**1 Purpose and Scope**

1.1 In the event that JC TRAINING & CONSULTANCY has, for whatever reason, become unable to continue the delivery of qualification/s – the continuity of learning and minimum disruption to learners will be of paramount importance. In this unfortunate event, JC TRAINING & CONSULTANCY will work with all those involved with the delivery to implement the Delivery Contingency Plan. The process of transferring any learner that geographically can be taken by the funding partner, in respect of locality and ability of the partner to deliver, will be carried out.

1.2 JC TRAINING & CONSULTANCY will also use its best endeavours to re-locate current learners in comparable and local provision in cases where the learner, because of locality or learning aim, are unable to transfer to the funding Partner so that to help ensure that the learners are not disadvantaged and are safeguarded.

1.3 There will be different appropriate actions carried out for each learner dependant on what stage they are at in the learner journey:

* After enrolment but before first learning contact – all learner/s details will be passed to the selected party that will continue with the learner.
* On programme – all details of observations, assessments and visits both written and electronic will be passed to the selected party that will continue with the learner.
* On completion – all completed learner portfolios with IV and EV details if appropriate will be passed to the selected party that will continue with the learner.
* On certification – all completed detail will be passed to the funding partner.

1.4 If a learner has paid a course fee to JC TRAINING & CONSULTANCY, there could be, where possible or appropriate, an expectation that it could be reimbursed pro-rata. JC TRAINING & CONSULTANCY will co-operate fully with any partner/s to cause minimal disruption to learners and fully assist with the implementation of the contingency plan proposed.

**2. Policy**

2.1 JC TRAINING & CONSULTANCY recognises the need for a comprehensive Disaster Recovery Policy to deal with the immediate consequences and aftermath of a major emergency situation.

2.2 The Disaster Recovery Policy (DRP) concentrates on dealing with major emergencies involving physical damage to the premises, incidents that threaten the health and safety of staff or learners, the operational structure and/or reputation of JC TRAINING & CONSULTANCY and incidents which require special measures to restore operations too normal. The aims of the Policy are to:

* *Protect staff, learners and others*
* *Secure JC TRAINING & CONSULTANCY premises and facilities*
* *Maintain JC TRAINING & CONSULTANCY ’s reputation*
* *Protect JC TRAINING & CONSULTANCY ’s core business activities and allow them to resume as soon as possible.*

2.3 The Policy makes provision for the establishment of a Disaster Management Team (DMT) of prenominated individuals who will be responsible for the immediate handling of any incident and for co-ordination of responses to it. Their first objective will be to establish the extent of the incident and to ensure correct information is provided to all relevant parties. The DMT will subsequently establish immediate response strategies and tactics, deploy appropriate resources and initiate Disaster Recovery Processes (DRP).

2.4 When activated, the DMT will meet at the Office which will form the focus for JC TRAINING & CONSULTANCY ’s immediate response to the incident. The Policy is reviewed annually and suitable amendments made. All pre-nominated members of the DMT will hold a copy of the Plan.

**3. The Disaster Management Team (DMT)**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Areas of Responsibility | Contact Number |
| Jennifer Crook | Director | Management, Finance, Compliance, Quality | 07540285652 |
| Hollie Lacey | Governance | Operations, Staff Welfare, Learner Welfare, Funding, Contract Management | 07548176344 |
| Tim Collins | Head of Delivery & Curriculum | Quality | 07929903169 |
| Nicola Shorthose | Financial Operations Manager | Operations | 07793226191 |
| Ashleigh Wassall | Business Operations Manager | Operations | 07747360356 |

3.1 The Disaster Management Team is composed all members of the SMT plus any others co-opted for their specialist knowledge and input. The DMT is required to pursue the aims of the Policy which are to:

* *Protect staff, learners and others*
* *Secure JC TRAINING & CONSULTANCY ’s buildings and facilities*
* *Maintain JC TRAINING & CONSULTANCY ’s reputation*
* *Protect JC TRAINING & CONSULTANCY ’s core business activities and allow them to resume as soon as possible.*

3.2 Team Objectives:

* Determine the scope and impact of the incident
* Develop strategy to deal with the immediate effects of the incident
* Prioritise immediate actions. Prevent further damage/harm
* Allocate individual and/or group responsibilities for implementing action
* Deploy resources and equipment
* Communicate information, advice and instructions
* Monitor and re-evaluate conditions.

3.3 But to also: -

* Respond quickly and calmly as the incident develops
* To be familiar with the DRP and any updates
* To give priority to the recovery programme and assign essential normal duties to other staff during critical recovery stages.

3.4 Team Instruction

In the event of being called from home bring the following:

* Your copy of the Plan, with any amendments
* Your copy of any separate relevant emergency protocols
* Your mobile telephone.

3.5 The SMT will be pre-authorised to make immediate charges on a Disaster Management Account (limit TBC at the next board meeting).

**4. Definition of “Disaster”**

4.1 For the purposes of this Policy a “disaster” is an incident which, because of its scale or impact, is beyond the scope of resolution by normal mechanism or decision making authority within acceptable time scales.

4.2 An assessment of a reported incident will be made by the DMT at the time but the following can be used as a general guide for defining levels of incident: -

4.3 Level 1

A relatively minor or local incident causing no serious physical threat to personnel or property.

