

Continuity Policy

Revision	Date	Comments	Approved By	Review Due
0	31 st March 2023	Initial issue	D Holmes	31 st March 2024
1	15 th September 2023	Apprenticeship Delivery manager in post	C Pape	15 th September 2024
2	22nd October 2025	Revision by Head of Technical College	C Oliff	22nd October 2026

1.0 Policy Statement

KLM UK Engineering understand the need to develop plans to manage continuity in the event of a range of disruptions to services. This plan deals with no-notice disruptions most likely to occur in the Technical College, for example:

- Loss of premises (through fire, flood etc)
- Loss of utilities (electricity, gas, water)
- Failure of IT and telephone
- Staff shortage issues such as pandemic 'flu or inclement weather.

The impact of any serious disruption may manifest itself in terms of delivery of education; safety/welfare; financial consequences; reputation damage or environmental consequences. This plan should be reviewed annually. All staff are required to read and understand the contents of this plan and to ensure that they remain aware of its contents to act and respond accordingly.

This policy should be read alongside the KLM UK Engineering Technical College Risk Register.

2.0 Policy purpose and aims

The aim of this plan is to provide guidance and support to enable the leaders at the Technical 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 students, staff and visitors
- To resume provision of education services at the earliest opportunity and, where possible, secure continuation of learning
- To maintain the reputation and identity of KLM UK Engineering and return provision to normality.

3.0 Notification process

During working hours, a disruption will become apparent to all staff and learners very quickly via alarm activation and word-of-mouth. Outside working hours, KLM UK Engineering Head of Technical College is the main point of contact to be notified of a disruption to services and to disseminate this information to all college staff. Norse, the landlords of the building will communicate any disruption that they are aware of to the College Operations Manager, who will pass it on to the Head of Technical College to disseminate.

4.0 Plan implementation

The responsibility for implementing this plan lies with the Head of Technical College or, if not available, the College Operations Manager.

5.0 Initial actions

Upon activation of this plan, the Technical College Management Team (Claire Oliff, Head of Technical College, Paul Stone, College Operations Manager, or Chris Pape, Apprenticeship Delivery Manager), will notify the Technical College Team to put into practice the actions as set out in Section 7.

The primary objective, upon activation of this plan, is to manage any developing situation and minimise disruption, harm and danger to:

- Students
- Staff
- Visitors to the provider
- Building, contents and other assets
- The provider's ability to provide education

Up-to-date contact information for staff and next of kin will be available through Equator HR Software and information relating to learners and employers will be available via any internet enabled computer.

6.0 Assessment of need

As soon as practicable, the Technical College Management Team (TCMT) will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Current IT and telephony capability If the disruption has resulted in the loss of the IAAN site, the TCMT meeting should be held via Microsoft Teams

7.0 Tools to support the continuity of learning

In the event of disruption, we will use a blended approach to apprenticeship training to ensure it continues to be delivered. The methods of training include:

- **Instructional Packs:** in the event of a prolonged closure, instructors can prepare hard copy instructional packs that apprentices may use at home to continue their learning. These may include worksheets; calendars or schedules of work to be completed; projects or written assignments; excerpts from textbooks or other reading materials; and sample assessments. ***Practical training will not be replicated in the event of disruption – a separate plan will be made to recover these hours.***
- **Lessons, tutorials and reviews:** A variety of technologies (telephone, email, Teams, and VLE (Virtual Learning Environment) can be used to facilitate one on-one, or teacher-and-class interaction

- **Email:** We will use Outlook to send, receive, and track messages and meetings in the event of disruption
- **Social media and website:** Where appropriate, we will use this to send announcements about disruptions to the continuity of learning. Our website will also be used to make announcements.

Note: If online delivery is sought in the event of an ongoing or prolonged emergency, the UKCAA/EASA will need to be informed. Currently, online delivery is not permitted for approved course hours.

7.1 Safeguarding

In the event of prolonged disruption to learning (over a week), the Technical College office team will carry out welfare checks on students via phone calls or Teams meetings. Students who are deemed vulnerable through definition of their safeguarding status (for example, students being tracked via the Safeguarding and Welfare Log, those with SEN or other needs) will receive additional checks.

8.0 Action plans for specific disruptions

For actions to be taken outside of loss of premises/utilities, contact methods, severe weather or a pandemic, see link in appendix 1.

