

# 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
<b>Business Continuity Plan</b>	Teams / Website
<b>Crisis Management Group</b>	Teams / Website
<b>Key Stakeholders Contacts</b>	Main Office/Teams
<b>Staff Contact Details</b>	Reception
<b>Organisational Chart</b>	Teams / Website

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

This is to update you on the steps the NCA is taking with regards Coronavirus (COVID-19).

We will continue to monitor any 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. 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 mini bus

### 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
<b>Fire</b>	Caused by carelessness, accident, terrorism, etc.	Low	Rajinder Singh has overall responsibility in respect of health and safety risks (Fire Marshal Lead)  In accordance with the Fire Precautions (Places of Work) Regulations 1997, there are Emergency Planning Procedures in place: These are to be found on Teams under 'Nishkam Centre' folder under policies
<b>Loss of data</b>	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 and stored on CRM system Zoho / Teams
<b>Cessation of Learner activities if the contract is terminated</b>	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.		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.

	<p>If the contract is terminated due to shortfalls in service.</p>		<p>NCA will endeavour to transfer learners to other nearby training 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 The Education and Skills Funding, Agency (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 ESFA plus any other relevant funding agencies will be informed and NCA will work with the 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](mailto: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
<b>ESFA</b>	ESFA Support	0370 267 0001	<a href="mailto:sde.servicedesk@education.gov.uk">sde.servicedesk@education.gov.uk</a>
<b>NCFE</b>	NCFE Support	0191 239 8000	<a href="mailto:customersupport@ncfe.org.uk">customersupport@ncfe.org.uk</a>
<b>AAT</b>	AAT Customer Service	020 3735 2468	<a href="mailto:Danielle.Smith@aat.org.uk">Danielle.Smith@aat.org.uk</a>
<b>Pearsons</b>	Pearson Support Contact	0344 576 0045	<a href="mailto:wblcustomerservices@pearson.com">wblcustomerservices@pearson.com</a>
<b>EPAO</b>	AAT	020 7397 1746	<a href="mailto:aatquality.assurance@aat.org.uk">aatquality.assurance@aat.org.uk</a>
<b>IT eConker – IT Support</b>	Bob Singh Takhar	0121 389 5047	<a href="mailto:bob.takhar@econker.com">bob.takhar@econker.com</a>
<b>Taxlite</b>	Baljit Singh Takhar	0121 515 0002	<a href="mailto:Baljit.takhar@taxlite.com">Baljit.takhar@taxlite.com</a>
<b>Signature Finance</b>	Harbhajan S Bhandal	07900 600758	N/A



<b>Harkirait</b>	Harpal S Kundi	07971 407749	N/A
<b>Emergency Services</b>	WMP Crime Commissioner	0121 626 6060	Contact - West Midlands Police & Crime Commissioner <a href="http://www.westmidlands-pcc.gov.uk">www.westmidlands-pcc.gov.uk</a>
<b>MSS – alternative site</b>	Rajinder S Mankoo	07786 220600	N/A
<b>NCA Board key contacts</b>	Upkar Pardesi (NCA Board Chairman) Shaminder S Rai (Vice Chairman)	07974 150320  07814 874014	N/A   N/A
<b>NCA Director</b>	Ajit Singh		<a href="mailto:Ajit.singh@ncauk.org">Ajit.singh@ncauk.org</a>
<b>Operations Manager</b>	Jasvinder Kaur	07802 158247	<a href="mailto:Jasvinder.kaur@ncauk.org">Jasvinder.kaur@ncauk.org</a>
<b>Apprenticeship Lead</b>	Harninder Brench	07723 52239	<a href="mailto:harninder.brench@ncauk.org">harninder.brench@ncauk.org</a>
<b>Learning &amp; Development</b>	Jasbinder Thindal	0121 515 4229	<a href="mailto:learning@ncauk.org">learning@ncauk.org</a>
<b>Conference &amp; Events</b>	Annu Yadav	0121 515 4229	<a href="mailto:Events@ncauk.org">Events@ncauk.org</a>
<b>IAG Services/SAFSH services</b>	Rajinder S Bhogal	0121 515 4229	<a href="mailto:Rajinder.singh@ncauk.org">Rajinder.singh@ncauk.org</a>
<b>Nishkam Security</b>	Surinder Singh	07432 592594	N/A
<b>Electricity supplier</b>	Opus Energy	0843 227 2377	<a href="mailto:corporate@opusenergy.com">corporate@opusenergy.com</a> or <a href="mailto:nicky.clayden_ca@opusenergy.com">nicky.clayden_ca@opusenergy.com</a>
<b>Gas supplier</b>	Total Gas & Power	01737 275 587	<a href="mailto:group.admin@totalgp.com">group.admin@totalgp.com</a>
<b>Water supplier</b>	Water-plus	0141 479 0141	<a href="mailto:service@water-plus.co.uk">service@water-plus.co.uk</a>
<b>Insurance</b>	Falcon Insurance	07939 553652	<a href="mailto:pinder@falconinsurance.co.uk">pinder@falconinsurance.co.uk</a>

### 10.1 NCA Main Contacts in case of emergencies

Position	Name	Mobile number
<b>Director</b>	Ajit Singh	0121 515 0003
<b>Operations Manager</b>	Jasvinder Kaur	0121 515 4229

## 10.2 Crisis Management Group

<b>NCA Director</b> <b>Ajit Singh</b>	<b>Operations Manager</b> <b>Jasvinder Kaur Sembi</b>
<ul style="list-style-type: none"> <li>• Email: <a href="mailto:Ajit.singh@ncauk.org">Ajit.singh@ncauk.org</a></li> <li>• Tele: 0121 515 0003</li> <li>• Mobile: 07815 511676</li> </ul>	<ul style="list-style-type: none"> <li>• Email: <a href="mailto:Jasvinder.kaur@ncauk.org">Jasvinder.kaur@ncauk.org</a></li> <li>• Tele: 0121 515 4229</li> <li>• Mobile: 07802 158247</li> </ul>

## 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.

<b>Version</b>	<b>V4</b>
<b>Issue date</b>	<b>April 2024</b>
<b>Review date</b>	<b>April 2025 (unless an earlier review is required by legislative changes)</b>
<b>Staff Affected</b>	<b>Staff, Apprentices and Learners</b>
<b>Lead Officer</b>	<b>NCA Director</b>
<b>Approved by Name</b>	<b>Board of Trustees</b>
<b>Signature</b>	<b>Professor Upkar Pardesi (OBE) (Chairman)</b>
	