

Centre and Business Continuity and Contingency Planning Policy

Date established:	Feb 2015
Updated:	Jan 2026
Reviewed:	Annually
Purpose:	This policy outlines MITSkills Contingency Planning and Business Continuity Planning aimed at ensuring the continuity of examination and, where appropriate, delivery to learners

Aims of the Contingency and Continuity Plan

MITSkills Contingency Plan is split into two sections.

The first section of the contingency and continuity plan is designed to ensure a consistent and effective response in the event of a major disruption to examinations or delivery affecting candidates across one or more awarding organisations. Where these disruptions are the responsibility of the awarding organisations, we would expect them to follow and implement their contingency plan, keeping us informed while minimising disruption to candidates. All awarding organisations, including NCFE, C&G, VTCT, EAL, OCR and partner universities, e.g. Marjon University, are required to have their own well-established contingency plans in place to respond to such disruptions. This contingency plan considers that these already exist.

Our plan is designed to cope with a number of situations that may impact delivery and our current multi-site delivery structure. These processes and procedures are designed to complement, not replace, them. MITSkills' own plan is in line with the awarding organisations' requirements and will reflect any changes to the national common examination timetable.

The plan will be implemented in the event of a major disruption to the delivery centre, such as widespread illness, serious accident, travel disruption, bad weather or power failures. Any actions taken will be subject to the advice of the official agencies dealing with the specific circumstances being faced, for example, the Police, Environment Agency, Health Protection Agency, or National Emergency System (See DfE Guidance).

Implementing the plan will safeguard the interests of candidates while maintaining the integrity of the examination system and qualification standards.
The contingencies applied will be selected based on the context of the disruption.

The priority when implementing contingencies will be to maintain the following principles:

- Delivering assessments to published timetables
- Delivering results to published timetables
- Complying with regulatory requirements in relation to assessment, marking and standards.

The national examination timetable applies to GCSEs, AS levels, A-levels and T-levels.

The second section is an outline of how MITSkills would deal with a significant incident or event impacting continuity, and continue to operate in the event of both a serious crisis or short-term closure. All members of staff are asked to familiarise themselves with the content of the plan. Other major incidents would be a death or significant injury of a member of staff, learner or visitor requiring RIDDOR reporting, a reportable safeguarding incident, a ransomware attack, or a reportable Prevent or terror-related incident. Although much of the document concentrates on senior management responsibilities and resource issues, several aspects of the plan are relevant to all members of staff, and these are summarised below:

Communication with Staff/Learners

Lines of communication with staff and learners are based on a combination of messages on the website, email, and telephone.

Who is authorised to speak for MITSkills?

In the event of a serious incident, the Senior Management Team (Managing Director, Quality and Curriculum Director, Finance Director) is the ONLY person nominated to liaise with the media. On no account shall any other member of staff contact the media without authorisation from the Managing Director.

Continuation of MITSkills Business

In the event of a crisis or short-term closure, members of staff may be asked to work from home; however, a Crisis Management Team (CMT) will be in operation, and members of this team will be asked to attend MITSkills if practical to do so. All members of staff should continue to monitor messages on the website and MITSkills Outlook, which is cloud-based.

It should be noted that the 'Continuity Plan' is a general document, outlining the way in which MITSkills will approach a short or long-term crisis, setback or system failure. As such, it is supported by a range of more detailed plans at the department level, e.g. fire risk procedures, Health & Safety procedures, etc. All these documents should be consulted as appropriate to the needs of the 'continuity' situation.

The plan also recognises that MITSkills, working with our IT subcontractor Allware, has data backup and restoration plans and processes for business servers and utilises secure cloud backup for our Learner management systems.

Section 1: Major disruption to examinations or delivery affecting a significant number of candidates across one or more awarding organisations.

Communications

In the event of a major disruption, communication is a key factor in ensuring an effective and consistent response across the agencies involved. This includes communications between the centres, candidates, parents or carers and the public.

This can be achieved by:

- Sharing timely and accurate information as required, meeting the aims of the plan.
- Communicating with stakeholders so they are aware of the disruption to the exams, the contingency measures in place and any actions required of them as a result.
- Ensuring that any messages are clear and accurate.

Where exams are under threat, the Lead IQA for the course or courses in which the threat occurs will be responsible for all communications to awarding organisations, candidates, assessors, invigilators and, where appropriate, the other interested parties.

