



Developing the Future

Business Continuity Plan

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The UK's new gold standard for tech education, continually developed by industry-led peers to better discover, develop and supply tech's new talent to ambitious, socially conscious companies.



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The purpose and scope of this policy

This policy articulates how The Coders Guild will continue to provide pre-determined and agreed levels of Learner provision following an unexpected incident that may create either short or long term disruption to the business or services.

This document determines what The Coders Guild constitutes as a major crisis, disaster or event which has the potential to suspend planned Learner provision in the short or long term and details the strategic plans in place to mitigate these in order to carry out its obligations to its stakeholders.

This policy includes all activities related to the planning, administration and delivery of services to clients, employers, Learners, staff and stakeholders. It takes into consideration the relation and roles of third party venues and client office locations where physical training occurs as well as online resources utilised to deliver training. The Coders Guild works closely with third parties and clients sharing business continuity policies to minimise further risk; increasing shared knowledge, transparency and resilience.

Risk and Mitigation

The impact of any serious disruption may manifest itself and impact delivery of education, safety and welfare as a result of:

1. Pandemic Response
2. Unplanned IT and telecom outages
3. Cyber attack
4. Data breach
5. Adverse weather
6. Interruption to utility supply
7. Fire
8. Security incident
9. Health & Safety incident
10. Act of terrorism
11. New laws or regulations

Core Business Risks: The Coders Guild

The Coders Guild have taken into consideration a wider range of risks potentially associated with business continuity and training provision. Attempts have been made to categorise these main risks below.

This table is for illustrative purposes and is by no means conclusive. These risks will be reconsidered and renewed as new risks emerge and annually as a minimum:

<p>Environmental / Natural</p>	<ul style="list-style-type: none"> • Fire • Flood • Explosion • Adverse Weather Conditions • Pandemic • Notifiable Disease
<p>Threatening Behaviour</p>	<ul style="list-style-type: none"> • Terrorism • Vandalism • Burglary • Theft • Sabotage • Data Breach / Hacking • Loss of confidential information/ data protection issue/loss of IT/MIS • Extortion • Serious Assault • Sexual Assault / Harassment • Armed or dangerous intruder • Bomb threat • Civil Unrest
<p>Operational</p>	<ul style="list-style-type: none"> • Loss or absence of key staff • Loss of large numbers of Learners • Substantial changes in the economy • Changes in funding arrangements • Changes in legislation • Loss of expertise / Talent • Loss of Equipment • Loss of Reputation • Restrictions / loss of funding • Equipment failure

Impact response to core current risks

The Coders Guild delivers training, ordinarily, through a blended approach. This provides a level of flexibility to ensure the relevant training continues to be delivered in any eventuality. The methods of training can include classroom training, online training, directed and supervised learning activities, webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments.

By utilising a variety of routes to engage with learners, we are not reliant upon a single mode of study or a single place of study. In reflection of this, please see below a table with attempts to clarify what we consider to be key business risks and our attempts at mitigating them:

Premises

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Buildings become unavailable to train Learners (Long Term/ Permanent)	Pandemic, Fire, explosion, bombing, flooding etc.	MED	<p>Procedures in the event of closure of a classroom training building for more than 3 planned sessions:</p> <ul style="list-style-type: none"> All staff, Learners and employers will be given as much notice of cancellation as possible. The Lead Trainer will confirm which groups of Learners will be affected by the closure and communicate this to the Director. The Director will liaise with Training Associates, Employers and Operational staff to plan alternative delivery either in person or online. The Lead Trainer will communicate plans with Learners. The Lead Trainer will maintain regular contact with Learners, at least once a week, to ensure they are fully supported throughout any disruptions. The Director will keep in contact with Employers to ensure they are kept updated on their Learners progress and progress of resuming classroom training The Director will identify and book alternative classroom venues for training. The Lead Trainer will rebook training associates on alternative date, where appropriate The Lead Trainer will notify the Learners and employers of key date changes In cases of extreme disaster where there is potential for permanent closure of the premises the Director will identify and rent another premises within 2 months following the disaster. Instructional Packs will be created to cover any instance of prolonged closure in advance of any potential disruptions. Trainers will prepare hardcopy and electronic instructional packs that Learners