May result in a limited disruption of services, involve no legal ramifications and pose no threat to the reputation of JC TRAINING & CONSULTANCY.

**DRP/DMT activated? NO.**

4.4 Level 2

Situations or incidents which pose a potential threat to personnel or property and/or can cause disruption to the operation of JC TRAINING & CONSULTANCY. May threaten the reputation or status of the premises or have potential legal ramifications. May involve the isolation and/or evacuation of part of a building and assistance from the external Emergency Services.

**DRP/DMT activated: POSSIBLY?**

4.5 Level 3

Major incidents which (if not already) have the potential to escalate quickly into disasters. Will significantly affect JC TRAINING & CONSULTANCY ’s community, and/or the reputation or status of the premises. May compromise the functioning of any JC TRAINING & CONSULTANCY premises causing disruption to JC TRAINING & CONSULTANCY ’s overall operation. Major efforts required from JC TRAINING & CONSULTANCY ’s own support teams as well as from the external Emergency Services.

**DRP/DMT activated: YES**

**5. Procedures**

5.1 JC TRAINING & CONSULTANCY ’s response to and recovery from a disaster is achieved by the DMT working to the above checklists.

\*The DMT shall meet as regularly as necessary for status reporting, debriefing etc. and not less than every 24 hours during the first 5 days following Call-Out. Meetings will take place in the nominated

5.2 Disaster HQ (Ransomhall, NG21 0HJ at 7.30 a.m. - unless otherwise instructed).

5.3 Alternative HQ and site of Operations: Mansfield Business Centre, Ashfield Avenue, Mansfield.

5.4 Any Team Member receiving notification of a potential disaster is required to implement the Team Call-Out procedure.

5.5 In the event of public or media interest, (see also section 4 of this plan) all JC TRAINING & CONSULTANCY staff must always refer enquiries to HR and avoid comment of their own. Where communication is essential (rarely the case) restrict comment to:

* *Confirmation of the obvious;*
* *Cause and effect are under investigation;*
* *Implementation of JC TRAINING & CONSULTANCY disaster policy is in progress;*
* *A detailed statement will be provided by hr as soon as possible.*

5.6 Communication with Staff/learners – Lines of communication with staff and students are based on a combination of messages on the website, email and telephone. Staff should refer to task management system (Trello) all updates which can be accessed online or on mobile handsets. In the event of a serious incident the DMT (Director or Operations Director) are the ONLY persons nominated to liaise with the external bodies, client and learners. On no account shall any other member of staff contact the media or other external bodies without authorisation from either the Director or Operations Director.

5.7 The Operations Director will be responsible for the format and content of all internal communications to learners and staff concerning the incident and its aftermath. Members of staff deputed to give out information should be well briefed, with a written statement provided to them by the Operations Director available for reference. A meeting of all staff should be arranged if possible on the same day to give information on the incident. Learner’s should then be briefed if appropriate. Questions should be answered as straightforwardly as possible. Only the facts should be presented, without speculation on the causes or consequences of the incident; in particular no blame should be attributed. If questions arise to which there are as yet no answers, this should be acknowledged honestly. Regular news bulletins should be issued, including up-to-date information on the location and contact numbers of all displaced staff and alternative teaching accommodation.

5.8 Continuation of Business - In the event of a serious crisis or short-term closure many members of staff may be asked to work from home, however the Disaster Management Team (DMT) will be in operation and members of this team will be asked to attend HQ. All members of staff should continue to monitor messages on the website, organisational task management boards (Trello) and email.

5.9 Transport -Alternative transport will be provided to learners if the disaster affects learner access to planned training. If learners have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and will plan to make payments to learners.

5.10 Monitoring & Review - The Operational manager is responsible, with advice from the other members of the SMT, for monitoring developments throughout the year that may impinge on the effectiveness of the Plan. The Policy will be reviewed annually by the SMT as part of JC TRAINING & CONSULTANCY risk management.

5.11 Systems and Data Backup **-** JC Training and Consultancy’s systems and back up is conducted weekly/monthly in line with detailed processes. Online access is available for every system including files, portfolios, communication systems and task management systems for all staff and access is coordinated as part of operation requirements. In the event that the DRP is implemented staff will be advised of access available and appropriate. Systems back up and data is kept on a separate surver which will then be accessed when required.

5.12 Emergency Contacts

|  |  |  |  |
| --- | --- | --- | --- |
| **Named person** | **Address (if applicable)** | **Contact** | **Area** |
| Hollie Lacey | N/A | 07548176344 / [hollie@jctrainingandconsultancy.co.uk](mailto:hollie@jctrainingandconsultancy.co.uk) | Communications, Operations,  Funding absence of CTQ (critical to quality) |
| Jennifer Crook | N/A | 07540285652 [/jenny.crook@jctrainingandconsultancy.co.uk](mailto:/jenny.crook@jctrainingandconsultancy.co.uk) | Management, Finance, Compliance, Quality |
| ESFA | Ministerial and Public Communications Division  Department for Education  Piccadilly Gate  Store Street  Manchester  M1 2WD | 0370 2670001 | Funding |
| Samaritans | National | 116 123 / jo@samaritans.org | Counselling services |
| Police | National | 101 for non-immediate situations / 999 for immediate situations | Safety, Criminal |
| HSE | https://www.hse.gov.uk/ | 0345 300 9923 for serious or fatal accident | Health and Safety |