



Consalia Limited

Our plan for Continuity of Business

Version number	Date of issue	Reason for update
v 1.0		
V 1.1	January 2021	All workshop content now translated for zoom supported by Directed Learning
v 2.0	October 2021	Updates to reflect new IT support provider and updated contact numbers
v 2.1	November 2021	Updates
v 2.2	February 2022	Reviewed internally. Small tweaks made.
V 2.3	October 2024	Change of font and updates

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. We have set up the following provision to ensure this is achievable.

Provision for Continuity of Training

1. Training at face-to-face workshops are delivered by two trainers which allows for contingency if there is a traffic issue, illness or incident which prevents a trainer reaching the training venue.
2. We have a bank of 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 at short notice.
3. Where necessary, and when a workshop is impacted by poor weather, we are able to run additional training interventions virtually or alter timings to ensure safe travel for the apprentices.
4. We have multiple training venue options available including partner venues, third-party venues, and employer locations.
5. Our workshops can also be delivered virtually. As part of our planning for the Covid pandemic, all our workshop content was converted for virtual delivery via platforms such as, but not limited to, Zoom and Microsoft Teams.

Communication channels

We have the following channels to communicate with Consalia colleagues and our partners, employers, and apprentices: our partners' platforms (VLE), e-mail, telephone, designated WhatsApp groups, Microsoft Teams and Zoom. We also have the employer contact details for each employer involved in our programme.

System contingencies

1. We are Cyber Essentials Plus. We have an IT support contract with D2NA www.d2na.com who provide back-up of our business-critical systems, ensuring that restoration of data can be achieved easily.
2. We use SharePoint and Microsoft Teams for organisational collaboration and the storing of relevant programme materials which are backed up.
3. Apprentice records are held on the Aptem Apprentice Management System; this includes records of Off the Job Learning

and Portfolios of Evidence, all of which are used for the End Point Assessment. This system is cloud based and backed up on a regular basis, ensuring ongoing access to apprentices' learning resources. The information from here can also be easily downloaded so that apprentices can create their own backup copies should they wish to.

Emergency contacts

In case of a significant incident emergency contact details are available in the programme handbook, module pages on the VLE and on our website here [consalia-emergency-contacts-v1.pdf](#)

Contingencies in the case of being unable to deliver training

In the unlikely event of us being unable to deliver training, we would work with Employers and our Further Education partners to identify a suitable ongoing development pathway for any current apprentices.

Signed by



Philip Squire
CEO Consalia Ltd