

# Skills 365

## Business Continuity & Contingency and Adverse Effects Policy

Choose ICT Limited, referred to as Skills 365 within this document has a Disaster Recovery plan in place that helps to minimise the disruption caused by disasters and security failures to an acceptable level, through a combination of preventative and recovery controls, which help to manage the risk in these areas.

As part of Skills 365 internal controls, Skills 365 regularly reviews potential risks, likelihood of occurrence along with the consequences of disaster, security failure and loss of service and will continue to analyse these on a regular basis.

Skills 365 continuity management includes controls to identify and reduce risks, limit the consequences of damaging incidents, and ensure the timely resumption of essential operations.

To ensure business continuity Skills 365 have in place Incident Management processes, which incorporates procedures to maintain the operation of critical business processes and to ensure that business processes can be restored within required and acceptable time-scales

Skills 365 has a process in place that reviews any incidents that have occurred and uses these to highlight improvements in resilience. When improvements are identified, actions are put in place to address areas that have been highlighted to ensure that Skills 365 continues to improve demonstrating improvements in the resilience of Skills 365 systems through the actions that Skills 365 have taken.

As part of Skills 365 incident management arrangements, Skills 365 have mitigated a number of risks which demonstrate resilience as follows:

- Replacement centres are available in most of Skills 365 delivery locations where Skills 365 would be able to accommodate volumes were an issue to occur at a deliver location/centre. Learners can also be relocated for testing if the contracting authority allow.
- Emergency contact numbers are in place for all centres should any issues arise (including unforeseen staff absence), with multiple key holders in place to provide emergency opening/lock-up of centres as required.
- Skills 365 are able to relocate staff/cover sessions at all locations at short notice, as appropriate and if required.
- Online sessions if broadband connectivity fails can be swapped for mobile phone signal as required to maintain sessions.

If any incident occurs this is reported through the staff member to the Managing Director. The incident will then be assessed and actions will be implemented as required.

Following any incident, the processes would be routinely reviewed and form part of risk register to

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ensure the robustness or otherwise of the current procedures.

Where improvements are required as a result of this review, actions form part of overall improvement plans.

In relation to qualifications offered in the unlikely event qualification status is removed we will endeavour to find you a suitable training provider to continue your training and qualification at no additional cost to the learner.

As part of Skills 365 risk management and controls process, incident management arrangements are reviewed at least annually by the company directors.

## Contingency

In the event of any changes that arise with the delivery, assessment of the qualifications Mark Pitfield (Managing Director) will inform the awarding bodies (NCFE and Ascentis) immediately.

In the unlikely event of awarding body approval being withdrawn Mark Pitfield will notify the learners immediately with contact details of the awarding body and another suitable provider if applicable. All learner files and work will be sent directly to the awarding body and learner.

<b>To be disseminated to:</b> Staff, volunteers, stakeholders, visitors		<b>Version no.</b> 002
<b>Authorised by:</b> Managing Director	<b>Issue Date:</b> August 2023	<b>Review Due:</b> August 2024
<b>Amendments:</b> Adding Contingency statement		