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<i>Created by</i>	Mathew Woodhead 24.08.2022
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<i>Review date</i>	01.08.24
<i>Approved</i>	CEO

This policy is subject to annual review.

M. Woodhead

Business Name: Basegreen Academy Limited

Address: Basegreen Academy, Off Jessel Street, Sheffield, S9 3LQ

Registered Address: Basegreen Academy, 320 Main Road, Darnall, Sheffield, S9

4QL **Web:** www.basegreenacademy.co.uk

Email:

hello@basegreenacademy.co.uk

Telephone: 0114 212 5910

This Business Continuity Plan (BCP) is an internal operational document that is constantly monitored and updated to reflect our on-going business needs.

The person with overall responsibility for our BCP is **Mathew Woodhead, Director**

This BCP was last tested in August 2023

This BCP has been distributed to: –

Pete Hardwick – Operations Director

Tracy Fairfax-Operations Director

Jo Dean – Shared Services and Compliance

Manager

All the workforce

Copies of this BCP are held at the following addresses: -

Registered Office

320 Main Road

Sheffield

S9 4QL

The Business Village

Innovation Way

Wilthorpe

Barnsley

S75 1JL

Off Jessel Street

Sheffield
S9 3LQ

Our premises were last tested for fire safety on 02.07.2023.

Our emergency evacuation procedures were last tested on 02.07. 2023

Potential Incidents:

The following potential incidents could impact our business:

- Loss of Building (Medium) (Flood, Fire, Structural)
- Loss of Power (Low)
- Loss of Internet (High)
- Loss of Telecommunications (Medium)
- Loss of Key Staff (Medium)
- Loss of Supplier (High)
- Disruption due to industrial Action (Low)
- Disruption due to Severe Weather (Low)

Business Impact Analysis:

Key Product(s) & Service(s)	Loss of Building
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	Contact landlord – MW. BDC.
First 24 hours	Plan to relocate courses (Darnall, Hull, Wellfield, Barnsley)
24-48 hours	All courses to be relocated
Up to 1 week	Update from landlord
Up to 2 weeks	
Beyond 2 weeks	Strategize plan for the future – Building repair.

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	IT Equipment to work at Home/Another Base. Company Mobile Phones	Yes
First 24 hours	Information from Landlord Re timing	Yes
24-48 hours		
Up to 1 week		
Up to 2 weeks		
Beyond 2 weeks	Look at alternative building options	

Business Impact Analysis:

Key Product(s) & Service(s)	Loss of Power
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	Contact utilities to determine length of problem
First 24 hours	Depending on outcome how utilities. Look at relocation if not safe.
24-48 hours	
Up to 1 week	

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	Contact Details for Utilities	No
First 24 hours	Delivery to be moved online therefore IT equipment needed	Potential
24-48 hours	Alternative provision for face to face training services	Potential
Up to 1 week		
Up to 2 weeks		
Beyond 2 weeks		

Business Impact Analysis:

Key Product(s) & Service(s)	Loss of internet.
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	Contact ISP. Ask ISP for update and timescales on fix. Training can continue during loss of internet.
First 24 hours	
24-48 hours	
Up to 1 week	
Up to 2 weeks	
Beyond 2 weeks	Secondary line? To be installed in workplace.

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	Work phones.	No
First 24 hours		No
24-48 hours		No
Up to 1 week	Finance teams to relocate potentially.	Part
Up to 2 weeks	As above including office.	Part

Business Impact Analysis:

Key Product(s) & Service(s)	Loss of telecommunication.
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	Divert to mobiles. SBS for fix on system.
First 24 hours	All calls to divert to mobiles.
24-48 hours	
Up to 1 week	
Up to 2 weeks	Relocate office staff to Darnall site or home working.
Beyond 2 weeks	

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	Work mobiles.	No
First 24 hours	Phone lines only	Part
24-48 hours		
Up to 1 week	Office staff to be relocated	Part
Up to 2 weeks	Office space of other sites.	
Beyond 2 weeks		

Business Impact Analysis:

Key Product(s) & Service(s)	Loss of key staff.
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	SLT meeting to determine impact.
First 24 hours	Divert emails and comms to Director.
24-48 hours	Recruitment advert.
Up to 1 week	
Up to 2 weeks	
Beyond 2 weeks	Appoint new replacement.