Disruption of teaching time

If MITSkills is closed for an extended period, the following criteria apply to implement the plan:

Where there is a disruption to teaching time and learners miss teaching and learning sessions, the centre is responsible for preparing learners for examinations, and an appropriate plan will be implemented depending on the disruption.

This may include remote learning if allowed by the awarding organisation, or transfer of learners to the Brentford site from West Byfleet or West Byfleet to Brentford. In the case of our facility in Barnsley, we would identify suitable replacement accommodation depending on the nature of the contingency and support delivery with online delivery from West Byfleet and Brentford. In the event of a disruption that prevents all sites from opening, we will seek to offer either alternative sites for provision or online learning. In business-critical events where we are unable to offer direct learning, we will transfer learners to other providers and awarding organisations, working with the funding provider where appropriate.

In the case of modular courses, we may advise candidates to sit examinations in an alternative order.

We will follow DFE guidance on emergency planning, with advice on severe weather.

<https://www.gov.uk/guidance/emergencies-and-severe-weather-schools-and-early-years-settings> (checked January 2026)

Disruption in the distribution of examination papers

Criteria for implementation of the plan:

Contact the awarding body in advance of examinations.

Recommended actions:

- Awarding organisations to provide electronic access to examination papers via a secure external network.
- Awarding organisations to source alternative couriers for the delivery of hard copies.
- Follow the Awarding organisation's advice and record all communications.

Candidates unable to take examinations because of a crisis - centres remain open

Criteria for implementation of the plan:

Candidates are unable to attend examination centres to take examinations as normal.

Recommended actions:

- We will liaise with candidates to identify whether the examination can be sat at an alternative venue in agreement with the relevant awarding organisations.
- We will offer candidates an opportunity to sit any examinations missed at the next available opportunity.
- We will apply to awarding organisations for special consideration for candidates who have met the minimum requirements. Candidates are only eligible for special consideration if they have been fully prepared and have covered the whole course, but are affected by adverse circumstances beyond their control. If a candidate chooses not to sit an examination for other reasons, they should be aware that special consideration rules will not apply. JCQ guidance on special consideration can be accessed through the JCQ website.

<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/>

(Checked January 2026)

We are unable to open as normal during the examination period

Criteria for implementation of the plan:

We are unable to open a Unit in West Byfleet as normal for scheduled examinations.

We will attempt to use another Unit in West Byfleet. In the event of West Byfleet being completely closed, we would attempt to use Brentford.

We are unable to open a Unit in Brentford as normal for scheduled examinations; we will attempt to use another Unit in West Byfleet.

For Barnsley, we would aim to delay exams where possible or use another JCQ-approved provider's exam centre.

In the event that both West Byfleet and Brentford locations are unable to be used or are for any other reason unable to host the exam, for example, for reasons of

accessibility, where possible, the lead IQA would identify a JCQ/Awarding Body compliant exam facility agreed with the appropriate awarding organisation. In the event MITSkills has such a disruption that it is unable to open as normal for examinations, the lead IQA must inform each awarding organisation with which examinations are due to be taken as soon as possible.

As part of their general planning for emergencies, MITSkills plans cover the impact on examinations.

The responsibility for deciding whether it is safe for a centre to open lies with the Managing Director (in his absence, the Finance Director). The Managing Director (in his absence, the Finance Director) is responsible for taking advice or following instructions from relevant local or national agencies in deciding whether they can open.

Recommended actions:

- We will open for examinations and examination candidates only, if possible.
- We will use alternative venues in agreement with relevant awarding organisations (e.g., Share facilities with other centres or use other public buildings, if possible).
- We may offer candidates an opportunity to sit any examinations missed at the next available opportunity.
- We will apply to awarding organisations for special consideration for candidates who have met the minimum requirements (see above).

Disruption to the transportation of completed examination papers

Criteria for implementation of the plan:

Delay in normal collection arrangements for completed examination scripts.

Recommended actions:

- In the first instance, we will seek advice from awarding organisations and the normal collection agency regarding collection. We will not make our own arrangements for the transportation of exams without approval from awarding organisations.
- We will ensure secure storage of completed examination papers until collection.

Assessment evidence is not available to be marked

Criteria for implementation of the plan:

Large-scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked.

Recommended actions

- Awarding organisations to generate candidate marks for affected assessments based on other appropriate evidence of candidate achievement as defined by the awarding organisations.
- Candidates to retake the affected assessment at the subsequent assessment window.