8.1 Loss of premises

Premises may be lost for a variety of reasons, either with notice or with no notice. The following may be causes of loss of premises. This list is not exhaustive:

- Fire
- Flood
- Earthquake
- Gas Leak
- Terrorist Activity

If premises are lost or require evacuation during working hours, the following will take place and the most senior member of the management team present will be responsible for coordination:

- Notification of the Leadership Team, TCMT, office-based staff and students
- Safe evacuation of all staff, students and visitors to the meeting point
- Contact with emergency services as required
- Notification of the DfE via the Relationship Manager
- Arrange for any staff or visitors on the premises to be transferred to a place of safety if required
- Secure space at base maintenance as alternative premises for delivery to take place
- Co-ordinate with insurance companies via the relevant departments within the company

If premises are lost or made uninhabitable outside of working hours the following will take place, and the most senior member of the management team present will be responsible for coordination:

- Contact with emergency services as required
- Notification of the Leadership Team, TCMT, office-based staff and students
- Notification of the DfE via the Relationship Manager
- Inform all staff that the premises are unavailable
- Liaise with Leadership Team to secure space at base maintenance
- Co-ordinate with insurance companies via the relevant departments within the company

If online learning is required, and is approved by the regulator, staff will check that students have the correct equipment for learning. All apprentices are issued with iPads upon their enrolment, and any online learning solutions sourced will seek to utilise this existing equipment. Recovery of resources is possible due to online storage via SharePoint.

8.2 Loss of utilities (electricity, gas, or water)

Utilities may be lost due to planned or unplanned outages.

Electricity or gas – planned

Any planned electricity outage will be reviewed prior to the outage to determine if the impact to the business will be more than 2 hours. If there is a planned electricity outage that is due to last less than 2 hours:

- Staff and students who need to be present in the building will be able to attend as normal
- Office staff will be advised of the plan and working from home will be an option for them for the duration of the outage

If there is a planned electricity outage that is due to last more than 2 hours:

- Staff and students will be advised that the premises are unavailable for working. Space at base maintenance will be utilised
- Office staff will work from home unless needed to support students

Water – Planned

Any planned water outage will be reviewed prior to the outage to determine if the impact to the business will be more than 2 hours.

If there is a planned water outage that is due to last less than 2 hours, staff that need to be present in the building will be advised that it is available as normal.

If there is a planned water outage that is due to last more than 2 hours, staff will be advised to work from home due to lack of toilet facilities and running water.

- Staff and students will be advised that the premises are unavailable for working. Space at base maintenance will be utilised
- Office staff will work from home unless needed to support students

All Services – Unplanned

In the event of an unplanned utilities outage:

- The utility company will be contacted
- The estimated duration of the outage will be established – this will guide further action
- Any staff member working from the premises will follow the advice set out in ‘planned outages’ regarding working from home or remaining on the premises

8.3 Failure of internet and telephone

In the event of an outage impacting phone lines / internet:

- The supplier will be contacted to determine the expected duration of the outage
- IT will be contacted to have office telephones diverted to mobiles
- For outages of less than 2 hours staff that need to remain at the premises will be able to do so
- For outages of more than 2 hours office staff will revert to home working
- An assessment will be made, based on what is being taught, as to whether this will impact lessons. A plan will be made once this is established, along the guidelines set out in the 'planned' outage sections of this policy
- All cloud-based records will be inaccessible during an internet outage, so manual records will be kept to updated when services resume

8.4 Staff shortages due to inclement weather or pandemic such as flu or Covid 19

If staff are unable to access the premises due inclement weather:

- Staff and students will be advised not to attend the premises
- Space at base maintenance will be utilised for lessons
- Office staff will work from home unless needed to support students

In addition to the above, if staff are unable to work due to a pandemic such as flu or Covid-19:

- Normal sickness reporting procedures will apply
- IT will be advised to divert the office phones to staff members who are well enough to work

In the event of UK wide lockdowns or local restrictions that render travel, and face to face visits/learning in contravention of government guidance, a full remote working procedure will take effect.

9.0 Contact details

Individual Requiring Contact	Contact Name/Details
Emergency Services	999
Head of Technical College (KLMUKE)	Claire Oliff: 07572 423770
Health and Safety Manager (KLMUKE)	Claire Dustan: 07881 513040
Building Manager (Norse)	Julie Bridge: 07733 306011
Health and Safety Executive (Council)	03453009923
Designated Safeguarding Lead (DSL - KLMUKE)	Chris Pape: 07717 814423
Department for Education	0370 000 2288

LOSS OF UTILITIES/INTERNET/TELEPHONE:

Service	Service Provider	Contact Details
Electricity	Total gas and power LTD	08002761014
Gas	Total gas and power LTD	08002761014
Water	Anglian Water	+443457 919 155
Telephone	British Telecom	08081002440
Internet	British Telecom	08081002440

STAFF SHORTAGES:

Individual Requiring Contact	Contact Details
Claire Oliff	07572423770 Claire.oliff@klmuk.com

10.0 Recovery

Long-term recovery may be affected by decisions made during the assessment phase, so recovery issues will be considered by the Leadership Team and Technical College Management Team from the outset.

KLM UK Engineering Technical College premises are leased, and in the immediate term, if the offices are not habitable, alternative accommodation at base maintenance will be provided if available.

All apprentice files and data are stored on Microsoft SharePoint and are therefore recoverable. Equator and LMS are also used to store employee details.

If an event causes long term disruption occurs, KLM UK Engineering Technical College will work with Norse and the wider company to ensure recovery is swift and effective.

Appendix 1: Other situations requiring recovery mitigation

[Risk Assessment 2025 - 2026](#)

