

NCA Business Continuity Plan

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NCA Business Continuity Plan

1. Definition of Business Continuity Management

Business Continuity Management is defined as a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interest of its key stakeholders, reputation and value creating activities.

These impacts or 'crisis' include:

- The Coronavirus (COVID 19) Pandemic
- Building or site incidents: for example, flood, fire, terrorist attack on buildings affecting access to or from buildings and sites
- Infrastructure incidents: for example, loss of computer / telephony systems, loss of power
- Staff / Operational incidents: for example, loss of key staff, loss of critical documents
- Widespread environmental factors: for example, flu pandemic, fuel shortages

Nishkam Civic Association (NCA) business continuity plan consists of one plan to cover different operations, based at our headquarters Nishkam Centre, 6 Soho Road, Birmingham B21 9BH. The primary objective of the Business Continuity Plan is to show how NCA would respond to identified risks and continue to manage its operations under adverse circumstances.

2. Chain of Command

Overall responsibility for business continuity in the organisation is held by Ajit Singh Director of NCA and in his absence Jasvinder Kaur Operations Manager.

3. Crisis Management Group

If a major disaster occurs, then NCA Crisis Management Group will be mobilised. The membership of this group will be all managers. All communication with the media must be via the Director and Operations Manager.

4. Documentation and location

Name of document	Location
Business Continuity Plan	Teams 'Nishkam Centre' folder
Crisis Management Group	Staff Notice Board
Key Stakeholders Contacts	Reception
Staff Contact Details	Main Office
Organisational Chart	Main Office Notice Board

5. Review of Business Continuity Plan (Re: COVID 19 Pandemic)

This is to update you on the steps the NCA is taking with regards to the current Coronavirus (COVID-19) outbreak and the possible outbreak of a third wave.

We will continue to monitor the frequent updates from the UK government, and we have an established Business Continuity Plan to ensure that there are no disruptions to the service or quality of provision that is being provided to the learners.

Any change from the government directives will be reflected in our actions immediately. Such changes could result in all operational work taking place remotely. We currently have measures in place to ensure that the delivery and assessment systems or indeed any of our support functions are not adversely affected, while minimising the impact on learners and related stakeholders.

We have created a new bespoke Management Information System (MIS) supported by Microsoft teams and I-cloud for learners, assessors, Internal Verifiers, and related stakeholders to access should the government advice offices to close down again or a local lockdown is ordered by the government for Birmingham. All learners and Staff members will be required to use their NCA Training email account to set up online classes in the case of the assessors and for the learners to log on to attend classes. All classes and tutorial sessions will be recorded and available on the Microsoft stream for learners to access. Staff members will use Microsoft teams to upload/download documents relating to assessment, reviews, feedback and so on. All assessments and learner review activities on the Smart Assessor platform would also continue.

Furthermore, staff members will continue to keep in touch with their learners and make them aware that they will continue to assess them and provide supportive materials and resources. Learners should continue to submit work for assessment and feedback. Colleagues should share all submitted learner work and assessment feedback on the shared drive.

A comprehensive review of risk is taken annually by the Management Team. However, due to the COVID 19 pandemic and the fast- changing nature of the business environment, review of risks are done weekly. These revised plans must be submitted to the Management Committee for incorporation within the NCA, Business Continuity Plan.

The different response elements of the plan should be tested.

6. Training

All staff members are made aware of their roles and responsibilities as part of, their induction and supervision. Their responsibilities include awareness of key policies and procedures, including the Business Continuity Plan. Staff must take personal responsibility to ensure they are familiar with the content of the Plan so they know who to contact in case of an incident and how they can contribute to the plan's implementation.

