to the incident site.	• Ensure any required actions are safe by undertaking a risk assessment.		
• Establish a contact point for all supporting personnel.	• Consider the availability of staff members and who may be best placed to communicate information.		
• Ensure a log of key decisions/actions are started and maintained throughout the incident.	• Use the template in the appendix.		
• Where appropriate, record names and details of any staff members or visitors who may have been injured or affected by the incident.	• This information should be held securely as it may be required by emergency services or other agencies either during or following the incident.		
• Assess the impact of the incident. • Identify and agree on the next steps.	• Continue to record key decisions and actions in the incident log.		
• Log details of all items lost by learners/apprentices, staff members and visitors as a result of the incident, if appropriate.	• ensure that this information is sent to key contacts		

Consider the involvement of other teams, services or organisations that may be required to support the management of the incident.	See key contacts list		
Assess the key priorities for the remainder of the working day and take relevant action.	- Consider actions to ensure the health, safety and well-being of the Bellevue Education International Ltd. community at all times. - Consider your business continuity strategies to ensure that the impact of the disruption is minimised.		
Ensure staff members are kept informed about what is required of them.			
Ensure learners/apprentices are kept informed as appropriate to the circumstances of the incident.	- Consider communication strategies and additional support for learners with special needs. - Agree on arrangements for parents collecting learners/apprentices at an appropriate time. - Consider the notification of learners/apprentices not currently in the centre.		
Ensure Directors are kept informed as appropriate to the circumstances of the incident.	Directors will be regularly appraised of the situation via e-mail where possible or text service		
Consider the wider notification process and the key messages to communicate.	Local radios may be useful in broadcasting key messages.		
Communicate the interim arrangements for delivery of critical Bellevue Education International Ltd. activities.	Ensure all stakeholders are kept informed of any contingency arrangements by e-mail or text service		
Log all expenditure incurred as a result of the incident	Record all incident-related costs incurred		
Seek specific advice/inform the insurance company.	Insurance policy details can be found in all centres.		
Ensure the recording process is in place for staff members and learners/apprentices leaving the site.	Ensure the safety of staff members and learners/apprentices before they leave the site and identify suitable support and risk control measures.		

Continuity

The purpose of the continuity phase is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption. Non-critical activities may need to be suspended.

Action	Details	Responsibility	Actioned Y/N
Identify any other stakeholders required to be involved in the business continuity response.	Depending on the incident, you may need additional/specific input in order to facilitate the recovery of critical activities. This may require the involvement of external partners.		
Evaluate the impact of the incident	Take time to understand the impact of the incident on the normal operations of Bellevue Education International Ltd.		
Log all decisions and actions, including what you decide not to do and include your decision-making rationale.	See the attached activity log.		
Log all financial expenditure incurred.	Complete a financial expenditure log.		
Allocate specific roles as necessary.	Roles allocated will depend on the nature of the incident and the availability of staff members.		
Secure resources to enable critical activities to continue or be recovered.	Access alternative training locations (if needed)		
Deliver appropriate communication actions as required.	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders		
Maintain access to learning	- Manage transportation needs for learners requiring face to face learning at alternative locations using public transport, taxis and other methods as appropriate - Move all possible learning online		

Recovery

The purpose of the recovery phase is to resume normal Bellevue Education International Ltd. operations as soon as possible.

Action	Details	Responsibility	Actioned Y/N
Agree and plan the actions required to enable recovery of normal Bellevue Education International Ltd. / Centre operations.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.		
Respond to any on-going and long-term support needs of staff members and learners/apprentices.	Depending on the nature of the incident, the senior management team may need to consider the use of counselling services.		
Once recovery actions are complete, communicate the return to normal Bellevue Education International Ltd. operations.	Ensure all staff members are aware that the business continuity plan is no longer in effect via briefing.		
Debrief staff members (possibly with learners/apprentices) about the incident.			
Complete a report to document opportunities for improvement and any lessons identified.	- The incident report should be reviewed by all members of the senior management team. - Directors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of Bellevue Education International Ltd. .		
Review this continuity plan in light of lessons learnt from the incident and the response to it.	- Implement recommendations for improvement and update this plan. - Ensure any revised versions of the plan are read by all members of the business continuity team.		

ESFA

ESFA Contact details

In instances where our staff are unavailable to support employers and learners they are direct to the ESFA for support via a range of communication methods. The following contact details will be provided;

Education and Skills Funding Agency **ESFA** Contact us using the Web Form via the [Customer Help Portal: https://customerhelpportal.education.gov.uk](https://customerhelpportal.education.gov.uk)

By Post: Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT

Service Desk: 0370 2670001

Activity Log

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Key Contacts

[illegible]