We are unable to distribute results as normal

Criteria for implementation of the plan:

We are unable to access or manage the distribution of results to candidates, or to facilitate post results services.

Recommended actions:

- We will contact awarding organisations about alternative options.
- We will make arrangements to access results at an alternative site.
- We will make arrangements to coordinate access to post results services from an alternative site.
- We will share facilities with other centres if this is possible.

MITSkills has had its centre approval withdrawn

We will contact the awarding organisations.

We will examine the transfer of candidates to

- a) Another centre, if possible,
- b) or another awarding organisation to prevent candidates from being disadvantaged.

We will agree with the awarding organisation and funding body (or, in the case of being a subcontractor, the main provider) where and if candidates, due to sit exams, can be transferred to another centre.

Section 2 – Disruptions closing one or more centres or a reportable incident

In the event of having to close, or disruption to one or more centres by an unforeseen or reportable incident, MITSkills will operate under the Crisis Management Team Contingency Disaster and Continuity Plan below.

The crisis management team (CMT)

The CMT has ultimate responsibility for the development, implementation and monitoring of the continuity plan and incident control.

Management of an incident

In the event of a disaster or major incident, the Managing Director will become the Team Leader of the CMT. He will involve all those members of the CMT who are necessary to deal with the crisis and the aftermath.

Implementations

As soon as possible after a major incident, the Managing Director will assess the situation to determine if the continuity plan or incident handling needs to be put into effect. If the Managing Director is no longer able to undertake the duties of the post, or is unavailable at the time of the incident, the Quality and Curriculum Director will 'deputise' as Team Leader until the Managing Director returns or nominates a successor. If the Quality and Curriculum Director is unable to undertake these duties, then team leadership will pass in turn to the Finance Director and then to the Lead IQA, until the Managing Director or "Deputy" can resume overall responsibility.

Effects of a major incident

The inability of MITSkills to meet its contractual obligations to deliver its teaching programme to both full and part-time learners and/or external fee-paying clientele.

Types of major incidents:

Large-scale incidents that should be considered significant include:

- Loss of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather conditions
- Vandalism
- Sabotage
- Theft
- Loss of confidential information/Data Protection issue/Loss of IT/MIS
- Extortion
- Ransomware attack
- Serious accident/or Death
- Serious Assault
- Armed or Dangerous Intruder
- Bomb Threat
- Pandemic (Including COVID-19)
- Notifiable disease

In some instances, these incidents can be due to natural causes, e.g., severe weather, while in other cases, equipment failure, progressive deterioration or human error or involvement may be the cause.

They have the potential to lead to the following losses, which are likely to have a major impact on the operation of MITSkills.

Loss of:

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding

Critical losses

Some departments and facilities are crucial to the functioning of MITSkills in either the short or long term.

They include: Critical Buildings/Facilities Losses, Essential Building Services (Electricity, Water and Gas) Power, Lighting, Heating, Hot Water Services, Catering, Security Systems and Fire Alarm System, Data Services and Communications, Passenger Lifts (for disabled learners and staff), LMS (Learner Management Systems) Fire Alarm System, Intruder Alarm, Security Gates and Shutters, (HR) and MIS Data Services, internal corridor ground floor access, HR/Staff Records, MITSkills Information and Data system (MIS), Learner Records (Physical Archives), Admin Office (Funding & Finance records), I.T. Rooms and Servers – Back up System, Communication Systems, Examinations Department: Examination Papers/Store. The loss of individual rooms or services may not in itself be crucial; however, the loss of several similar facilities may constitute a crisis.

To minimise the possibility of a major incident occurring, the MD and other directors will run a risk directory to identify risks and potential contingency actions for these. They will also consider separate disaster recovery plans for key areas (such as IT) and separate policies regarding 'safety and security', such as the learner's search and restraint policy and the MITSkills 'lock-down' procedures, which will be updated (and tested) on an annual basis.

The crisis management team (CMT)

Name/Title/Area of Responsibility

Hisham Zubeidi Team Leader 0300 303 2225 (Mob 07702 258409)

Hassaan Ansari Finance Director 0300 303 2225 (Mob 07403 344575)

John Osborne Lead IQA 0300 303 2225 (Mob 07802 406101)

Claire Clark Safeguarding Lead 0300 303 2225

Management of Short Term MITSkills site closures, to one or more sites.