6.1 Apprenticeship training communication

In addition to face-to-face training will offer the following communications as required:

- Via Zoom
- Pre-recorded seminars and workshops
- Webinars and blogs
- 1-2-1 sessions

6.2 Manage transportation needs

- In order for apprentices to attend key training during major transportation disruption within in our catchment area. NCA will endeavour to provide to use of the organisation minibus

6.3 Provide different training location

- To avoid any break in the apprentices training, alternative location if needed will arranged within our catchment area

6.4 Backup Business and Restore system

- One drive is used to back up on a daily business to avoid any key data being lost
- One drive is used to restore data

6.5 Remote access

- Apprentices will have remote access to their learning resources and portfolio 'One drive' access

- This will ensure ongoing access in the event of a significant event that could cause disruption in apprenticeship training where all their files and resources will be resorted

7. Coordinated Responses

The Plan should not be implemented in isolation, but where possible, should be used in conjunction the Business Continuity and Emergency Plans of the host local authority and emergency services in which it operates.

7.1 Risk Assessment and Response

The following table identifies some of the main risks, their likely level of impact on operations and the planned responses to address these risks.

Risk Area	Details	Risk Level	Action / Response
Fire	Caused by carelessness, accident, terrorism, etc.	Low	Rajinder Singh has overall responsibility in respect of health and safety risks In accordance with the Fire Precautions (Places of Work) Regulations 1997, there are Emergency Planning Procedures in place: These are to be found on the intranet on the “Z” drive under policies
Loss of data	Caused by technical fault, human error, or sabotage	Medium	All electronic files are backed up every night and weekly copies kept out of the office Key paper documents are scanned
Cessation of Learner activities if the contract is terminated	Caused by consistently failing to improve any element of performance which is deemed to be unsatisfactory or inadequate, or consistently fail to engage in training or with the quality support systems which are in place. If the contract is terminated due to shortfalls in service.		NCA will comply with the contractual obligations required by our contractors in relation to quality compliance and liaise closely with the contractor. Should the NCA fail to engage in contractual obligations then the NCA will cooperate fully with processes laid down by the contractor. NCA will endeavour to transfer learners to other nearby training

		<p>companies so that continuity of training can take place.</p> <p>NCA will work with the contractor to ensure that the learner’s best interests are protected.</p>
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8. Recording Incidents

Details of major incidents and action taken will be recorded. These notes may be referred to if there is any further investigation and it will also inform future business continuity planning.

9. Our plan if RoATP application is rejected

If our RoATP application is rejected for any reason we will engage fully with ESFA and other funding bodies and agencies to ensure the following:

Lodge an appeal within 10 working days of the decision from ESFA, the Nishkam Senior Management Team will be fully focusing to redress and correct any criteria or conditions that have not been met.

NCA will engage with the ESFA following the issue of a notice of termination to ensure effective exit, protecting the interests of apprentices and employers The Education and Skills Funding Agency plus any other relevant funding agencies will be informed and NCA will work with all our stakeholders on a “smooth” handover of learners to a new provider.

All certificates which have been received by the centre will be issued to learners “quickly”, in a timely manner to limit any disruption in further progression and NCA will provide a platform for learners to access possible career routes.

NCA Director will contact the ESFA sde.servicedesk@education.gov.uk, contact number 0370 267 0001, where NCA will fully cooperate with ESFA and work closely with them to agree arrangements for the transfer of learners to alternative provision,” so they can complete their programmes.

Once our 3-month notice is received we will ensure all contractual and legal obligations for our apprentices and all staff are fully met by following all ESFA guidelines.

NCA is aware we will not be able to take on any new apprentices during this termination period. We agree that ESFA will terminate agreements immediately if there

are no apprentices in learning. If ESFA issue any other termination conditions or suspension of starts, we will fully comply with these

Where ESFA considers that exceptional circumstances exist for NCA providing us with its decision and the reasons for it we will ensure these are fully adhered to and carried in a timely manner.

