



ESTAR

ELITE SKILLS, TRAINING
& RECRUITMENT

CP-024

**Business Continuity
Policy**

REV: 00

Head Office: 4 Westway, Westway House, Blaydon on Tyne, NE21 4EE

Additional Sites:

- Silverlink
- Birtley

Policy Owner: Board of Directors

Operational Lead: CEO, CEo & Senior Leadership Team

Applies to: All staff, learners, apprentices and stakeholders

Review Frequency: Annual

1. Purpose

This Business Continuity Plan (BCP) outlines how ESTAR Education will:

- maintain critical operations during disruption;
 - protect learners, staff and stakeholders;
 - minimise impact on delivery and funding;
 - recover operations quickly and effectively.
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2. Scope

This plan applies to all ESTAR operations across:

- Blaydon (Head Office)
 - Silverlink
 - Birtley
 - Employer-based delivery (apprenticeships)
 - Remote and online learning
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3. Objectives

ESTAR aims to:

- ensure continuity of learner delivery;
 - protect safeguarding and welfare;
 - maintain compliance with DfE/ESFA requirements;
 - safeguard data and systems;
 - minimise financial and operational impact.
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4. Critical Business Functions

The following functions are considered critical:

4.1 Training Delivery

- Apprenticeships
 - Adult skills provision
 - Commercial training
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4.2 Safeguarding

- DSL availability
 - safeguarding reporting
 - learner welfare monitoring
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4.3 IT Systems

- SharePoint

- learner records
 - communication systems
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4.4 Communication

- learners
 - staff
 - employers
 - external stakeholders
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4.5 Compliance & Funding

- ILR/data reporting
 - learner tracking
 - audit readiness
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5. Potential Disruption Scenarios

ESTAR has identified the following risks:

- site loss (fire, flood, damage)
 - IT system failure
 - staff absence (including key staff)
 - pandemic or public health issue
 - utilities failure
 - cyber attack
 - loss of access to premises
 - transport disruption
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6. Business Continuity Strategy

6.1 Multi-Site Resilience

With three sites, ESTAR can:

- relocate delivery between Blaydon, Silverlink and Birtley;
 - utilise available space across sites;
 - redistribute staff and learners as required.
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6.2 Remote Delivery

Where required, ESTAR will:

- move delivery online;
 - use digital platforms for teaching and reviews;
 - maintain learner engagement remotely.
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6.3 Employer-Based Delivery

- For apprenticeships:
 - delivery can continue at employer sites;
 - progress reviews can be conducted remotely;
 - communication maintained with employers.
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6.4 IT Continuity

- cloud-based systems (SharePoint) ensure access from any location;
- secure data storage maintained;

- remote working capability enabled.
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6.5 Staff Cover

- DSL responsibilities shared across two leaders;
 - key roles can be covered by trained staff;
 - flexible working arrangements implemented.
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7. Incident Response

7.1 Immediate Actions

- In the event of disruption:
 - ensure safety of staff and learners;
 - assess severity of incident;
 - activate continuity measures;
 - inform leadership team.
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7.2 Communication Plan

ESTAR will communicate with:

- staff
 - learners
 - employers
 - Via:
 - email
 - phone
 - online platforms
 - Communication will include:
 - nature of disruption
 - actions being taken
 - expected impact
 - next steps
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8. Safeguarding Continuity

Safeguarding remains operational at all times:

- DSLs remain contactable
 - reporting routes remain active
 - website reporting system remains live
 - 📄 <https://estareducation.com/safeguarding-concern-submission/>
 - All safeguarding concerns continue to be prioritised.
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9. Recovery Plan

Following disruption, ESTAR will:

- assess impact on delivery
 - restore normal operations
 - support affected learners
 - review actions taken
 - implement improvements
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10. Roles & Responsibilities

Board of Directors

- overall accountability
 - strategic decision-making
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CEO & CEo

- leads response
 - coordinates recovery
 - ensures communication
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Senior Leadership Team

- implement continuity actions
 - manage operational delivery
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Staff

- follow guidance
 - support learners
 - maintain communication
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11. Data Protection & Security

ESTAR ensures:

- secure cloud-based storage (SharePoint)
 - controlled access to sensitive data
 - GDPR compliance
 - In case of breach:
 - immediate investigation
 - reporting where required
 - corrective action taken
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12. Testing & Review

- This plan will be:
 - reviewed annually
 - updated following incidents
 - tested through scenario planning

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

13. Related Policies

- Safeguarding Policy
- Data Protection Policy
- Health & Safety Policy
- IT & Cyber Security Policy

17. Related Policies

- Safeguarding Policy
- Bullying & Harassment Policy
- Learner Discipline Policy
- Health & Wellbeing Policy
- Complaints Policy