Our Sites may be disrupted due to events outside of our control, which will necessitate closure for part of a day or more.

Such events include:

- Power failure
- Water failure
- Failure of heating services
- Severe snow or other hazardous weather conditions
- Serious security risk
- Other

Information for staff and learners regarding the current situation will be relayed via the MITSkills website and the answer phone service. During these times, most staff will be sent home or requested to stay at home until further notice. However, it may be necessary to call on a number of key staff, and/or other members of the Crisis Management Team, to remain at or attend sites to help oversee the remedial action and to maintain essential services as determined at the time.

Key Staff required to attend (if reasonably practicable) under such circumstances may include members of the following departments, though this list is not exhaustive, and arrangements will be made on the day or as conditions dictate.

- Examination and Delivery Staff
- IT/MIS (Technical Services) Staff
- Admin Staff

For this group of staff, (unless previously agreed) messages left on the website or Centre answer phone regarding the temporary closure will not apply, and communications will take place via mobile phones and/or email.

The Role of the Crisis Management Team

The role of the CMT is to manage a major incident by:

- Implementing alternative strategic arrangements contained within Emergency/Disaster Recovery Plans, Business Interruption Plans or MITSkills Health and Safety Policies. e.g., Bomb Threat, Power Failure/ IT failure, etc.
- Ensuring statutory compliance regarding RIDDOR (see MITSkills Health and Safety and RIDDOR Policy available on the Staff SharePoint Area). The Crisis Management team will be aware of the DfE incident reporting requirement and should ensure the correct reporting takes place.
- The DfE requires reports in the event of deaths, particular types of safeguarding incidents, and allegations against staff/teachers, Prevent referrals, Prevent and British Values issues, Data/IT incidents and/Ransomware attacks.
- Ransomware attack, the CMT will be guided by the current advice National Cybersecurity Centre, see section on Ransomware. Incident <https://www.ncsc.gov.uk/guidance/mitigating-malware-and-ransomware-attacks#stepsifinfected> (checked Jan 2026)
- Ensuring adequate resources are available to implement emergency plans. Informing where applicable:
 - Parents or next of kin
 - Insurance Company
 - Department for Education
 - Surrey LA, Hounslow LA, West Yorkshire LA, GLA as appropriate
 - Media
 - Police, Fire or Ambulance Services
- Organising assistance for parents to visit the hospital, etc.
- Enlisting the help of trained counsellors for stress or bereavement support
- Instructing Lawyers
- Maintaining adequate records

Specific Responsibilities of the Crisis Management Team

- To oversee and facilitate an appropriate action plan prioritising the safety of staff and learners.
- To disseminate information via the media

- To report under RIDDOR (in accordance with RIDDOR Policy)
- To inform appropriate bodies or HR
- To appoint Lawyers
- To assist with the recovery process by assuming specified delegated tasks as determined by the Team Leader or Deputy Team Leader
- To implement pre-determined departmental emergency plans
- To set up emergency budgets and to monitor spending
- To isolate and make safe building services
- To prevent unauthorised access to areas of danger
- To liaise with emergency services and specialist contractors
- To procure temporary buildings, services, or alternative accommodation
- To appoint Building Consultants/Surveyors
- To report to the HSE
- To liaise with all support staff areas as required
- To record news bulletins and information regarding the current crisis on the MITSkills telephone answering service
- To activate call divert on the MITSkills telephone system
- To respond to diverted telephone calls made to the Managing Director
- To relay written communication regarding the current crisis to the Website.
- Transportation – the CMT will be authorised to arrange and communicate appropriate alternative transport in the event of a centre closure to support learners and staff with continuity of delivery and/or examinations.
- The CMT will arrange appropriate support for Apprentices in the event that MITSkills cannot continue to provide training for Apprenticeship training. Working with the employer and, where appropriate, relevant awarding bodies, and the DfE to identify alternative provision and arrange transfer of the Apprentice, ensuring that the Apprentice is given a copy of relevant evidence of progression on the course.

Responding to a crisis

Out of Normal Hours

If the crisis concerns the security of the centre or the building fabric, e.g., fire or flood, the call is likely to be taken by the Out-of-Hours nominated manager via the Alarm Monitoring Company or the Police. It is their responsibility to raise the incident with the CMT Team Leader or Deputy Team Leader. The nominated Out of Hours Manager shall maintain the home/mobile telephone numbers of all members of the CMT.