			<p>may use at home and in their workplace to continue their learning to prevent any breaks in learning.</p> <ul style="list-style-type: none"> • In cases of permanent closure and suspension of training. Remote learning would be immediately implemented to avoid break in learning
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POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Building temporarily unavailable to train Learners in (Short Term)	Pandemic, Flooding, Fire, bomb scare, loss of utilities, equipment damage or failure, burglary, theft, notifiable disease, dangerous intruder, civil unrest etc.	HIGH	<p>Procedures in the event of closure of a classroom training building for between 1 and 3 planned sessions:</p> <ul style="list-style-type: none"> • All staff, Learners and employers will be given as much notice of cancellation as possible. • Remote learning would be immediately implemented to avoid break in learning • The Lead Trainer will confirm which groups of Learners will be affected by the closure and communicate this to the Director. • The Director will liaise with training associates, employers and operational staff to plan alternative delivery either in person or online. • The Lead Trainer will communicate plans with Learners. • The Lead Trainer will maintain regular contact with Learners, at least once a week, to ensure Learners are fully supported throughout any disruptions • The Director will keep in contact with employers to ensure they are kept updated on their Learners progress and progress of resuming classroom training • The Director will identify and book alternative classroom venues for training. • The Lead Trainer will rebook training associates on alternative date, where appropriate • The Lead Trainer will notify the Learners and employers of key date changes

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Emergency closure /	Pandemic, Flooding, Fire, bomb	LOW	<p>Procedures in the event of an emergency during training sessions, the following actions will be taken:</p>

<p>evacuation during a training session</p>	<p>scare, loss of utilities, equipment damage or failure, burglary, theft, notifiable disease, dangerous intruder etc.</p>		<ul style="list-style-type: none"> • The evacuation plan and all evacuation routes will be made clear to all staff and Learners at the start of each session • Should an evacuation occur, all staff and Learners will be evacuated in a calm and efficient manner to the dedicated assembly point as per the site's Health and Safety Policy, which will be communicated to each associate trainer in advance. • A head count will be carried out to ensure all staff and Learners have left the building safely. • The Training Lead will decide whether or not it is appropriate to send staff home. • Learners will be kept informed of the situation and guided on what to do. In cases of short term closure, an alternative training date will be arranged and communicated with the Learners as detailed above.
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POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
<p>Emergency closure / of the building immediately prior to a scheduled training session</p>	<p>Flooding, Fire, bomb scare, loss of utilities, equipment damage or failure, burglary, theft, notifiable disease, dangerous intruder etc.</p>	<p>MED</p>	<p>Procedures in the event of an emergency closure immediately prior to a scheduled training sessions:</p> <ul style="list-style-type: none"> • All staff, Learners and employers will be given as much notice of cancellation as possible. • The Training Lead can access the contact details of all staff and Learners remotely and will contact the relevant Learners, training associates and employers by phone or email from their home devices. • In cases where emergency closure occurs the night before a training session, staff will be able to notify the Learners of the session cancellation no later than 8:30am the following day. • In cases of short-term closures, alternative dates for training will be arranged as per the policy above and will be arranged and communicated by the Training Lead.

Equipment damage and data loss:

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Equipment damage / failure or theft	Flooding, fire, burglary, explosion, vandalism, sabotage, theft etc	LOW	<p>Procedures in the event of any equipment damage, failure or theft:</p> <ul style="list-style-type: none"> • All equipment owned by The Coders Guild is fully insured by the policies detailed below • Should any damage occur to our equipment, be it either accidentally or on purpose, new devices would be immediately replaced to omit any risk of disruption to services. • Should the equipment be damaged on purpose The Director will record and report all incidents to the police • All training venues will have adequate insurance to cover any equipment they own or lease and verification of this will be sought before training commences at their premises. • All personal information is securely stored in relation to our data protection policies to minimise any potential personal information being accessed by stolen equipment (See Data Protection Policy).

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Data Breach / Hacking Loss of confidential information/ data protection issue/loss of IT/MIS	Hacking, Sabotage, Data theft etc	LOW	<p>Procedures in the event of a cyber attack or potential data loss:</p> <ul style="list-style-type: none"> • The Coders Guild takes data protection very seriously and has password protection and anti-virus encryption software on all devices to mitigate the risk of data loss, viruses or hacking. <i>Please refer to Data Protection Policy for more details.</i> • The Coders Guild uses web-based systems for all organisational collaboration and storing of relevant programme data.