Reinstatement after removal from RoATP we agree to:

- appear on the RoATP
- sign a new apprenticeship agreement for training providers of levy-funded apprenticeship training if this was terminated, and they have applied to be a main or employer provider
- have the opportunity to operate as a subcontractor as permitted under our apprenticeship funding rules

In order to deliver non-levy provision, we will need to:

- enter into subcontracts with an existing contract holder (where prime providers need to subcontract).
- engage with and use the apprenticeship service following the transition of non-levy employers.

10. Emergency Contacts in the event of a significant event

Name of organisation	Contact name	Number	email/link
ESFA	ESFA Support	0370 267 0001	sde.servicedesk@education.gov.uk
NCFE	Vanessa Osbourn	0738 4469811	vanessaosbourn@ncfe.org.uk
AAT	Danielle Smith	0788126682 6	Danielle.Smith@aat.org.uk
Pearsons	Jason Davies	07799 115172	Jason.Davis@Pearson.com
EPAO	AAT	020 7397 1746	aatquality.assurance@aat.org.uk
IT eConker – IT Support	Bob Singh Takhar	0121 389 5047	bob.takhar@econker.com
Taxlite	Baljit Singh Takhar	0121 515 0002	Baljit.takhar@taxlite.com
Signature Finance	Harbhajan S Bhandal	07900 600758	N/A
Harkirat	Harpal S Kundi	07971 407749	N/A

Emergency Services	WMP Crime Commissioner	0121 626 6060	Contact - West Midlands Police & Crime Commissioner www.westmidlands-pcc.gov.uk
MSS – alternative site	Rajinder S Mankoo	07786 220600	N/A
NCA Board key contacts	Upkar Pardesi (NCA Board Chairman) Shaminder S Rai (V Chairman)	07974 150320 07814 874014	N/A N/A
NCA Director	Ajit Singh		Ajit.singh@ncauk.org
Operations Manager	Jasvinder Kaur	07802 158247	Jasvinder.kaur@ncauk.org
Curriculum/Apprenticeship Lead	Terri-Anne Smith	07904 546544	terri_anne.smith@ncauk.org
Learning & Development	Jasbinder K Thindal	0121 515 4229	learning@ncauk.org
Conference & Events	Annu Yadav	0121 515 4229	Events@ncauk.org
IAG Services	Zainab Bibi	0121 515 4229	Zainab.bibi@ncauk.org
Nishkam Security	Surinder Singh	07432 592594	N/A
Electricity supplier	Opus Energy	0843 227 2377	corporate@opusenergy.com or nicky.clayden_ca@opusenergy.com
Gas supplier	Total Gas & Power	01737 275 587	group.admin@totalgp.com
Water supplier	Water-plus	0141 479 0141	service@water-plus.co.uk
Insurance	Falcon Insurance	07939 553652	pinder@falconinsurance.co.uk