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	SLT	
First 24 hours		
24-48 hours	Recruitment advert	
Up to 1 week		
Up to 2 weeks		
Beyond 2 weeks	Appoint new senior person.	

Business Impact Analysis:

Key Product(s) & Service(s)	Disruption due to severe weather.
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Effect on Service:

Time Frame	Effect on Service (in the event of a specified disruption)
First hour	Check local public transport information to determine timescales
First 24 hours	Trainers to work from home and conduct remote visits (Please see Schedule of Responsibilities below)
24-48 hours	
Up to 1 week	
Up to 2 weeks	
Beyond 2 weeks	

Resources required for recovery:

Time Frame	Resources Required (staff, documents, IT etc)	Relocation required?
First hour	IT equipment for Staff Access to SharePoint	Potentially
First 24 hours	Diversion of all office phones to mobiles	
24-48 hours		
Up to 1 week		
Up to 2 weeks		
Beyond 2 weeks		

Staff Contact Details (Business Continuity Team)

It is useful to have a full list of all staff contact details in the event of an incident.

Name	Home Address	Email	Mobile Tel Number
Mathew Woodhead	8 Thistley Court Grimethorpe S72 7Az	Mathew.woodhead@basegreen.co.uk	07885524117
Pete Hardwick	85 Lutterworth Drive, Doncaster	Pete.hardwick@basegreen.co.uk	07376310962
Jo Dean	136 Bleimheim Road, Barnsley	Jo.dean@basegreen.co.uk	07984229530
Tracy Fairfax	123 Langsett Road South S35 0GY	Tracy.fairfax@basegreen.co.uk	07985105553

Key staff – roles & responsibilities

Name	Role	Responsibility	Date relevant training last received
Mathew Woodhead	Director	Overall BC Strategic Overview and Communication	June 2023
Pete Hardwick	Operations Director	Media Communication and Liaison of Customers, Clients and Staff	June 2023
Tracy Fairfax	Operations Director	Operational Overview. Recovery Planning and Maintenance of Delivery	June 2023
Jo Dean	Shared Services Manager	Contact Point for Suppliers, Liaison of suppliers and maintain communication with MW, JA, PH	June 2023

Business contact details – suppliers & customers

Identifying key customers and suppliers is critical to business continuity planning. Their contact details should be set out below.

Supplier/customer	Company	Contact Details
Awarding Body	Qualsafe Awards	0330 660 0899
Awarding Body	Future Quals	01530 836662
Awarding Body	TQUK	03333 583 344
Landlord	PMC	0114 243 6091
Gas Supplier	Total Energy	03330037874
Business Village	Plusnet	01226 249590
IT Service Desk	Sheffield Business Systems	0114 358 3214
HR Services	Jill Sinclair - DCL	07788 200 524
Funding	ESFA	08453775000

Alternative Supplier Details

In the event that the supply chain to critical goods is interrupted, the business must be able to quickly identify alternative supply sources. These should be set out below.

Company	Details of goods supplied	Contact Details
N/A at this time.		

Other useful telephone numbers (for example utility companies)

In the event of an incident it is useful to have contact details of for example, utility companies, quickly to hand. This will enable the business to get up and moving whether at its own location or a different location as quickly as possible.

Company/Account Details	Contact	Telephone Number(s)
Gas Network (Emergencies)		0800 111 999
Northern Power Grid	(Electricity Emergencies)	0800 375 6

Insurance Details

CONFIRMATION OF INSURANCE



Certificate of employers liability insurance

UK Event Medical Services Ltd & Base Green Academy Ltd

Certificate of employers' liability insurance (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 and subsequently amended by regulation 2 of the Employers' Liability (Compulsory Insurance) Regulations 2008 (the **regulations**), one or more copies of this certificate must be displayed at each place of business at which the policyholder employs persons covered by the policy. This requirement will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form).

