

Consalia Limited

Our plan for Continuity of Business

Version number	Date of issue	Reason for update
V1.0		
V1.1	January 2021	All workshop content now translated for zoom supported by Directed Learning

Consalia : Continuity of Business Plan

Our apprenticeship training is delivered through a blended approach and this provides a level of flexibility and options to ensure the relevant training is delivered to our apprentices. The methods of training include: face to face delivery, virtual, directed and supervised learning activities. webinars, online-coaching, telephone coaching, set reading and feedback, work-based learning assignments and work-based assessments.

Consalia's Continuity of Business Plan ensures that there are minimal and ideally no disruptions to the provision of training for our apprenticeships and all of our programmes and have set up the following provision to ensure this:

Continuity of Training

Training at the face-to-face workshops are delivered by two trainers which allows for contingency if there is a traffic issue or incident which prevents a trainer reaching the training venue.

1. We have trained trainers who are able to step-in at short notice. This was required for one of our workshops when the lead trainer was unable to attend the workshop.
2. Where necessary, and when a workshop is impacted by poor weather, we are able to run additional training interventions virtually. This has occurred when there was heavy snow during in February 2018 and we chose to send the apprentices home early for their safety and well-being. We followed up with additional virtual webinars and peer learning sessions to complete the training.
3. We have multiple training venue options available including partner venues, third-party venues and employer locations.
4. Our workshops can also be delivered virtually. All our workshop content has been converted for delivery on zoom, supported by directed learning activities.

Communication channels

1. Through our training systems and available communication channels we have the following options to communicate with our Consalia colleagues and our apprentices and students: our partner's university moodle platform (VLE), e-mail, by telephone and by designated 'whatsapp' groups. We also have the employer contact details for each employer involved in our programme.
2. We use sharepoint for internal, organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.

System enabled contingencies

3. Daily back-up of our business-critical systems occurs ensuring restoration of data can be achieved easily.
4. We use sharepoint for organisational collaboration and storing of relevant programme data which is also backed up every 24-hours.

Emergency contacts. In case of a significant incident emergency contact details are available on the programme handbook, module pages on the VLE and on our website.