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1.0 Governance and Strategy

Contingency and Business Continuity Plan

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Reviewed by Principal

Version Control Statement

Version	Date	Changes	Reason	Author	Next review
1	15/08/2022	New Policy	N/A	Principal	Aug 2023
2	April 2024	Update on Premises		Principal	Apr 2025

External Reference Points

- OFS Standard Public Interest Governance Principles for all registered providers of Higher Education

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- Contingency and Continuity Plan
- Student Protection Plan
- Risk Assessment document.

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Contingency and Business Continuity Plan

Introduction

EDA College is required to develop plans to manage business continuity in the event of a range of disruptions to services.

This plan should be read in conjunction with the College's other evacuation plans and emergency procedures and student protection plans that deal with the immediate response to an emergency.

This plan deals with no-notice disruptions most likely to occur loss of premises (through the fire, flood etc); loss of utilities (electricity, gas, water, fuel); failure of IT and telephone; failure of supply; staff shortage; issues such as pandemic flu.

A serious disruption may occur in the delivery of education and training and manifest as a lack of safety/welfare, financial loss; reputation damage; environmental concerns.

This plan should be reviewed annually or more frequently when required.

Aim of the Contingency and Business Continuity Plan

This plan aims to provide guidance and support to enable EDA College to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The plan is designed to achieve the following strategic objectives:

- To safeguard the safety and welfare of learners, staff and visitors;
- To resume the provision of education and training services at the earliest opportunity and, where possible, secure a continuation of learning;
- To maintain the community and identity of the College;
- To return the College to normality

Serious National Emergencies such as the COVID-19

These emergency plans have been revised to provide guidance to staff and students on the College's plans to ensure that:

- any serious national emergencies affecting the College are contained and managed to avoid becoming widespread

- affected staff and students encouraged to act accordingly to avoid affecting others whilst continuing to access and deliver teaching and learning materials
- vulnerable staff and students including those with pre-existing health conditions are protected, and necessary steps are taken to avoid affecting others
- Government guidance or any review of its position is always observed
- Contingencies for on-site and remote learning to stay in a place where required by Government guidance

General Contingency Plan

Notification

During working hours, a site disruption is likely to become apparent to all staff and learners very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified by the emergency services to the College's Director of Estates.

Planned Implementation

The responsibility for implementing this plan lies with the Principal or, if not available, other designated senior members of Executive Office as set out in the College Security Policy and accompanying College Emergency Plan.

Initial Actions and Emergency Arrangements

Evacuation is dealt with in the EDA College Emergency Plan.

Upon activation of this policy, the College Principal, or member of the Executive Office, will invoke the College Emergency Management Team (CEMT) with responsibilities as listed in page 7 and the EDA Emergency Plan.

The primary objective of the CEMT is to manage the developing situation and minimise harm and danger to:

- Students
- Staff
- Visitors to the college
- Building contents and other assets and
- The College's ability to provide education.

Emergency files will be stored in the Principal's office, college reception and Admin office and the files should contain the following items:

- A copy of this plan
- College's Health and Safety policy
- Office Risk Assessment

- Fire Risk Assessment
- Fire Escape Route Map
- Health and Safety Checklist
- Workstation Assessment
- Any other critical items

Up-to-date contact information for next of kin/parents/carers will be available via any internet-enabled computer on the college's website.

The file should be taken out of the College building by the nearest person, **only if safe to do so!**

The emergency file will be checked termly for accuracy of information by the Health and Safety Lead nominated by the Principal.

Assessment and Containment

As soon as practicable, the CEMT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, and equipment still at the scene
- Staff, vehicles, and equipment located elsewhere.
- Current IT and telephony capability

If the disruption has resulted in the loss of the Balfour Business Centre Campus, the CEMT meeting should be held at Vital Skills Training head office, Ilford, London.