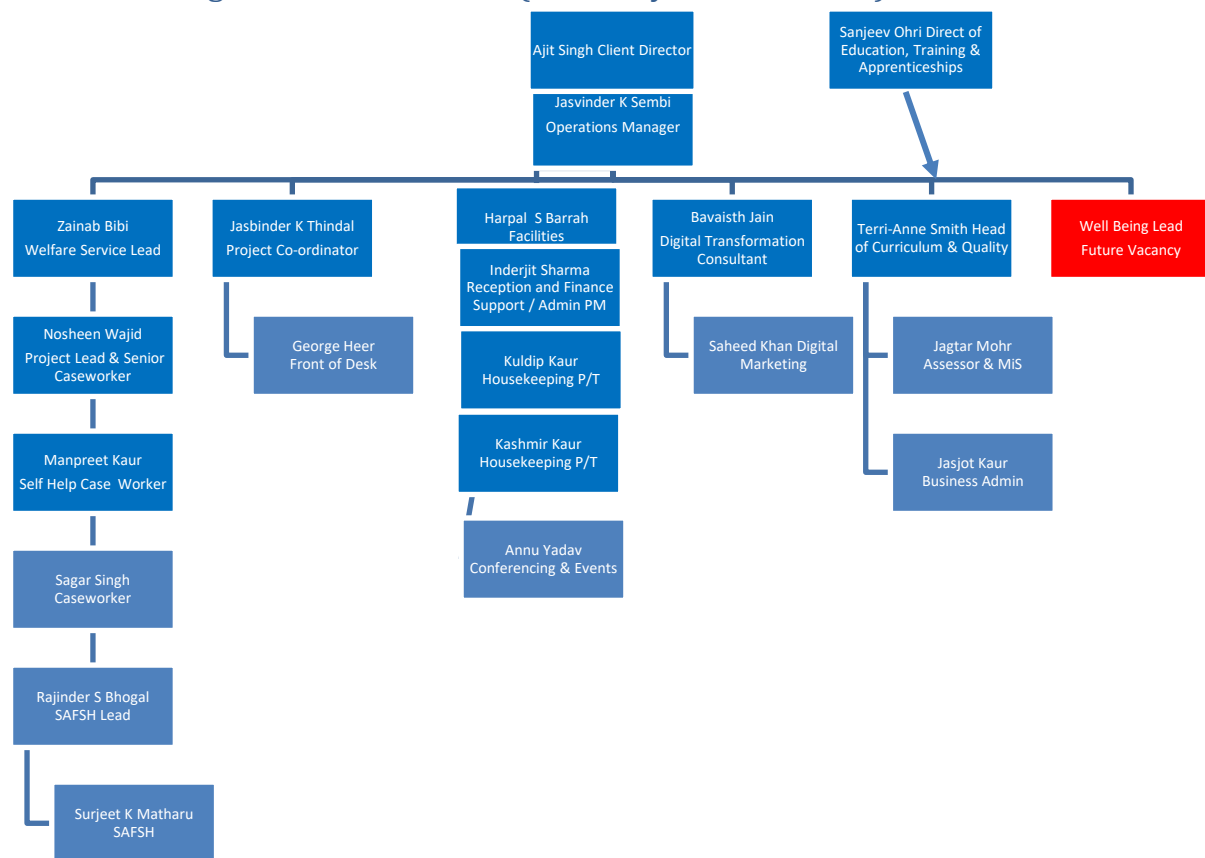
10.1 NCA Main Contacts in case of emergencies

Position	Name	Mobile number
Director	Ajit Singh	0121 515 0003
Operations Manager	Jasvinder Kaur	0121 515 4229

10.2 Crisis Management Group

NCA Director Ajit Singh	Operations Manager Jasvinder Kaur Sembi	Apprenticeship Lead Jagtar Mohr
<ul style="list-style-type: none"> • Email: Ajit.singh@ncauk.org • Tele: 0121 515 0003 • Mobile: 07815 511676 	<ul style="list-style-type: none"> • Email: Jasvinder.kaur@ncauk.org • Tele: 0121 515 4229 • Mobile: 07802 158247 	<ul style="list-style-type: none"> • Email: Jagtar.mohr@ncauk.org • Tele: 0121 515 4229 • Mobile: 07883 889940

10.3 NCA Organisation Structure (currently under review)



11. Handling the Matter

Once we know of your concern, we will look into it to assess initially what action should be taken. This may involve an internal enquiry or a more formal investigation. We will tell you who is handling the matter, how you can contact them and whether any further assistance may be needed. You can request a written summary of your concern/s and how the organisation proposes to hand it/them. If your concerns fall more properly within the grievance procedure, we will tell you.

In the case of a situation under the Safeguarding (Adults / Children) policy, the concern will be handed across to the relevant Statutory Service to investigate.

Version	V3.1
Issue date	July 2023
Review date	January 2024 (unless an earlier review is required by legislative changes)
Staff Affected	Staff, Apprentices and Learners
Lead Officer	NCA Director
Approved by Name	Board of Trustees
Signature	Professor Upkar Pardesi (OBE) (Chairman)