			<ul style="list-style-type: none"> • Access to data is always password protected using strong, unique passwords in line with our data and security policies. • Wherever possible 2 Factor authentication is enabled and required. • Wherever possible data is encrypted. • All data is backed up on a daily basis Cloud based platforms to mitigate any risk of permanent data loss • The Coders Guild has a reserve of IT equipment with appropriate software installed which Learners can use to make notes, work on their portfolio and carry out online tests in case computers go down on a long term basis to prevent any breaks in learning.
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Operational Risks

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Loss or absence of key staff	Illness, Pandemic, Notifiable Disease, unplanned absence, loss Talent	LOW	<p>Procedures in the event of loss or absence of key staff:</p> <ul style="list-style-type: none"> • If a training associate was ill or had an unplanned absence at short or immediate notice we would seek to find a replacement trainer from our verified portfolio to replace them to minimise the risk of delaying the training provision. • If this was not possible the training would be rearranged within two weeks of the cancelled date as per the procedure above <i>Building temporarily unavailable to train Learners in (Short Term)</i>.

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Extortion Serious Assault Sexual Assault / Harassment / extremist behaviour	Recruitment issues, threatening behaviour, terrorism, Armed or dangerous intruder	LOW	<p>Procedures in the event of an attack on Learners or staff while working with The Coders Guild:</p> <ul style="list-style-type: none"> • All staff will be sourced as reputable specialists from industry and will be fully referenced and verified in line with our safer recruitment policy to ensure the safety of our Learners in their care. • Every member of staff will be Enhanced DBS checked and will have completed training in Safeguarding and Prevent Duty to be able to identify signs of abuse or extremism and understand how to

			<p>record and report these incidents in line with guidelines.</p> <ul style="list-style-type: none"> The Director will have responsibility for investigating and actioning all claims of abuse immediately in line with Safeguarding and Prevent Duty Policies and will be responsible for reporting criminal activity to the relevant authorities.
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POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Poor Quality Delivery, loss of reputation / loss of talent	Recruitment issues, Loss of talent.	LOW	<p>Procedures in the event of suspected poor quality delivery of training and / Loss of Talent and / or the loss of reputation:</p> <ul style="list-style-type: none"> A pool of training associates will be sourced as reputable specialists from industry and will be fully referenced and verified in line with our safer recruitment policy. Feedback on all training sessions will be requested after each session and analysed by the Training Lead, reporting the consensus to the Director on a regular basis, unless there is an issue in which case any issues would be reported immediately. In the event of sub-standard training feedback actions such as supporting or replacing the trainer would be sought by the Director. In the event of loss of talent, the Director would seek to find out why training associates wanted to leave the organisation and attempt to arrange suitable cover if an arrangement which suited both parties could not be sought. Recruitment for a permanent replacement would then begin. The Director should seek to ensure training associates are content and provide appropriate levels of service to Learners by discussing progress and performance on a quarterly basis. Should the Director be informed of any potential loss of reputation from actions of any member of staff, training associate or Learner he should immediately seek to find the source of the issue and or the complainant and take appropriate actions to resolve any issues immediately and appropriately in line with company policies.

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Loss of Learner Income	Changes in Funding Allocation, Legislation or Shifts in Economic stability	LOW	<p>Procedures in the event of loss of Learner income:</p> <ul style="list-style-type: none"> • The Coders Guild is working to further diversify its business strategies so that it is not reliant on income from ESFA. Funding applications with other providers and discussions with private organisations on funding arrangements are continually underway to enable The Coders Guild to spread its financial risk. • Any potential changes to the economy, legislation or ESFA funding will likely take some time to emerge if at all. Therefore The Coders Guild does not consider there to be any immediate risks that will impact on our ability to train Learners or retain training associates or staff in the immediate future. • The Director has the responsibility for liaising with ESFA, funding partners, private companies and local and national partners to monitor any changes in the funding structures and continually seek alternative funding routes in line with the business strategy. • In the unlikely event of The Coders Guild having to cease delivery, we would work with local partners to support learners onto programmes with alternative providers, who could continue to offer support with minimal disruption to learning.

