



# The GTA Continuity and Sustainability Plan Policy

This policy applies to all members of GTA (including Staff, Learners, Volunteers, Parents/Carers and Visitors) who access the GTA

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## Contents Page

Policy Introduction.....	Page 3
Policy Purpose.....	Page 3
Scope.....	Page 3
Objectives.....	Page 3
Alternative Communication Channels.....	Page 3
Alternative Modes of Transport.....	Page 4
Alternatives Site of Operations.....	Page 4
Back-up of Business-critical Systems and Data Restore.....	Page 4
Support for Apprentices in a National Lockdown or Similar (restricted access to premises).....	Page 4
What do we expect from learners?.....	Page 5
Ongoing access to apprentices for learning resources and portfolios.....	Page 5
How the GTA support apprentices if we can no longer deliver training.....	Page 6
Summary.....	Page 6
Emergency Channels of Communication.....	Page 7
Policy Review.....	Page 7

## **Policy Introduction**

The Doncaster, Rotherham & District Motor Trades GTA Ltd (GTA) is committed to providing high-quality education and services to all its learners, customers, and employers as per the GTA company customer charter. The GTA aims to mitigate scenarios or events which could cause disruption to training and education.

Employers, apprentices, and customers are all important stakeholders in enabling the GTA to provide high-quality training and assessment services for apprenticeship training.

The GTA also holds a Cyder Essentials Accreditation.

## **Policy Purpose**

The GTA is committed to providing high-quality training and assessment services for apprenticeship training, with this in mind the GTA aims to provide a measured and proactive response to events which could cause disruption to training and education.

## **Scope**

This policy applies to all GTA operations.

The GTA has 9 operational workshops in Doncaster with 35 classrooms over 6 separate buildings owned by the Company and another centre in Sheffield (leased) it is unlikely that the Company could not re-organise and provide a contracted service.

The Company also carries sufficient cash reserves to avoid any cash flow problems.

## **Objectives**

The main aim of the policy is to ensure that training continues even if circumstances occur which could cause a delay, inconsistency, or a stop to training and education.

- Departments work alongside the Learning and Development team to develop a coordinated approach to planning training and education, maximising the use of available resources.
- Staff develop the knowledge and skills to respond effectively and quickly to any areas of concern which may affect training and education.
- Provide a plan for all known scenarios which could disrupt training and education

## **Alternative Communication Channels**

The ability to communicate with our apprentices and employers is one of the GTA's most important activities. Communication involves the exchange of information between a sender and a receiver. Although the telephone is the most likely form of communication, the GTA has a number of other forms of communication should one fail, such as:

- Facebook Messenger
- Email
- WhatsApp
- Instagram
- Twitter
- Marketing staff mobile

In the unlikely event that a fire may occur or similar at the training centre or substantial damage has occurred to our server, the approved Learner Management System PICS would be able to provide remote access via the server-based cloud system that PELLCOMP provide as part of their management of data arrangement.

## **Alternative Modes of Transport**

The GTA uses multiple modes of transport to ensure that learners can attend the training centre. Learners usually attend the GTA by using 1 of 3 modes of transport, public bus service, own private vehicle & GTA free minibus service, for learners who live further afield the GTA employs a DBS-checked taxi company for picking-up and dropping-off learners in a safe and secure location. If apprentices must attend an alternative training Centre or location, they would either be financially reimbursed or transported by the GTA free of charge.

## **Alternatives Site of Operations**

The GTA has 9 operational workshops in Doncaster with 35 classrooms over 6 separate buildings owned by the Company and another centre in Sheffield (leased) it is unlikely that the Company could not re-organise and provide a contracted service.

## **Back-up of Business-critical Systems and Data Restore**

The GTA currently has two dedicated file servers for the essential backup of business-critical systems. The GTA file server holds the training materials, functional skills training and assessment information for the courses delivered by the GTA, including apprenticeships. All information contained on the servers can be accessed either remotely (offsite) or on the GTA network. The server is responsible for backing up and restoring files, folders, databases, and hard drives on a network to prevent the loss of data in the event of a hard drive failure, user error, disaster, or accident.