Roles and Responsibilities

Functional roles include, but are not limited to the following (**dependant on resources available, individuals may be called upon to fulfil more than one role**):

Incident Officer: Principal

- Chair Team meetings
- Co-ordination of the response
- Liaise with Local Authority Designated Officer, if required
- Liaise with the Senior Leadership Team
- Allocate resources
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff should be sent home

Staff and Communications Officer: Deputy Principal Academic / Deputy Principal Student Services

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made
- Provide clerical and practical assistance to the Incident Officer
- (Immediate!) Instruct staff not to leave the rendezvous point until told to do so
- Liaison between Emergency Team and staff
- Imparting factual information to staff
- Agree on key information to be given to learners and assessors/trainers

Welfare: Welfare Officer/ Safeguarding Officers

- Ensure all learners, staff and visitors are safe and accounted for
- Marshalling of learners, staff and visitors at the evacuation rendezvous point.
- Arranging for transfer of everyone to a place of safety
- Arrange for warm, dry shelter for everyone in the short term
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.
- Co-ordinate the sending home of learners and immediate care of those whose next of kin cannot be readily notified

Premises: Director of Estates

- Turn off gas, electricity etc, if this can be done safely
- Salvage critical documents/equipment if this can be done safely. The nominated person should have a list of critical items
- Signs and notices for doors/boundaries
- Liaison with neighbours (other businesses in the building)
- Identification/transfer to alternative premises

Continuity and Recovery: Principal

- Arrange for opening up of alternative premises
- Co-ordinate fitting out with furniture and equipment
- Liaise with college insurance companies
- Liaise with any other stakeholders as necessary

Data Recovery: IT Manager

- Organise the retrieval and restoration of data from backup tapes/systems

Planning and Risk Management Sub-Committee

- The planning and Risk Management sub-Committee will ensure that all information relating to the incident has been captured for purposes of the review of the procedure about the risk. The Committee will make a report to the Executive Office.

Potential Disruptions

Loss of Premises

- CEMT to liaise with the Birmingham Council

Loss of Utilities/ICT:

- For gas outages and any other disruptions with the Water/Sewerage at the campus, office Admin staff / CEMT will liaise with the Building reception staff on the ground floor.
- For Electricity contact the provider 'Opus Energy' on the following details;
Phone: 0843 227 2377
Fax: 0845 223 5445
Email: contactus@opusenergy.com
- For Telephones and IT Equipment, the IT Manager will monitor the disruption to the services and contact relevant service providers accordingly.

Virtual Teaching:

- If there is a serious disruption to education, work can still be submitted by learners and accessed by assessors/trainers via the College Teams, VLE and website. This would be overseen by the Head of Quality, who can nominate the Digital Learning Manager.

Loss of Communication

Telephone:

- Telephone lines and equipment have support contracts with specialist service providers and they need to be contacted in case of any malfunction.
- In the event of a total loss of telecommunication, staff mobile phones can be used until the phone system is repaired /replaced.

Computers/Network Infrastructure:

- In the event of replacement computers being required the College will contact main suppliers and assess which contractor can replace equipment at the quickest/cheapest rate.

Server Infrastructure:

- There is currently 1 server on site. The servers are maintained internally.
- Internet access is provided through Virgin Fibre. In the event of a total loss, Virgin will be contacted to support the EDA College in restoring service.

Loss of Data

The server at the College site holds all data this is backed up to a remote server.

- At the first level, every night @11pm, the server does a backup internally.
- At the second level backup is done after every 48 hours.
- At the third level backup is done after every 72 hours.
- Same protocol is followed for an offsite data backup retention.

In the event of a total loss, it will be necessary to restore data from the last backup

Staff Shortage

The most likely scenarios involving a significant loss of staff are:

- Outbreak of disease (e.g., influenza pandemic)
- Fuel Shortage
- Industrial action

In all of these events, there is likely to be a period of notice, in which arrangements will be made to mitigate the effects.

Recovery

Long-term recovery may be affected by decisions made during the assessment/containment phase, so recovery issues should be taken into account by the CEMT from the outset. Dependent on the nature of the incident, recovery may take months to achieve (for instance if moving to new premises is required after a fire, or if injuries or deaths occur) and will include ways of keeping the college community together during any period of dispersion or commemorating the event on anniversaries.

Closure of Business

In the unlikely event of EDA College closing down, the partnership/ collaboration contracts in place with other surrounding colleges will be triggered. These contracts ensure that all our students are transferred to other appropriate/suitable courses with other local colleges, on time, so our students are not left stranded and can still complete their studies with the least possible disruption.

The new College undertakes to directly manage and deliver the remainder of the agreed provision already being delivered. Any course provision planned but not yet started will be cancelled and the project closed.