



**CAPTIVA**  
LEARNING

# BUSINESS CONTINUITY PLAN

Captiva Learning Limited

July 2019

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## Introduction

Captiva learning Limited (Captiva) has an obligation to staff and customers to continue to provide services in a safe environment in the event of an emergency. An emergency is any event that causes, or has the potential to cause injury, loss of life, damage to physical or digital property, or significant business disruption.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

The Directors of Captiva are ultimately responsible for all business continuity planning, systems and training. They are also responsible for approving any updates, changes or revision to business continuity policy. However, all employees share responsibility for the successful deployment of the business continuity plan in the case of an emergency event.

The purpose of this plan is to ensure continuity of provision of apprenticeship delivery in the event of an emergency or disaster.

The scope of the policy includes all activities related to the planning, administration and delivery of products and services to clients, visitors, participants, learners and apprentices. The scope also includes the day to day activities of all employees, staff and associates.

Potential issues include:

- An emergency or disaster at the premises of an apprentice's employer.
- An emergency or disaster at any of Captiva's office premises.
- An apprentice's employer going into administration, receivership or otherwise ceasing trading.
- An employer deciding to cease hosting apprentices, or to terminate an apprentice's contract.
- Captiva entering administration, receivership or otherwise being no longer able to deliver apprenticeship training or manage apprenticeships.
- Captiva's awarding body recognition or ESFA registration being removed, so that Captiva is no longer permitted to deliver apprenticeship training or manage apprenticeships.

## Insurance

In the event of a disaster or emergency, Captiva is insured against business interruption. This is provided by Trainsure. Aviva is the insurer. In the case of business being interrupted as the result of a disaster or emergency, the insurer should be contacted as per below:

### **Trainsure**

Telephone: 01274 206500

**All claims should be reported promptly to Chris Smurthwaite at Trainsure**, with the exception of the following, which should be reported directly to **Aviva** insurers on the numbers below:

### **Claim Type: Property** (Emergency Out Of Office Hours only)

Insurer: Aviva

Telephone: 0345 030 7074

Please quote policy number: 25231916CHC/212

### **Claim Type: Cyber**

Insurer: Aviva

Telephone number: (Incident Response Service) 0800 051 4473

Please quote policy number: 25231916CHC/212

## Alternative Communication Channels

In the event that a disaster, emergency or other incident prevents our usual office communication channels working effectively we will initialise the following arrangements:

- Staff will be directed to work from home and notified by a call to their mobile from their line manager. A cascade process, which is documented and held on SharePoint and kept up to date by the HR Manager, will be initiated.

- All learners will receive an email confirming the alternative contact details to use, typically a mobile phone number, and an indication as to when further updates can be expected.
- All employers will receive an email explaining the situation, providing the mobile number of the relevant tutor, and an indication as to when further updates can be expected.
- An alternative corporate email address will be used if for any reason corporate email accounts are unavailable. This email is: [captivalearninglimited@gmail.com](mailto:captivalearninglimited@gmail.com).
- During any period of disruption daily updates will be emailed out to all staff, employers and apprentices with likely timescales for restoration of normal services.
- The same alternative contact details will also be used to report any absence of apprentices by the employer during the period of corporate email being unavailable.

## Alternative Modes of Transport

In the event that severe weather or other disruption such as flooding negatively impacts on individual staff member's usual mode of transport for commuting to the office they will be advised to work from home until the issues are resolved.

All staff are provided with a mobile phone and laptop to ensure that mobile working is an available option should it become necessary.

Where apprentices are concerned about their ability to use their usual mode of transport for commuting to their place of work, they should contact their employer. In the event that they are unable to contact their employer as a result of an emergency or disaster they should contact Captiva's Safeguarding Lead.

## Alternative Site of Operations

Captiva's data is stored electronically in the cloud, meaning staff have the flexibility to operate from anywhere. All staff use laptop and mobile devices rather than desktops. In the event of a major event Captiva staff will be directed to work from home until an alternative site is identified.

In the event that staff are sent home, they should remain available during normal working hours to assist with necessary tasks and wherever possible continue to carry out their normal duties.

Should an emergency or disaster impact on Captiva's classroom-based delivery at one of our training venues, the administrative and operational teams will quickly book alternative venues from a list of identified options. Residential courses are delivered at hotels meaning alternative venues can be sourced quickly, and learners can be transferred to other premises.

Captiva also has arrangements in place with partner organisations, ensuring their premises can be utilised in the event of a major incident if required. If this arrangement is utilised, staff will be made aware and provided with the address and contact details of the premises.

## System and Data Recovery

All data is stored electronically in the cloud and is backed up daily to third party servers in various locations to minimise the likelihood of data loss. In the event of an emergency, the cloud data can still be accessed from alternative and remote locations.

In the event of an emergency or disaster affecting IT systems, Captiva's IT supplier, Utilize PLC, will provide support to recover all data and support staff to restore business critical systems. Utilize PLC should be contacted immediately via the details below:

### **Utilize PLC**

Registered in England under Company No. 3405211

London Office:

15 Bishopsgate  
London  
EC2N 3AR

Telephone: 020 7167 4889

## Emergency Contact and Responsibilities

In the event of an emergency, disaster or other incident then the following reporting mechanism will be implemented:

1. In the first instance any major incident should be reported to the Executive Director, Apprenticeships (on 07947 673 369 or [matthew.smith@nationaleducation.college](mailto:matthew.smith@nationaleducation.college)) who will liaise with the Executive Leadership Team to ensure they are kept informed as the situation develops.
2. The Executive Leadership Team will act as an Incident Management Team.

3. The Executive Director, Apprenticeships will contact all staff effected either by email where possible or by mobile if the IT systems have been affected as per the cascade process (as set out on Page 3.
4. The Education and Skills Funding Agency (ESFA) must be informed about the incident and planned remedial action or potential impact on apprentices using the contact details below:

### **ESFA Operations Service Centre**

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

Telephone: 0370 267 001

Further emergency contacts are listed below, and should be contacted as appropriate:

<b>Information Commissioner's Office</b>	<a href="http://ico.org.uk">ico.org.uk</a>
<b>Health and Safety Executive (HSE)</b>	<a href="http://hse.gov.uk">hse.gov.uk</a>
<b>Police, Ambulance, Fire Service, Mountain Rescue</b>	Emergency 999 Non-emergency 101

## **Review and Monitoring**

The Business Continuity Plan will be reviewed annually by the Operations Group to ensure that it remains fit for purpose and reflects the outcomes of any incidents that have occurred over the year. Once a year the Directors may decide to run a Business Continuity Drill, to practice the response to one or more of the emergency or disaster scenarios; this will be reported to the Apprenticeships Governance Board.