



**University Campus St Albans Ltd**

**Apprenticeship Business**

**Continuity Plan**

**2020/21**

# **UCSA Business Continuity Plan May 2020**

## **1. Introduction**

This plan is intended to ensure:

- The approach and actions to support continuity of apprentices/students is understood by all staff and key stakeholders.
- Internal and external dependencies are identified.
- Alignment with the business continuity plans for both Oaklands College and the University of Hertfordshire (who are the two shareholders for the joint venture) as key services (e.g. teaching rooms, learning resources, IT systems) are supplied directly to UCSA as part of the joint venture agreement.
- Specific plans are in place to meet the challenges of lockdown and COVID19 from March 2020 onwards (See appendix 1)

In the event of UCSA being dissolved there is a commitment to both parties ensuring all apprentices are 'taught out' with the University of Hertfordshire fulfilling its legal responsibilities as the 'parent company' for UCSA.

## **2. Objectives**

The objectives of business continuity planning are to ensure that University Campus St Albans (UCSA):

- Understands its critical activities and maintains the capability to resume operations within appropriate timeframes.
- Increases resilience by protecting critical assets and data (electronic and otherwise) through a co-ordinated approach to management and recovery.
- Minimises impacts using a focused, well-managed response activity.
- In the event of a disruption to any of the business services whether it be through disaster, emergency or incident this plan sets out our approach to ensure the business returns to 'normal' operations as soon as possible.

## **3. Scope of Policy**

The policy applies to any of the business services whether it be through disaster, emergency or incident and a range of scenarios are outlined below to indicate the scope of the policy:

### **Scenario 1 - Premises incident**

A premises incident can include flood, fire, or any other disaster that renders our office and training facility inaccessible.

Step 1: Evacuation of premises and safeguarding of staff, candidates/apprentices

Step 2: Business continuity – we have access to a number of alternative sites owned by both shareholders. The delivery of training would be transferred to the premises of the other shareholder not affected. All sites are well supported by public transport links.

## **Scenario 2**

Infrastructure incident - an infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

Step 1: Understand the extent of the loss

If outage is temporary –inform staff and apprentices to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity –this may involve use of the other shareholder’s infrastructure on a temporary basis and the UCSA operations group would ensure a co-ordinated approach.

## **Scenario 3**

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity – recruit a new staff member to cover the vacancy through secondment from either shareholder depending on the skills required.

## **Scenario 4**

Unable to continue to deliver apprenticeship programmes e.g. Loss of contract, removal from ESFA register, financial reasons.

A loss of contract is not expected to happen overnight, however, should this happen

Step 1: Understand the extent of the loss

Step 2: Business continuity - implement an agreed plan with both shareholders and comply with agreements with contractors/ESFA. There is a commitment to both parties ensuring all apprentices are ‘taught out’ with the University of Hertfordshire fulfilling its legal responsibilities as the ‘parent company’ for UCSA.

#### **4. Key Staff**

The following members of staff will be responsible for implementing this plan in the event of disruption:

Zoe Hancock	Principal of Oakland College and Director of UCSA
Stephen Fox	Director of Higher Education (UCSA)
Helen Pokorny	Assistant Director (UCSA)

Stephen Fox would normally be the lead person for implementing the plan and managing communications.

#### **Welfare of Staff and Apprentices/Students**

The welfare of staff and apprentices/students will be a key priority of the business should disruption occur to the business. In implementing this plan, we aim to manage any additional pressures or welfare concerns for staff, apprentices/students.

We will ensure:

- Staff members have clear instructions regarding the priorities of the business and their role when a major disruption occurs.
- Managers monitor staff to ensure their welfare is maintained and seek to identify any staff members who may have suffered undue stress or even trauma as a result of the disruption. Where this is identified management will consider providing appropriate support and assistance.
- Students/apprentices have clear instructions regarding any changes to the delivery of their programme
- Teachers/assessors monitor students/apprentices to ensure their welfare is maintained and seek to identify any individuals who may have suffered undue stress or even trauma as a result of the disruption. Where this is identified consideration will be given to the provision of appropriate support and assistance.

#### **Communications**

##### **Staff**

- The Director of Higher Education and the Assistant Director (Curriculum Development) will ensure relevant staff members at UCSA, Oaklands College and the University of Hertfordshire are informed by phone (and backed up by email) have clear instructions when a major disruption occurs. Contact details for all staff are stored on the Oaklands College HR system (on behalf of UCSA) and can be accessed by the relevant managers above.
- Information as appropriate will be communicated by social media

##### **Apprentices/Students**

- The Programme Lead for the programme would make contact by phone (and backed up by email) about the nature of the major disruption and provide clear instructions.

- All contact details of the apprentice and the employer are stored on the University of Hertfordshire system (on behalf of UCSA) and can be accessed by the Programme Lead and senior managers within UCSA.
- Apprentices will be directed for further updates on the UCSA website.

### **Apprentice Employers**

- The Director of Higher Education would, as the employer lead, make direct contact with employers as soon as is immediately reasonable after a major disruption

### **Equipment**

Should the disruption to the business affect business critical equipment i.e. telephones, computers, training materials or facilities we will:

- Identify opportunities for staff to use their own personal IT and telecoms equipment as a temporary measure.
- Identify an emergency budget to deploy priority equipment such as laptops and computers.
- Prioritise equipment distribution to minimise disruption with learners/apprentices and employers.
- Access data back-ups from cloud-based servers.
- Access the services of the other shareholder to provide a temporary solution to minimise disruption (eg teaching, IT, Telecoms or facilities).

