



ESTAR

ELITE SKILLS, TRAINING
& RECRUITMENT

CP-004

**Contingency Plan
(Business Continuity &
Emergency Response)**

REV:00



Policy owner: Head of Quality & Compliance

Operational leads: Senior Leadership Team (SLT), Programme Managers, IT & Data Lead, Safeguarding Lead

Applies to: All ESTAR Education provision (funded and non-funded), staff, learners, apprentices, employers and partners

Review cycle: Annual, or following any significant incident

Version: 00

1. Purpose

This Contingency Plan sets out how ESTAR Education will **maintain continuity of learning, assessment and learner support** in the event of disruption. It ensures that teaching, assessment, safeguarding and funding compliance can continue, or be recovered quickly, during unexpected events.

The plan supports:

- learner progression and achievement;
- safeguarding and welfare;
- assessment integrity;
- ESFA and awarding body compliance; and
- organisational resilience.

2. Scope

This plan applies to disruption affecting:

- delivery sites and learning environments;
- staff availability;
- IT systems, data or communications;
- assessment and internal quality assurance;
- employer engagement (apprenticeships);
- subcontracted delivery (where ESTAR is the lead provider).

3. Principles

ESTAR's contingency approach is based on:

- **Learner-first decision making** – protecting learning, progression and welfare;
- **Safety and safeguarding** – always the priority;
- **Flexibility of delivery** – blended, remote and alternative methods;



- **Clear communication** – timely, accurate updates to all stakeholders;
- **Compliance** – maintaining funding, assessment and quality requirements.

4. Roles and responsibilities

4.1 Senior Leadership Team (SLT)

- Activate the Contingency Plan when required.
- Allocate resources and authorise changes to delivery.
- Liaise with employers, partners and regulators where needed.

4.2 Head of Quality & Compliance

- Ensures assessment integrity and compliance is maintained.
- Approves contingency assessment arrangements.
- Maintains records of incidents and actions taken.

4.3 Programme Managers

- Implement local delivery contingencies.
- Coordinate tutors/assessors and learner communications.
- Monitor learner engagement and progress.

4.4 Tutors / Assessors / IQAs

- Adapt delivery and assessment methods as approved.
- Maintain accurate records of learning and assessment.
- Flag learner risk or safeguarding concerns immediately.

4.5 IT & Data Lead

- Maintain system access, backups and cyber response.
- Support remote delivery and secure data access.

5. Key risk scenarios and contingency actions

5.1 Loss of premises / site access

Examples: fire, flood, utility failure, health & safety closure.

Actions:

- Suspend on-site delivery immediately if unsafe.

- Switch to remote delivery (Microsoft Teams / online platforms).
- Use alternative approved venues where available.
- Reschedule practical sessions once safe access is restored.
- Inform learners, employers and partners within **24 hours**.

5.2 Staff absence or unavailability

Examples: illness, emergency leave, resignation.

Actions:

- Reallocate learners to suitably qualified staff.
- Use associate tutors/assessors where approved.
- Prioritise learners approaching assessment or EPA.
- Adjust timetables and communicate changes promptly.

5.3 IT system failure or cyber incident

Examples: system outage, data access issues, cyber attack.

Actions:

- Activate IT incident response.
- Use offline or backup materials where required.
- Restore systems from secure backups.
- Maintain manual attendance/assessment records temporarily.
- Notify affected stakeholders and escalate serious incidents.

5.4 Assessment disruption

Examples: missed exams, cancelled assessments, assessor absence.

Actions:

- Reschedule assessments in line with awarding body/EPAO rules.
- Apply reasonable adjustments or special consideration where appropriate.
- Maintain assessment validity and evidence integrity.
- Record all decisions and approvals.

5.5 Safeguarding incident or serious learner welfare concern

Actions:

- Follow the Safeguarding & Child Protection Policy immediately.
- Prioritise learner safety over delivery continuity.
- Engage external agencies where required.
- Adjust learning arrangements to support affected learners.

5.6 Employer or subcontractor failure

Examples: employer withdrawal, placement breakdown, subcontractor disruption.

Actions:

- Support apprentices to secure alternative employment where required.
- Adjust delivery models (remote or centre-based).
- Review subcontractor arrangements and reallocate learners.
- Maintain ESFA compliance and learner evidence.

6. Communication plan

ESTAR will ensure:

- clear communication to learners, employers and staff;
- named contact points during disruption;
- regular updates until normal operations resume.

Methods may include:

- email;
- virtual meetings;
- phone contact;
- learning platform announcements.

7. Funding, quality and compliance

During disruption, ESTAR will:



- maintain accurate learner records and evidence;
- ensure off-the-job training remains planned and recorded (where applicable);
- notify funding bodies or partners if required;
- document all contingency decisions for audit and inspection.

8. Recovery and return to normal operations

Once disruption is resolved:

- delivery plans are reviewed and normal schedules reinstated;
- learners are supported to catch up where needed;
- assessments are rescheduled fairly;
- lessons learned are captured through quality review.

9. Training and awareness

- Staff are briefed on contingency arrangements during induction.
- Key roles receive additional training on incident response.
- The plan is accessible to relevant staff.

10. Record keeping and review

ESTAR maintains:

- an **Incident & Contingency Log**;
- records of decisions, communications and outcomes.

This plan is reviewed:

- annually; and
- after any significant incident to ensure effectiveness and improvement.

Date of last Review	Print Name	Position
02/02/2026	Keiran Casey	Chief Executive Officer
	Darren Beach	Quality Manager