The GTA has remote access to our Learner Management System (LMS) via PELLCOMP; this ensures that all apprentice critical data is safe and secure. Our LMS management system is accredited to ISO 27001 and holds Cyber Essentials Plus certification; they also have full Disaster Recovery policies in place, including daily backups stored in separate, secure data centres. For learners and apprentices who have access to an electronic portfolio, the associated awarding body has sufficient protection systems in place to avoid the loss of data.

## **Support for Apprentices in a National Lockdown or Similar (restricted access to premises)**

During a national lockdown, learners may find themselves having to self-isolate and unable to attend the GTA training centre. As it is important to continue your learning the GTA can deliver training to you during your isolation, this is normally called a virtual learning environment. The online training and assessment will consist of but limited to the following:

- Online theoretical and interactive sessions via Zoom
- Online assignments, presentations and learning material will be made available via a Moodle account
- One to One teaching session with tutors
- Online Quizzes and assessments
- Hard copies of information and learning can also be posted

Please note that some teaching sessions are recorded so that they can be watched later date should the time or date be inconvenient.

The GTA will make contact reference to any sessions scheduled by either Facebook, Email, Text message or WhatsApp. Sessions are scheduled every week. Your tutor will normally contact you with the link to join the Zoom session, which is our current chosen format for live training. Timetables will also be published on social media as well as any changes to the learning delivery.

To gain access to the GTAs Zoom sessions, you will need to download Zoom onto a compatible device/s, the app is free and will work on most smartphones, Laptops, Tablets or Desktop computers with an internet connection.

Practical assessments will be completed in your workplace, so if your employer provides a safe COVID secure environment for GTA staff to enter.

### **What do we expect from learners?**

It is very important that your learning continues when face-to-face training cannot take place; the GTA would like you to embrace its varied training model whether it is face-to-face, remote (Moodle) or live online learning.

Online sessions will require the same etiquette as you would normally in your classroom this means:

- Please let us know if you are not going to make the session and the reason why
- Arrive on time, ideally 5 minutes before the start time for your session and attend throughout
- Please answer any communication from the GTA or your Tutor, any engagement with you as the apprentice could be reported to your employer.
- Let us know if you have changed your email address, phone number or accommodation address.

### **Ongoing access to apprentices for learning resources and portfolios**

The GTA will facilitate the delivery of training to its apprentices during times of absence for reasons such as but not limited to:

- Self-Isolation
- Absence due to attending work to cover for staff due to COVID-19 issues
- Local or National Lockdown restrictions
- Other illness or reason which means you can attend the Training Centre/s

The training away from the Training Centre/s will continue to be focussed on your current apprenticeship level and topics to help continue your learning. Naturally, online sessions will be restricted to the delivery of theory and instructional training videos in the workshop.

The GTA will manually deliver all the apprentice's training portfolios, so they are able to continue with their remote learning. The GTA can provide you with the equipment needed to attend the online sessions, so if you can prove that you require these additional services, some of these services/equipment could include:

#### **Equipment**

- Laptop
- Tablet

#### **Services**

- Posting coursework out
- Collecting and delivering written work to/from your place of work
- Taxi service for travelling into the Training Centre/s

There may be rare instances where some apprentices may need more specialist equipment, in these instances the requirements of each person could vary considerably. Therefore, each situation will be assessed on an individual basis and appropriate equipment will be provided.

The GTA is committed to providing learning to every learner, the tutors at the GTA will contact learners who require extra support on a one-to-one basis to decide about continuing training.

## How the GTA support apprentices if we can no longer deliver training

The GTA would immediately contact the EFSA and inform them of the current circumstances. Then all employers and apprentices would be contacted. Support apprentices by giving useful numbers of appropriate next steps. We may be able to direct apprentices to other training providers.

