Training Centre - Contingency Plan

# **Aim of the plan**

This plan has been designed to ensure the Active Lancashire Training Centre (operated and owned by Active Lancashire Ltd) manages business risk and it is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

# **Objectives of the plan**

To provide a flexible response so that Active Lancashire Limited can:

* Respond to a disruptive incident (incident management)
* Maintain delivery of critical activities/services during an incident (business continuity)
* Return to ‘business as usual’ (resumption and recovery)

# **Business Continuity**

Due to the outbreak of COVID-19 (and any future Coronaviruses), significant disruption to the provision of education, training and mobility opportunities for learners, teachers and educators across the Country has seen national measures developed.

Online tools – like many digital tools (online and offline) – can serve different educational purposes:

* + **connecting educators and learners with each other** when in separate locations
  + **accessing information and environments** not generally available in every home or institution
  + **supporting continued professional development** of educators in a flexible way

To help ensure continuity in education and training activities, there is a wide range of online learning materials made available online and Active Lancashire Limited continues to develop and expand its online learning offer of available courses to ensure the continuity of our training courses and to build resilience into the service in the event of any further future disruptions.

**Contingency Planning – Management and Reporting**

This Contingency plan will be managed by the Training Centre Manager (Beth Kay e: bkay@activelancashire.org.uk) who will report to and escalate any identified risks and/ or incidents to the Director of Operations (Carol Ross e: [cross@activelancashire.org.uk](mailto:cross@activelancashire.org.uk)). This team will then agree the control and recovery measures that are to be implemented as quickly as possible to ensure the training centre returns to “business as usual” in order to minimise disruption of the Training Centre services.

Any incidents and high priority risks, will also be reported on a quarterly basis in the Operations Report which is shared at the Active Lancashire Board meeting on a quarterly basis.

**Risk Management**

The following table identifies the risks that would impact the business continuity of the training centre. Risks have been categorised into 4 main areas: -

* Leadership
* Strategy
* People
* Partnerships and Resources

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| **LEADERSHIP** | | | | |
| **RCON** | **Risk title** | **Cause** | **Control Measure** | **Recovery** |
| RC1.1a | Failure to maintain organisation name and contact details | Inaccurate details held within VIEWS | Information Governance Officer to do monthly check in VIEWS for data integrity. |  |
| RC1.1b | Failure to maintain legal status | Lack or inefficient legal documents provided or updated | Head of Centre and Director of Operations working with Director of Finance and Director of Business to maintain legal documents |  |
| RC1.1c | Failure to maintain Governance arrangements | Lack of or inaccurate organisational chart | Head of Centre and Director of Operations working with Director of Finance and Director of Business to maintain governance documents |  |
| RC1.1d | Failure to maintain credibility | Lack of or inefficient EQA reports | Lead IQA, Head of Centre and Customer Liaison Officer to review evidence, reports and feedback from learners and businesses |  |
| RC1.1e | Failure to demonstrate ongoing organisational integrity | Lack of core values or code of conduct | Head of Centre and Director of Operations working with Director of Business to maintain governance documents |  |
| RC1.2a | Failure to maintain Senior Officer details | Lack of or incorrect senior officer details provided | Head of Centre to maintain details |  |
| RC1.2b | Failure to ensure Senior Officers maintain ongoing integrity | Failure to declare senior officer integrity | Lead IQA and Head of Centre - internal Assessment processes and regular feedback |  |

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| **STRATEGY** | | | | |
| **RCON** | **Risk title** | **Cause** | **Control Measure** | **Recovery** |
| RC2.1a | Failure to maintain current strategic plans | Lack of or failure to maintain strategic direction | Head of Centre and Director of Operations working with Director of Business to maintain strategic documents |  |
| RC2.1b | Failure to maintain current and compliant policies | Lack of or failure to maintain required policies | Head of Centre and Director of Operations working with Director of Business to maintain compliant policies and the development of new policies (as and when required) |  |
| RC2.1c | Failure to maintain a contingency plan | Lack of a contingency plan | Head of Centre and Director of Operations working with Director of Business to maintain the contingency plan |  |