Policy number

Name of policyholder

1. Date of commencement of insurance policy 2. Date of expiry of insurance policy

Insurer:

We hereby certify that subject to paragraph 2:

PL-PSC04001788794/09

UK Event Medical Services Ltd & Base Green Academy Ltd

18/01/2023

17/01/2024

Both days inclusive

Hiscox Insurance Company Limited

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey, the Island of Alderney (b); and

2. the minimum amount of cover provided by the policy is no less than £5 million (c). Signed on behalf of Hiscox Underwriting Limited as agent for the insurers

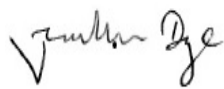
Jon Dye

CEO, Hiscox UK

Notes:

1. Where the employer is a company to which regulation 3(2) of the regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
2. Specify applicable law as provided for in regulation 4(6) of the Regulations.
3. See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable,

specify the amount of cover provided by the relevant policy.



The certificate above shows that you are insured

- (i) with an authorised insurer, and
- (ii) in terms required by the Act for your liability for bodily injury or disease sustained by your employees.

The certificate (or any copy) must not be displayed unless the policy has been renewed. Hiscox Insurance Company Ltd
Registered in England Number 70234
Registered Office 22 Bishopsgate, London EC2N 4BQ

Telephone No: 020 7448 6000

Hiscox Underwriting Ltd of 22 Bishopsgate, London EC2N 4BQ is registered in England no. 02372789. Authorised and regulated by the Financial Conduct Authority.

MS&AD Aioi Nissay Dowa Insurance UK

Certificate of Motor Insurance

Certificate Number

1. **Description of Vehicle** C - Any Motor Vehicle the property of the policyholder or in their custody or control or

A609431

for which they are legally responsible

- 2. **Name of Policyholder** UK Event Medical Services Limited & Base Green Academy Limited
- 3. **Effective date of the commencement of insurance** 4. **Date of expiry of insurance**

for the purposes of the relevant law. 18/01/2023 00:00:01 17/01/2024 MIDNIGHT

- 5. **Person or classes of person entitled to drive.**

D - Any person who is driving with the policyholder's consent

Provided that the person driving holds a licence to drive the vehicle or has held and is not disqualified from holding or obtaining such a licence.

- 6. **Limitations to use.**
Use in connection with the policyholder's business including use for hire and/or reward

Use for social domestic and pleasure purposes only

The policy does not cover

Racing, pace-setting, speed trials, motor rallies, competitions or trials in connection with the Motor Trade
Towing for reward a mechanically propelled vehicle Semi-Trailer being part of an articulated vehicle

I hereby certify that the document to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Guernsey, the Island of Jersey and the Island of Alderney.

For and on behalf of the insurers

Warren Hetz - Aioi Nissay Dowa Insurance UK Limited, Authorised Insurer

Aioi Nissay Dowa Insurance UK Limited. Authorised by the Financial Conduct Authority, and authorised and regulated by the Prudential Regulation Authority, Financial Services Register number 816870. Aioi Nissay Dowa Insurance UK Limited is registered in England and Wales (Company Number: 11105895), registered office: 52-56 Leadenhall Street, London EC3A 2BJ.

Advice to Third Parties

Nothing contained in this certificate affects your rights as Third Party to make a claim.

NOTE: For full details of the insurance cover references should be made to the policy.



FL-COMI 200316 1.0

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IMPORTANT

The insurance evidenced by this Certificate of Motor Insurance extends to include the compulsory Motor insurance requirements of:

- a) any country that is a member of the European Union
- b) any other countries which have made arrangements which meet the insurance conditions of and are approved by the Commission of the European Union.

Die Versicherung, die durch diese KFZ-Versicherungsbescheinigung belegt wird, erstreckt sich auf die obligatorischen Voraussetzungen für eine KFZ-Versicherung in:

- a) sämtlichen Mitgliedsstaaten der Europäischen Union; und
- b) sämtlichen Ländern, für die Regelungen bestehen, die die Versicherungsbedingungen der Europäischen Kommission erfüllen und von dieser zugelassen wurden.