It should be noted that CMT members may be 'On Call' during out-of-normal working hours, and are committed, wherever possible, to attend MITSkills in the event of a serious incident.

Evacuation & Emergency Action

The procedures for safe evacuation of the premises and the alerting of the emergency services are as set out in the MITSkills Emergency Evacuation Procedures available on the Staff SharePoint.

Immediate security of buildings and salvage arrangements

The CMT will arrange for the immediate security of the damaged areas, including arranging for temporary cover of exposed areas and storage of furniture, equipment, etc. The CMT will also supervise all salvage and recovery work, bringing in specialist firms where necessary, e.g., salvage of books, electrical and electronic equipment, etc.

Ransomware Incident

Ransomware is a type of malware which prevents you from accessing one or more devices and the data stored on them, usually by encrypting your files. A criminal group will then demand a ransom in exchange for decryption. The computer itself may become locked, or the data on it might be encrypted, stolen or deleted. The attackers may also threaten to leak the data they steal.

In the event of a Ransomware Attack and the company's cybersecurity has failed, the CMT will take the steps as if MITSkills is already infected

1. Enact your incident management plan
2. Contact the [NCSC](#) (Checked Jan 2026) Call 0300 123 2040 (24/7)
3. Contact your local law enforcement and [Action Fraud](#) (Checked Jan 2026)
4. Inform the Department for Education by emailing: sector.securityenquiries@education.gov.uk (Checked Jan 2026)

<https://www.ncsc.gov.uk/guidance/mitigating-malware-and-ransomware-attacks#stepsifinfected> (Checked Jan 2026)

Steps to take if MITSkills is already infected in the incident plan

If MITSkills has already been infected with malware, these steps may help limit the impact:

1. Immediately disconnect the infected computers, laptops or tablets from all network connections, whether wired, wireless or mobile phone-based.
2. In a very serious case, consider whether turning off our Wi-Fi, disabling any core network connections (including switches), and disconnecting from the internet might be necessary.
3. Reset credentials, including passwords (especially for administrator and other system accounts) - but verify that you are not locking yourself out of systems that are needed for recovery.
4. Safely wipe the infected devices and reinstall the OS.
5. Before restoring from a backup, CMT to verify that it is free from any malware. We will only restore from a backup if we are **very** confident that the backup **and** the device you're connecting it to are clean.

6. Connect devices to a clean network in order to download, install and update the OS and all other software.
7. Install, update, and run antivirus software.
8. Reconnect to your network.
9. Monitor network traffic and run antivirus scans to identify if any infection remains.

The NCSC has jointly published an advisory: [Technical Approaches to Uncovering and Remediating Malicious Activity](#), which provides more detailed information about remediation processes.

The CMT will report the Incident to the NCSC via

<https://report.ncsc.gov.uk/> (Checked 2026)

The CMT will consult the NCSC on the response to the incident.

<https://www.ncsc.gov.uk/schemes/cyber-incident-response>

The CMT will contact local law enforcement and [Action Fraud](#)

The CMT Inform the Department for Education by emailing: sector.securityenquiries@education.gov.uk

Suppliers and Contractors

The Finance Director is required to keep a list of suppliers who may make deliveries to or who service MITSkills so that they may be contacted to advise their staff/suspend or redirect delivery of supplies if necessary. The Managing Director maintains a list of Specialist Authorised Contractors who may be called upon to assist with refurbishment or emergency repairs.

Insurance

The Director of Finance shall notify the insurance company as soon as possible after the incident (and normally before any salvage work has begun).

Alternative Control Centre

For West Byfleet, this will be the site in Brentford, and for Brentford, it will be West Byfleet. The Team Leader may authorise the temporary hire of mobile phones for essential staff in addition to those already held by Senior Managers. The CMT Team leader or Deputy should be contacted immediately so that they may contact Allware

to reinstate the MITSkills systems as quickly as possible or install additional lines at the Control Centre.

Key Contact Lists

The Managing Director will have access to up-to-date contact lists via HR (work & home phone numbers and addresses of individuals and next of kin) of all staff and should be able to access learner records in case of an emergency.

Course Sponsors & Commercial Clients

The Curriculum and Quality Director will keep a list of course sponsors and commercial clients to be contacted in case of an emergency and will be responsible for communications with these clients and for negotiating any alternative arrangements.