### **5. Contacts in the event of a significant incident:**

Stephen Fox                      Director of Higher Education

Tel:                                      07595 282695/01727 737216

Email:                                 [Stephen.fox@oaklands.ac.uk](mailto:Stephen.fox@oaklands.ac.uk)

ESFA                                      ESFA Service Desk

Tel:                                      0370 2670001

Email:                                 [sde.servicedesk@education.gov.uk](mailto:sde.servicedesk@education.gov.uk)

## Appendix 1

### Business Continuity: UCSA Contingency Arrangements for Covid19 – May 2020

#### *Homeworking Arrangements-*

In the event that a staff member is asked to self-isolate for the purposes of reducing the potential spread of Coronavirus (and they remain well during this period), we will need to consider whether staff members have the equipment and resources to enable them to work from home to minimise disruption to business continuity.

<b>Staff name (core staff team)</b>	<b>Equipment/Resources needed</b>	<b>Operational impact of long term absence of this staff member and remedial actions to be taken to minimise risk.</b>
Viren Amin	Laptop + headphones	Leadership of BA Business Management and Innovation. However, most of the functions could be undertaken remotely and from home. Director or Associate Director could cover in absence.
Stephen Fox	Laptop + headphones	Strategic leadership of UCSA – all functions could be undertaken remotely and from home. Associate Director could cover in absence.
Karen Wellman	Laptop + headphones	Administration of UCSA HE programmes dealing with new enquiries, timetabling, fees and co-ordinating all data returns. However, most of the functions could be undertaken remotely and from home. Support from other College departments could be provided in her absence.
Helen Pokorny	Laptop + headphones	Leadership of all APL programmes. However, all functions could be undertaken remotely and from home. Director could cover in absence.
Chandra Tester	Laptop + headphones	Leadership of BA LEAP. However, most of the functions could be undertaken remotely and from home. Director or Associate Director could cover in absence.
Diane Moolenaar	Laptop + headphones	Leadership of CMDA. However, most of the functions could be undertaken remotely and from home. Director or Associate Director could cover in absence.
Melissa Ling	Laptop + headphones	Leadership of BSc Construction Management. However, most of the functions could be undertaken remotely and from home. Director or Associate Director could cover in absence.
Basil Kellerman	Laptop + headphones	Leadership of BSc Engineering with Management. However, most of the functions could be undertaken remotely and from home. Director or Associate Director could cover in absence.
Pam Hill	Laptop + headphones	Support for students with academic or disability needs. However, most of the functions could be undertaken remotely and from home. Support from other College departments could be provided in her absence.

All bank staff and contractors are also supported with any equipment above or additional teaching support required to move programmes on line.

*Business Critical Arrangements*

In the event of a complete shutdown of College, we need to identify any Business Critical Processes that may be impacted and actions that can be taken immediately prior to and during the shutdown to mitigate risk.

<b>Business Critical Process</b>	<b>Implications/Risk associated with shutdown</b>	<b>Actions to be taken before shutdown to mitigate risk</b>	<b>Actions to be taken during shutdown to mitigate risk</b>
Recruitment of new students	Major impact on income for 2020/21	<p>No requirement to interview students and all applications can be processed electronically and by MS TEAMS.</p> <p>For the following courses specific actions have been taken:</p> <p>Delay intake to CMDA to January 2021 (with next APL group commencing September 2020)</p> <p>Delay launch of Construction Management Degree Apprenticeship to January 2021 as planned validation delayed by UH until from May 2020 until November 2020 AND sector facing major crisis.</p>	Ensure all students who apply electronically are processed and relevant department staff are liaised with and informal interviews take place over the phone.
Teaching of existing students	Unable to fulfil our contract with students and students fail to progress	On line facility within Canvas may have limitations and we may need a paid for licence to enable on line learning to be undertaken for groups. BigBlueButton maybe the appropriate software for this. It is recommended the Head of IT investigates this so we can ensure	Agreed that teaching would take place through MS TEAMS within Canvas as BigBlueButton could not cope with demand. Appointment of new Digital Consultant to support UCSA staff with improved processes teaching on line.

		<p>continuity in teaching remotely.</p> <p>Staff will need to be given some training/tutorials on the use of the appropriate software selected that can be used for on line delivery.</p> <p>Tutorials and support can be offered through phone and What'sApp.</p>	<p>Weekly sessions for core/bank/contractor staff and 1:1 sessions with staff set up with newly appointed digital consultant.</p> <p>Students provided with tutorials on the phone and through MS TEAMS. Extra support provided by teaching team to students.</p>
Assessment	Students are unable to attend exams either because College is closed and/or University is closed.	<p>Awaiting guidance from University on planning for this.</p> <p>However, if the College exams office is closed they will not be able to administer any exams even if it is possible to administer from another site.</p>	<p>All exams and presentations converted to on line assessments for Sem B and planning in place for Sem C.</p> <p>New University safety net regulations implemented for UCSA students from lockdown.</p>
Administration of UCSA programmes and students	Unable to process offers; deal with fees issues or plan programmes for next academic year	All the administration can be managed on line remotely and identify any possible issues.	Director has a daily catch up with administrator to review issues.