L'assurance indiquée sur cette attestation d'assurance automobile inclut les exigences obligatoires de l'assurance automobile applicable à:

1. a) tout pays membre de l'Union Européenne.
2. b) tout autre pays ayant des accords qui répondent aux conditions d'assurance de la Commission Européenne et approuvés par celle-ci.

El seguro constatado por este certificado de seguro de Automóvil incluye los requisitos obligatorios de seguro de Automóvil de:

1. a) Cualquier país que sea miembro de la Unión Europea.
2. b) Cualquier otro país con acuerdos que cumplan las condiciones de seguro de Automóvil y estén aprobados por la Comisión de la Unión Europea.

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Back-up information/equipment register

This is one of the key sections of the BCP where the business sets out what information and equipment is critical to the functioning of the business, how that information is stored and backed-up. This register should also list where its Emergency Pack is kept and what it contains.

IT records/back-up details/data location	Phase Five Sharepoint Hard Drive (Mathew Woodhead)
Critical documents records/information location	Sharepoint Qualsafe Portal PICS MI System Qualsdirect
Asset register/inventories/key equipment records	Sharepoint
Emergency Pack contents & location	Mathew Woodhead – House Sharepoint – Basegreen BC Plan

Schedule of Responsibilities

Staff Liaison

Responsibilities:

- * Put in place the necessary system to allow communications to staff to take place.
- * Compile and issue all communications to staff. Such communications will have been firstly agreed with the Business Continuity Team
- * Put in place a system to enable incoming communications from staff.
- * Arrange for a cascade of contact for staff so that Human Resources are not responsible for contacting everyone.
- * Assess staffing requirements with the Business Continuity Team and advise members of staff when they will be required. Staffing levels will depend on the nature and extent of the incident. If staff are not immediately required they should be advised to stay at home and informed that the organisation will contact them when they are needed.
- * Keep a record of actions taken.

Considerations:

Staff Issues:

- * Employment protection laws
- * Redundancy and short-time working
- * Mobility, relocation and changes in working conditions
- * Continuity of employment and TUPE regulations
- * Payment of staff

Consider methods of contacting staff:

- * Company Website
- * Digital Media – ie Twitter
- * Radio
- * TV
- * Telephone / Text
- * E-Mail / Letter

Other Considerations

- A contact list of all company staff should be kept off site and should be updated regularly.
- Organise counselling if the incident is traumatic.
- Put in place strategies for briefing staff.
- Take into account the normal workload of any staff involved in the recovery.
- Create a pool of staff who would be available at short notice to undertake key roles in the event of an emergency.

Student Liaison

Responsibilities:

- * Put in place the necessary system to allow communications to students to take place.
- * Compile and issue all communications to students. Such communications will have been firstly agreed with the Business Continuity Team
- * Put in place a system to enable incoming communications from students.
- * Assess which students can continue to attend the company and which should stay at home and inform them accordingly. The latter should be told that the company will contact them when they can return.
- * Keep a record of actions taken.

Consider methods of contacting students:

- * Company Website
- * Digital Media – ie Twitter
- * Radio
- * TV
- * Telephone / Text
- * E-Mail / Letter

Other Considerations

- Organise counselling if the incident is traumatic.

Management of Learning and Programmes

Responsibilities:

- * Identify curriculum requirements (both immediate and long-term), in conjunction with tutors, learners and employers, to enable complete re-instatement of curriculum delivery.
- * Identify any other curriculum issues affected by the incident.
- * Ascertain the loss of or damage to course materials and loss of examination data.
- * Depending on the time of year, ascertain whether the incident has affected accommodation requirements to sit exams. If it has, liaise with examination board to obtain new copies of manuscripts if these have been damaged or destroyed.
- * Arrange for Team Managers / Tutors to place orders for and oversee the supply of course materials and equipment after liaising with the team member responsible for recovery funding.
- * Keep a record of actions taken.