### Summary

Occurrence or Event	Key Function	Narrative & Action
Severe Weather, floods	Impact	Difficulty getting staff to the workplace. Interrupted provision. Possible Training Centre closures.
	Action	Redeployment of staff, resources, and buildings. Liaise with customers if service cannot be provided in a particular location or building and move to an alternative building or centre. Collect and deliver young people who need to be relocated to alternative training centres.
Illness in the community (including staff illness)	Impact	Staff shortage / possible need to redeploy staff to critical functions leading to reduced or interrupted services.
	Action	Prioritise services & merge where possible. Redeployment of staff, resources, and buildings. Liaise with customers if service cannot be provided in a particular location or building and move to an alternative building or centre. Collect and deliver young people who need to be relocated to alternative training centres.
Staff absence, shortage	Impact	Staff shortage / Possible need to redeploy staff to critical functions leading to reduced or interrupted services.
	Action	Prioritise services & merge where possible. Redeploy staff to cover classes. Liaise with customers if service cannot be provided in a particular location or building and move to an alternative building or centre. Collect and deliver young people who need to be relocated to alternative training centres. Contact ESFA and inform them if unable to deliver training.
Failure of IT, Telecommunications, Utilities (electricity, gas, water)	Impact	Interruption to service
	Action	IT - alternative learning methods. Utilities – Communicate with utility suppliers. Teaching methods have changed to a paper-based system. Hand tools for workshop use. Alter the teaching program to suit i.e. Speaking and listening sessions instead of online assessments. Liaise with customers if service cannot be provided in a particular location or building and move to an alternative building or centre. Collect and deliver young people who need to be relocated to alternative training centres. Redeploy staff accordingly. LMS-activate contractor disaster recovery plan for critical management data
Building Accommodation not Available	Impact	Closure of Centre(s) leading to interruption of service
	Action	Contact all stakeholders to inform them. Transfer to other GTA site accommodation, GTA to provide free minibus service using fleet vehicle Liaise with customers if service cannot be provided in a particular location or building and move to an alternative building or centre.

		Collect and deliver young people who need to be relocated to alternative training centres. Redeploy staff accordingly.
<b>Fuel Disruption</b>	<b>Impact</b>	Staff unable to get to the centre by car. Learners/apprentices are unable to get to the centre by car.
	<b>Action</b>	Encourage the use of public transport, cycling or walking, GTA to provide free minibus service using a fleet vehicle Liaise with customers if service cannot be provided in the learner's normal training centre and advise them to go to the nearest training centre. Redeploy staff accordingly.
<b>Major Emergency</b>	<b>Impact</b>	Depending on the nature of the emergency
	<b>Action</b>	Liaise with customers if service cannot be provided in a particular location or building and move to an alternative building or centre. Collect and deliver young people who need to be relocated to alternative training centres. Redeploy staff accordingly.
<b>National Lockdown (restricted access to premises)</b>	<b>Impact</b>	Lockdown resulting in training no longer being delivered at the Training Centre
	<b>Action for staff</b>	In the event of a national lockdown and/or restrictions the Chief Executive will advise staff of the next course of action via a full staff meeting either in person or via Zoom
	<b>Action for Learners</b>	A full assessment of the type, level and expected length of the restrictions should be made, all training services are to switch to online training via Zoom and Microsoft Teams with immediate effect.
<b>Media Interest</b>	<b>Impact</b>	Possible detriment to the reputation of provider, service, and customer.
	<b>Action</b>	Liaise with customers, press and all stakeholders to confirm GTA's position and agree on how to respond.

## Emergency Channels of Communication

- Emergency services – 999/111/101
- Apprentices – the first attempt will be via email, then they can be called individually
- Employers - the first attempt will be via email, then they can be called individually
- Doncaster council crisis out-of-hours number - 01302 341628
- Sheffield council crisis number - 01142734567
- The ESFA - 08000 150 600
- Our public liability insurers – Train sure 01274 206 500/ [mail@trainsure.com](mailto:mail@trainsure.com)
- Building insurers – Train sure 01274 206 500/ [mail@trainsure.com](mailto:mail@trainsure.com)
- Appropriate awarding bodies (e.g. IMI, Skills First, City and Guilds)
- Systems providers - Pellcomp 01603 492620/ [support@pellcomp.co.uk](mailto:support@pellcomp.co.uk)

## Policy Review

This policy will be reviewed no more than 12 months from the policy issue date. This may be sooner if there is a significant change or event identified. The GTA takes into consideration, learner and employers' needs, sector, industry, and organisational requirements.