Contact arrangements and emergency numbers

If part or all of MITSkills is closed with no immediate alternative accommodation available, then the staff and learners affected shall be advised to stay at home. Staff and learners are expected to seek regular information bulletins regarding the immediate situation by visiting the MITSkills Website, or Learner Management System or by phoning MITSkills directly to listen to a recorded message which will relay up-to-date advice and instruction. If appropriate, the Team Leader will set up a help desk at the Control Centre where learners and staff can talk to someone on the phone or in person during working hours. Enquiry staff should be ready to offer useful information, e.g., telephone numbers of local hospitals, Samaritans, etc. Key staff may need to be issued with temporary mobile phones.

Internal Communications

The Team Leader will be responsible for the format and content of all internal communications to learners and staff concerning the incident and its aftermath. Members of staff deputed to give out information should be well briefed, with a written statement provided to them by the Team Leader available for reference. A meeting of all staff should be arranged, if possible, on the same day to give information on the incident. Learners should then be briefed in their class groups if appropriate. Questions should be answered as straightforwardly as possible. Only the facts should be presented, without speculation on the causes or consequences of the incident; no blame should be attributed. If questions arise for which there are no answers yet, this should be acknowledged honestly. Regular news bulletins should be issued, including up-to-date information on the location and contact numbers of all displaced staff and alternative teaching accommodation.

External Publicity

The Team Leader (or person deputising) is the only nominated person for media liaison. On no account shall any other member of staff contact the media without authorisation from the Managing Director.

Alternative Accommodation

The Finance Director shall be responsible for procuring alternative accommodation. The Team Leader and Finance Director are responsible for assessing the amount and type of accommodation required and the equipment needs.

Office Re-scheduling

Where possible, alternative office space will be allocated to staff based on priorities agreed by the Team Leader. Practical office reallocations, if necessary, will be the responsibility of the Finance Director.

Counselling

If the incident has involved violence, injury, loss of life, or other stressful situations, the Team Leader will plan for counselling advice to be available for staff and learners via Pastoral support or an approved counsellor or other external agencies.

Extra Travel Costs

If learners have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and will make arrangements to make payments to learners through the control centre.

Budget

An emergency budget will be available to cover additional costs associated with the emergency. The Team Leader will have discretion to use this budget.

Incidents off-site

A log of off-site incidents (where relevant to issues of continuity planning) at MITSkills should be maintained by the Team Leader, Deputy Team Leader, or members of the Crisis Management Team.

Expressions of Sympathy

A representative from MITSkills should visit the injured in the hospital, and fellow staff and learners should be encouraged to send cards and messages.

Funerals

Burial rites will vary according to religious faith and family wishes. Several faiths require funerals to take place within 24 hours of death. A member of staff should therefore be appointed to swiftly make enquiries about burial customs and determine if flowers are acceptable, and whether female and male representatives from MITSkills, including learners, would be welcome to attend.

Memorial Services

Consideration should be given as to whether it would be appropriate, following a suitable period, to hold a memorial service. It may also be appropriate to consider some lasting memorial, and/or to mark anniversaries.

Monitoring

Staff should receive advice on how to look for signs that the distress caused by the incident is having a continuing effect on a member of staff or a learner's performance. Staff and learners should be asked to keep alert to differences in behaviour in one another and signal if they have any concerns that an individual may be suffering from stress related to an event. A member of staff should be designated to keep in contact with anyone who has been injured to monitor their progress and re-entry into MITSkills.

Record Keeping

The Team Leader shall ensure that an accurate written record of events is compiled for future reference. Each member of the CMT should be encouraged to keep a diary during the crisis that notes specific times that actions were instigated and completed. Diaries can then be used during team meetings to confirm specific actions or instructions and help to provide crucial information for the final report.

Remote access to the college network and online resources

Provided that the IT network system is fully functional and internet access is not disrupted, staff will be able to access the system remotely. The Team Leader shall ensure that all relevant staff hold an extra copy of the Continuity Plan and all contact lists at home.