Considerations:

- * You will need to liaise closely with the Senior Leadership Team to organise alternative facilities or to re-organise timetables in the short-term.
- * Try to ensure any student portfolios are kept in secure areas.
- * Exam manuscripts on site should, at all times, be kept in fireproof/smoke proof cabinets to reduce risk.
- * Keep good working relationships with other local training providers i.e. schools or colleges and set up reciprocal agreements to share facilities. Give consideration to using these facilities at weekends.

Time to accommodate practical work.

Premises, Equipment and Resources

Responsibilities:

- * Ascertain the extent of the damage to premises and equipment.
- * Plan and oversee the salvage of Company assets/property.
- * Identify premises and equipment requirements both immediate and long-term to enable complete Company operations to continue.
- * Place orders for and oversee the supply of equipment, temporary buildings/accommodation and long-term building projects, identified above. This should only be done after liaising with the team member responsible for recovery funding.
- * Ensure, in conjunction with the Police & Fire Brigade that the site and buildings are secure, utilising the required resources (human and equipment).
- * Keep a record of all actions taken.

Considerations:

Following any incident a rapid assessment will need to be made of the situation; the length of time this assessment takes will depend greatly on the nature and extent of the incident.

You will need to ensure:

1. Your teams are well briefed as to their responsibilities.
2. You liaise closely with the Senior Leadership Team and Team Managers affected by the incident when considering the size/type of premises and equipment required.

Other considerations:

- * Re-instatement of premises, any planning permission you will need for temporary buildings or re-builds.
- * Liaison with external bodies for fire and other licenses.
- * Commitments to new (short/long-term leases).
- * Ensure the department is up-to-date with reforms to building regulations.
- * Keep abreast of local available office space and industrial units.
- * Give consideration to transportation issues for students to alternative sites.
- * Give priority to power supply and providing temporary telephone facilities.
- * Investigate any opportunities for sponsorship by local companies.
- * If temporary buildings or washrooms are to be used - contact local authority Environmental Health Department.

Health and Safety of Recovery Operations

Responsibilities:

- * Ensure that all operations involved with the recovery process comply with current Health and Safety law and environmental best practice.
- * Maintain liaison with external agencies commenced at onset of emergency.

Media Liaison

Responsibilities:

- * Inform all staff (via the team) that all media enquiries should be directed to the team and under no circumstances to be answered by the member of staff him/herself.
- * Organise a press release/conference and compile/issue all communications to the media in conjunction with members of the Business Continuity Team and the Company Directors
- * Answer all enquiries from the media.

Considerations:

- * The 'media machine' will be present. When making communications/press releases make sure you cover the following:
 - What?
 - Where?
 - Why?
- * Have a co-ordinated response ready and control the media rather than being controlled by them and maintain a consistent media message.
- * Have a designated media room set up on each site with phone, internet access and chairs for them to use.
- * Make sure you provide staff and students with updates as regularly as the media – this should be done in conjunction with the Human Resources team.

I.T. Recovery Systems

Responsibilities:

- * Implement IT Services Disaster Recovery Plan.

Funding and Financing

Responsibilities

- * Inform the ESFA and other relevant bodies of the disaster, and request advice or information from them, as required.
- * Discuss with team members responsible for IT Recovery, Premises and Equipment and Curriculum Issues, their requirements and approve any orders or purchases they recommend. Such approval should be given as and when approved by the loss adjustor.
- * Provide cash flow of funds required to re-establish complete Company operations and agree this and interim payments with the loss adjustor.
- * Keep a record of actions taken.

*** Finance team actions:**

Try to reinstate copies of vital documentation e.g. invoices

Inform bank of the scope of disaster.

Inform any suppliers of the disaster.

Order any relevant stationery as necessary e.g. Company cheques, invoices.

