



Contingency & Continuity Plan.

1. Aims

This plan is designed to ensure a consistent and effective response in the event of major disruption to our systems affecting significant numbers of candidates across our centre. Our contingency plans are in place to respond to such disruptions as disclosed below.

Implementing the plan will safeguard the interests of candidates while maintaining the integrity of the examination system and safeguarding qualification standards.

In the event of major disruption, communication is a key factor in ensuring an effective and consistent response across the agencies involved.

2. Roles and responsibilities

Managing Director (Rebecca Cano-Lopez)

- Overall responsibility for the continuity of all training at Cano Training Services
- Incident Officer
- Chair Crisis Team meetings
- Co-ordination of the response
- Liaise with employers, partner providers, Awarding Bodies (where appropriate)
- Allocate resources
- Responsible for external liaison
- Responsible for deciding whether or not staff and apprentices should be sent home

Lead IQA (Janie MacIntyre)

- Responsibility for dealing with issues relating to learners place of work and the ongoing checks of insurance and health and safety
- Responsibility for dealing with issues associated with learner's training and timely progression.

3. This Operation is to be undertaken by a fully trained or supervised by a fully trained/authorised person

	Vulnerability / Threat	Impact / Consequences	Prevention Strategy	Response / Recovery Strategy	By whom and by when
1	Server Failure	Loss of historical information. Disruption to business operations that require server use.	Server is backed up daily remotely by external appointed IT contractor.	Inform appointed contractor of the issue and take remedial action to resolve the issue. Existing server backed up by contractor or new server purchased and backed up data installed.	Management to report to contractor immediately External Contactor to resolve the problem asap
2	Fire	Building Damage, resulting in disruption to daily business operations. Loss of information and technology.	Fire Risk Assessment completed for each premises and proactive fire prevention, precautions and procedures adapted. Building and contents insurance acquired.	Short term rental of new premises to minimise business disruptions. Insurance claim to be filed. Replacement I.T equipment to purchased and backed up by remote server to enable day to day business operations	Director – asap Director – asap Director - asap

			Remote server for historical record keeping.	Learners and clients informed of change in location/circumstances to ensure no interruption to learning	Admin - asap
3	Flooding	Building Damage, resulting in disruption to daily business operations. Loss of information and technology.	Building is located in a low risk area for flooding. Building and contents insurance acquired. Remote server for historical record keeping.	Short term rental of new premises if required to minimise business disruptions. Insurance claim to be filed. Learners and clients informed of change in location/circumstances to ensure no interruption to learning	Director – asap Director – asap Admin - asap
4	Disruption to Transport links	Major transport disruption Disruption/Delay to business operations and teaching and learning.	Consideration of transport requirements and accessibility for identified premises Wide ranging routes and modes of transport identified and shared with staff and learners	Transport disruption communicated to learners and staff via text/email. Alternative routes and modes advised If necessary self-directed study tasks to be activated against ILPs via e-portfolio system.	Lead Instructor – asap Instructor Team – asap Lead IQA - asap

5	Criminal – Theft, Break-ins and Vandalism	<p>Building Damage, resulting in disruption to daily business operations</p> <p>Loss of information and technology.</p> <p>Loss of staffing power.</p>	<p>Good Building security features installed, such as alarm system and roller shutters.</p> <p>Locked access to information throughout the building via internal keypad doors.</p> <p>Building and contents insurance acquired.</p>	<p>All staff personnel to report on any information or technology losses during a theft or break-in.</p> <p>Police to be informed and Insurance claim to be filed.</p> <p>Technology equipment to purchased and backed up by remote server to enable day to day business operations.</p> <p>Third parties informed of any relevant information that may have been stolen that could have adverse effects.</p>	<p>Staff – asap</p> <p>Director – asap</p> <p>Director – asap</p> <p>Director - asap</p>
6	Sabotage	<p>Loss, theft or destruction of sensitive information.</p> <p>Potential Data Protection Breach</p>	<p>Controlled Access to sensitive information.</p> <p>Disclosing information clause encompassed in</p>	<p>Once sabotage has been detected within the company a thorough investigation to minimise adverse business effects. Determine who is</p>	<p>Director - asap</p>

		Loss of contracts and/ or business to competitors affecting the company's finances.	to employment contracts.	responsible and appropriate legal action to be taken if required to safeguard stakeholders and financial interests. Compliance of GDPR - Data Protections Rules and Regulations	
7	IT – Viruses, Hacking and Unauthorised Intrusions.	Loss, theft or destruction of sensitive information. Corruption of hardware and software, leading to loss of productivity. Bribery from information obtained by unauthorised access.	IT consultant acting on behalf of the company to identify any potential threats and act accordingly to prevent adverse effects.	Staff to inform admin team of any IT issues that may have adverse effects. Admin team to liaise with the IT consultancy of any reported issues and remedial action to be taken. Staff informed of any remedial action they must complete by the admin team to reduce current/future risks to IT equipment.	All staff- asap Staff – within 1 hour Staff – within 24 hours
8	IT – Communications and Connectivity	Disruption to business operations that require external communications	IT consultant acting on behalf of the company to rectify any	Staff to be informed of any communications and/or connectivity	Staff – asap

		and connectivity with learners, clients and staff.	<p>communication or connectivity issues.</p> <p>Scheduled maintenance is conducted out of normal operational hours when practicable.</p> <p>4g enabled devices issued to staff so remote working can take place when Wi-Fi connectivity is down and/or not available.</p>	<p>issue by admin team or vice versa.</p> <p>Admin team to liaise with the IT consultancy and/or service provider of any reported issues and sort advice and update on remedial action to be taken.</p> <p>Remote working to take place as for as practical until communication or connectivity issue have been fixed.</p> <p>Any frequent reports of connectivity or communication reports to be investigated and a change of service provider may be appointed by the company.</p>	<p>Staff team – within 2 hours</p> <p>All staff – ongoing</p> <p>Director - asap</p>
9	Aggressive Competitor	Loss of contracts and/ or business to competitors affecting the company's finances.	Adopt a strategical marketing strategy benchmarked against similar companies to	Business development team to assess the competitors services and were practical and sustainable adapt our	Director - asap

		Loss of staff to competitors.	<p>remain competitive within the sector.</p> <p>Provide an attractive employment contract and value staff to maintain a good staff retention rate.</p>	own marketing strategy to compete with any aggressive competitors.	
10	Finance	Liquidity	Maintain going concern basis ensuring current assets exceed liabilities	<p>Director would work with the appointed administrators and contract partner to identify the outstanding work for the college. They would package this work up and help identify a suitable alternative supplier who could complete the work</p> <p>To the satisfaction of the partner. Director would make best endeavours to link the current tutors working on the contract to be transferred to the</p>	Director - asap

				alternative supplier to maintain maximum knowledge transfer and minimise disruption to the learners and the partner.	
11	Pandemic (eg COVID-19)	<p>Closure of Offices in public building.</p> <p>Transport links severed</p> <p>Staff Self Isolating</p> <p>Staff unable to work due to illness</p>	<p>Full service temporary offices identified.</p> <p>Access to cloud IT software and home working.</p> <p>Staff trained in multiple disciplines.</p> <p>Taken a risk assessment and guidance which is reviewed in line with Government guidance.</p>	<p>Short term rental of new premises if required to minimise business disruptions.</p> <p>Remote working to take place with business encrypted laptops.</p> <p>Home working risk assessments</p>	All staff

Revised Date: October 2021
Rebecca Cano-Lopez
Company Director
Cano Training Services Ltd