EMERGENCY INFORMATION

EMERGENCY INFORMATION FOR TEAM LEADERS FOLLOWING A
CATASTROPHIC EVENT

LOCAL HOSPITALS

Emergency Service 999

St. Peter's Hospital

01932 872000 (Checked 2026)

St. Peter's Hospital, Guildford Road, Chertsey KT16 0PZ

<https://ashfordstpeters.nhs.uk/>

West Middlesex University Hospital

02085602121

Twickenham Road, Isleworth, Middlesex, TW7 6AF

<https://www.nhs.uk/services/acute-trust/chelsea-and-westminster-hospital-nhs-foundation-trust/RQM/contact-details> (Checked 2026)

Barnsley Hospital (Barnsley)

Emergency Department Enquiries

01226 432788 / 01226 432648 (Checked 2026)

Gawber Rd, Barnsley S75 2EP

Local Authorities

Surrey County Council

Contact the Emergency Management Team, Surrey County Council:

Address: Woodhatch Place, 11 Cockshot Hill, Reigate RH2 8EF

Phone: 0300 200 1003

Hounslow County Council

If you need to report an emergency

Emergency services on **999** or **112**.

To inform the council of an emergency, please call 020 **8583 2222**. (Checked 2026)

Barnsley Metropolitan Council

Telephone numbers supplied by Barnsley Council

- Health Safety and Emergency Resilience Service 01226 772274 (checked 2026)
- Barnsley Council main contact 01226 773555

The council relies on the South Yorkshire Forum

Emergency services on **999** or **112 report to the South Yorkshire Police**

DfE – Incident Reporting and Obligations

The DfE has expectations of Incident reporting from within our current contract. All reporting under this obligation will be determined by the Crisis Management Team leader –

Our current DfE Manager is

Jason Fletcher

Jason.FLETCHER@education.gov.uk

Tel: 020 7340 7034

The Contractor must inform the Department of the death of any Learner during the provision of the Services. This will be done by informing the Department's representative by telephone or email immediately upon the Contractor becoming aware of the death.

The Contractor will ensure it notifies the Department via the Contact Form: General Enquiries at Education and Skills Funding Agency - GOV.UK (www.gov.uk) where a referral has been made by the Contractor or one of the Contractor Related Parties in either of the following circumstances (such notification must include the name of the institution, a high level summary of the nature of the incident (without sharing personal information about victims or alleged perpetrators) and confirmation of whether it is, or is scheduled to be, investigated by the Local Authority and/or the police):

9.9.1 a safeguarding concern related to sexual violence to Local Authority children's social care/adult social care and/or the police, or

9.9.2 an allegation of abuse made against a teacher, lecturer, or other member of staff to the designated officer(s) (at the local authority).

9.10 The Contractor will ensure it notifies the Department via the Contact Form: General Enquiries at Education and Skills Funding Agency - of incident(s) and/or where a referral has been made, where the Contractor or one of the Contractor Related Parties:

9.10.1 is aware of an incident, or pattern of incidents, which undermines the promotion of British fundamental values as referred to in Clause 9.3 or the ability of the Contractor or the Contractor Related Parties to comply with the Prevent duty, or

9.10.2 makes a referral of an individual member of Contractor Personnel for the purposes of determining whether that member of Contractor Personnel should be referred to a panel for the carrying out of an assessment under section 36 of the Counter Terrorism and Security Act 2015 of the extent to which that individual is vulnerable to being drawn into terrorism.

1.15 The Contractor will, as a minimum, have in place robust Business Continuity arrangements and processes, including IT disaster recovery plans and procedures

that conform to ISO 22301 to ensure that the delivery of the Contract is not adversely affected in the event of an incident. An incident will be defined as any situation that might, or could lead to, a disruption, loss, emergency, or crisis to the Services delivered. If an ISO 22301 certificate is not available, the Contractor will provide evidence of the effectiveness of their ISO 22301 conformant Business Continuity arrangements and processes, including IT disaster recovery plans and procedures. This should include evidence that the Contractor has tested or exercised these plans within the last twelve (12) months and produced a written report of the outcome, including required actions. Any suspected or actual breach of the confidentiality, integrity, or availability of Department Data, including user credentials, used, or handled in the course of providing this service, shall be recorded as an incident. This includes any noncompliance with these Departmental Security Standards for Contractors, or other Security Standards pertaining to the solution. Incidents shall be reported to the department immediately, wherever practical, even if unconfirmed or when full details are not known, but always within 24 hours of discovery. If incident reporting has been delayed by more than 24 hours, the Contractor should provide an explanation about the delay. The Contractor will inform their Contract Manager in writing. Incidents will be investigated by the Contractor, with outcomes being notified to the Department.

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