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Loss of large number of Learners	Changes in Legislation, Shifts in Economic stability, Recruitment issues, operational issues.	LOW	<p>Procedures in the event of loss of large numbers of Learners:</p> <ul style="list-style-type: none"> • The Coders Guild works hard to ensure every Learner's journey is an enjoyable experience and a successful one. • Should loss of reputation or any other organisational issue result in the loss of any Learner the Director will seek to understand why and rectify any operational issues that were associated with this loss.

			<ul style="list-style-type: none"> • Our operations staff are continually working with potential Learners to seek dedicated individuals and placing them with organisations that best fit their needs and personalities to minimise the instance of dissatisfaction with their employers • The Training Lead will regularly liaise with all Learners and employers to deal with any potential issues and when they arise to mitigate them escalating resulting in the loss of a Learner / Learners.
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Risks to communication channels and transport links

POTENTIAL ISSUE	POTENTIAL REASON	RISK LEVEL	STRATEGIC IMPACT RESPONSE
Disruption in Communication Channels and / or transport links	Server issues, equipment issues, flooding, weather, civil unrest	LOW	<p>Procedures in the event of disruption in communication channels or transport links:</p> <ul style="list-style-type: none"> • The Coders Guild uses a variety of web-based systems for all organisational collaboration and storing of relevant programme data which is password protected and encrypted. These are automatically backed up instantly and are rarely affected by failures in services. • All staff have portable computers and devices, and all Learners contact details are securely accessible online via our online systems and through e-portfolio systems, which is also backed up by our supplier OneFile. • A variety of technologies can be used to facilitate one-on-one, or trainer-and-class interaction or lesson delivery between Learners and trainers/assessors. These include: telephone, email, web conferencing and messaging (Zoom/Slack), social media, and online online document sharing (Google Drive). • The Coders Guild uses a professional and secure email service provider (Google Workspace) to send, receive, and track messages. In the event this service provider is not operating, any staff can use other online tools that offer quick distribution of multimedia content to a mass audience • Social Media will be utilised as a vehicle to send announcements about lessons, staff absences, and other information related to continuity of learning. Social media can be useful during both short- and long-term closures, particularly because they are easy to access on different devices, including mobile phones, tablets, and computers.

- Any group or individual training sessions can be covered by having the Learners log in to the session from work or home computers or Telephone and Video Calling would take place. These can hold group and individual discussions, or teach lessons, with Learners in a secure and private setting. Spare equipment is available for those who do not have these.
- If transport links were severely affected and absolutely no means of communication was available then training would be rearranged as per the above strategies *Building temporarily unavailable to train Learners in (Short Term)*.
- Instructional Packs In advance of a prolonged closure, training associates will prepare hardcopy and electronic instructional packs that Learners may use at home and in their workplace to continue their learning. Instructional packs may include worksheets; calendars or schedules of work to be completed; directions for homework, projects, or written assignments; excerpts from textbooks or other reading materials; and sample assessments. Instructional packs are generic packs that can be used at any point that promote Learner learning according to level and subject-specific standards, or Unit-specific packs that are based on the planned curriculum and integrate with the Learners' current learning at their workplace or off the job training. These documents can then be shared with Learners through email and the eportfolio systems.

Emergency Contacts for Critical Incidents

Name	Role	Organisation	Emergency Contact Number	Address
Crispin Read	Director	The Coders Guild	07951015020	Avenue HQ 10-12 East Parade LEEDS LS1 2BH
Jamey Hollingshead	Business and Delivery Lead	The Coders Guild	07947556585	Avenue HQ 10-12 East Parade LEEDS LS1 2BH
Katheryn Connell	Venue host	Leeds ODI: Training Venue	07895 845749	Leeds ODI 3rd Floor, Munro House, Duke St, Leeds LS9 8AG

Sam Hopkins	Venue host	Duke Studios: Training Venue	0113 245 9487	Duke Studios 3 Sheaf St, Leeds LS10 1HD
ESFA Central Contact		ESFA	0370 000 2288 Enquiries.ESFA@education.gov.uk	Cheylesmore House, 5 Quinton Rd, Coventry CV1 2WT
Kelly Hindle	ESFA Manager	Post 16 Regions and FE Provider Oversight - Skills Group	07443 292340	

Contact details

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We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 29th June 2023

Signed: Crispin Read



Date: 29th June 2023