Considerations:

- * Ensure Business Interruption insurance is adequate.
- * The economic loss and its problems/consequences.
- * Possible litigation, insurance delays and cash flow.
- * ESFA will want to know plans for temporary facilities and of any major curriculum disruption.
- * Contact the bank to inform of the position and arrange a short term overdraft facility as necessary.

Insurance Claim Recovery**Responsibilities**

- * Immediately contact/inform the insurance broker/company of the disaster.
- * Liaise and communicate with the loss adjustor appointed by the insurers.

Company Closure**Purpose**

This procedure applies to Basegreen Academy Training Approved Centres. This procedure sets out the procedure for Basegreen Academy to follow in the event of a Centre closure or loss of approval.

Introduction

In the event that a Basegreen Training Centre should close down or approval cease, the Centre would be responsible for ensuring the safeguarding of the Learners.

Approved Centre Closure or Loss of Approval Procedure

1. Basegreen Academy will inform Awarding Bodies of the intention to close the centre. This written confirmation will include:

- The date the Centre proposes to close or withdraw from delivering Awarding Body qualifications
- Details of the arrangements that will be in place for registered Learners that have not yet completed. This would include any transitional arrangements
- Details of the arrangements in place for Learner portfolios, Learner records, internal verification/quality assurance records and assessment records:
 - to be stored securely
 - to be passed to Awarding Bodies or,
 - passed to another Awarding Body centre for Learners to continue their studies including how data protection requirements will be addressed

If the Centre enters administration, insolvency, or liquidation proceedings it would provide the same written confirmation as detailed above.

In addition to this the Centre would provide details of the third party dealing with the

Centre's affairs. This includes any liquidator, administrator, administrative receiver or authorised insolvency practitioner that is appointed.

To support registered Learners to continue their qualification at another Awarding Body centre, it may be necessary for Awarding Body to request contact details for registered learners from the Centre or appointed third party. If this were required, Basegreen Academy would provide all requested details to enable Awarding Body to comply with data protection requirement by gaining written permission from the Learners to transfer their achievement history and registration to a third party.

2. The Awarding Body will notify the relevant Quality Manager (QM) of the current situation and will copy the Quality Manager into correspondence.
 3. Basegreen Academy will write to all Learners to confirm the Centres intend to cease trading or withdraw as an approved centre, and that the awarding body is conducting a full investigation and will be in contact with the Learners in due course.
 4. Once the intention not to support the Learners has been confirmed, the Awarding Body will create a list of geographically local approved Centres that offer the same qualifications as those of the closed Centre and send to the relevant QM.
 5. The Quality Manager will review the alternative approved centres and contact relevant Programme Directors to agree in principle that they would be open to approach from these Learners should they wish to continue their studies.
 6. The Quality Manager will shortlist three or more centres and will inform Head Office. Basegreen Academy will supply the awarding body with all the contact details for registered learners.
 7. The awarding body will send out letters to Learners – giving the below three options:-
 - If the Learner has completed units that have been moderated by the awarding body, the awarding body will offer them a smaller size qualification if applicable or a unit certificate.
 - The awarding body will offer the Learners the option to send in work that has not yet been moderated free of charge.
 - The awarding body will offer the Learners the option to continue their studies through an alternative approved Centre.
- The letter will state the approved Centres' details and confirm that the awarding body will not charge the Centre a registration fee (as the learner is already registered) but will explain that the new Centre will charge for delivery and assessment of the remaining units.
8. The awarding body will ask the Learners to confirm their intentions by a given date.
 9. It will be at the discretion of the Learners to contact further approved Centres and discuss how they could support them in the continuation of their studies.
 10. If no contact has been received from the Learner in the set deadlines, the awarding body will withdraw the Learners.

However, details of the awarding body's offer of free registration will be recorded in case the Learner contacts the awarding body at a later date, so the offer remains open until the completion date expires.

Additional Notes

We will review and update our business continuity plan in 24 months.

Include any additional notes here:

Cheylesmore House 5 Quinton Road, Coventry CV1 2WT

08453775000

[Education and Skills Funding Agency \(ESFA\) enquiry form - Customer type - DFE Online Forms](#)