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| **PEOPLE** | | | | |
| **RCON** | **Risk title** | **Cause** | **Control Measure** | **Recovery** |
| RC3.1a | Failure to maintain a team of appropriate size and competence | Insufficient or lack of workforce that meet the relevant criteria | Lead IQA, Head of Centre ensuring workforce appropriately inducted and trained to meet demand |  |
| RC3.1b | Failure to induct workforce into centre policies and practices | Lack of induction processes in place | Lead IQA, Head of centre ensuring induction procedures and policy implemented and met |  |
| RC3.1c | Failure to monitor workforce CPD | Insufficient or lack of processes to monitor workforce CPD | Lead IQA conducting annual workforce appraisals and observations for delivery workforce (Tutors, Assessors and IQAs) to identify CPD needs and agreed plan in place for each member of the team |  |

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| **PARTNERSHIPS AND RESOURCES** | | | | |
| **RCON** | **Risk title** | **Cause** | **Control Measure** | **Recovery** |
| RC4.1a | Failure to maintain legal agreements with partners, suppliers  or subcontracted services | Lack of legal agreements | Head of Centre and Director of Operations working with Director of Business to maintain legal agreements |  |
| RC4.1b | Failure to ensure facilities and equipment are safe and accessible in accordance with Health and  Safety at Work Act 1974 and the Equality Act 2010 | Inefficient processes in place to ensure safe and accessible facilities and equipment | Regular reviews of risk assessments conducted by IQAs  Policy review annually with Director of Business |  |
| RC4.1c | Failure to maintain a fit for purpose, safe and secure IT portfolio | Insufficient or lack of safe and secure IT portfolio | Head of Centre and Customer Liaison Officer to Regular review of VIEWS Database system and updating of requirements |  |

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| RC4.1d | Failure to engage in full with the  VIEWS System (VIEWS) | | Insufficient engagement with the  Views System (VIEWS) | | Lead IQA, Head of Centre and Customer Liaison Officer to monitor learner information inputted onto VIEWS system |  | |
| RC4.1e | Failure to maintain financial stability in  accordance with the Financial Reporting Council and new funding agreements | | Insufficient or lack of finances and budgeting | | Head of Centre and Director of Operations working with Director of Finance to regularly review financial stability |  | |
| RC4.1f | Failure to make payments for compliance interventions and reconciliation fees | | Lack of payments relating to compliance interventions and reconciliation fees | | Head of Centre to work with Director of Finance to maintain compliance in meeting payment for interventions and reconciliation fees |  | |
| RC5.1a | Failure to maintain compliance with the product delivery conditions in the  effective and efficient delivery of each qualification | | Ineffective delivery of each qualification | | Lead IQA and Head of Centre to comply with policies and procedures for delivery of each qualification in line with Quality Assurance strategy |  | |
| RC6.1a | Failure to conduct continuous monitoring  of learner’s progress or taking action to  drive results | | Ineffective or lack of processes in place to monitor the learners progress | | Lead IQA working with Head of Centre to follow Quality Assurance strategy and sampling plans |  | |
| RC6.1b | Failure to conduct continuous monitoring of workforce performance via observations, internal quality assurance and standardisation activities | | Ineffective or lack of processes in place to monitor workforce performance  Lack of IQA and standardisation activities | | Lead IQA and Head of Centre to follow IQA strategy and sampling plan and planned standardisation meetings to ensure processes are followed |  | |
| RC6.1c | Failure to record workforce CPD | | Ineffective or lack of processes in place to record workforce CPD | | Lead IQA to conduct workforce appraisals and track CPD needs and CPD attended |  | |
| **Name:** | |  | | **Role:** | | |  |
| **Signature:** | |  | | **Date:** | | |  |