



CONTINGENCY PLAN FOR ALL PROGRAMMES

This document should also be read alongside Sysco's 'Risk Strategy & Contingency Evidence Matrix'.

Purpose

This plan is designed to provide assurance that we have considered a range of risks that could impact apprentices' ability to successfully undertake or complete their programme, and that we have contingency plans in place to eliminate, mitigate or manage these risks. This considers the requirements as stipulated within the Education and Skills Funding Agency (ESFA) Apprenticeship Funding Rules.

Overarching Aim

Sysco's aim is that apprentices should start their apprenticeship programme in the expectation of completing successfully.

Structure

Sysco offers a range of approaches to delivery of apprenticeship training programmes to best address the unique needs of each employer and their apprentices. Some programmes have components that are delivered online or at employer's locations or at alternate premises. For this reason, these continuity plans consider a wide range of arrangements that may be drawn on to address the needs of individual employers and their apprentices, should contingency arrangements need to be implemented.

In turn, Sysco acknowledges that individual apprentices will be affected in different ways if any of the risks detailed in this plan materialise. For this reason, the delivery team and/or employer engagement team will communicate directly with apprentices and their employers where additional support, advice or guidance is required and will work with any apprentices who have approved reasonable adjustments or identified additional needs to ensure actions and options meet their individual requirements.

Continuity of Learning

Sysco will take all reasonable steps to minimise disruptions to apprentices' studies by:

- re-scheduling any affected components of study in agreement with apprentices and employers
- delivering a modified version of the same course or access to the same course via a different mode of study if required and an appropriate solution to the disruption (e.g. distance learning)
- aiding affected apprentices to move to a new training location when needed.

Redundancy

As per the ESFA Apprenticeship Funding Rules there may be circumstances where, if an apprentice is made redundant, Sysco will make reasonable efforts to find the apprentice a new employer. Apprentices could meet rules set out within the funding rules which allows them to continue their Apprenticeship programme with Sysco to successful completion or until they find a new employer. This will be funded by the ESFA in this instance.

https://help.apprenticeships.education.gov.uk/hc/en-gb/articles/360013279999-Apprentices-that-have-been-made-redundant?utm_source=ma&utm_medium=lp&utm_campaign=AS-072020-Apprentice-Redundancies&utm_content=email1&esfa_tok=24457637

Sysco will continue to provide advice, support, and guidance to the apprentices, ensuring high quality apprenticeship delivery is maintained throughout. Our training advisors we will be assisting the apprentice in

updating CVs, interview techniques and personal branding during this time so that apprentices are well positioned to secure alternate roles when they become available.

Employer Termination

In the event of a breakdown in relationship between the employer and Sysco which leads to the employer terminating its contract with Sysco, Sysco will help the employer find a suitable provider to help with the smooth transition of the transfer of the apprentice, ensuring disruption to the apprentice is kept as minimal as possible and all required information is passed over in a timely manner.

Subcontracting Provision Termination

Where subcontracting provision is in place for apprenticeship delivery and the termination is ended with Sysco and/or removal from RoATP, Sysco will then therefore take over the provision where possible. Sysco also has well established relationships with other Training Providers within the local area that deliver a wide range of Apprenticeship delivery. Where appropriate, these relationships can be leveraged to help delivery of these niche programmes where Sysco cannot fulfill delivery exclusively.

Termination of Contract with ESFA

If Sysco were to receive notification of a termination of contract with the ESFA, and/or removed from the Register of Apprenticeship Training Providers (RoATP), and therefore unable to continue the delivery of apprenticeship programme, Sysco will engage with the ESFA and provide full co-operation in this instance, ensuring disruption to both apprentices and employers is as minimal as possible.

If any of the funding agreements with the ESFA are terminated, Sysco's responsibilities include;

- Attending an exit meeting, if requested with representatives of ESFA.
- Continuing to support learners affected during the notice period, either until suitable alternative provision has been secured (by the employer or ESFA), or the termination date is reached.
- Providing an up-to-date summary to ESFA on the progress of all learners affected, confirming;
 - Which learners can be completed within the notice period (or prior to the termination date), and which learners will need to transfer to other alternative provision to finish their programme.
 - Any issues the ESFA may need to be aware of relating to specific learners.
- Ensuring all learners have full copies of all their learning evidence to date, including any certificates relating to their achievement to date which an awarding organization has sent, and immediate access to e-portfolios with the ability to download copies of all evidence required.
- Retaining all documents in relation to evidence of delivery as per retention of document clauses within our funding agreements and the published guidance on GOV.UK regarding record keeping and retention information for training providers <https://www.gov.uk/government/publications/record-keeping-and-retention-guidance-for-fe-training-providers/record-keeping-and-retention-information-for-training-providers> (unless Sysco ceases to trade, in which case we, or our legally appointed representatives, shall co-operate with the ESFA (and partner organisations as appropriate) in the secure recording (indexing and labelling) and collection of files).
- Making available any learner files/records for audit purposes prior to or after a termination date.
- Co-operating with ESFA with any requests for information.
- Notifying relevant stakeholders (such as awarding organisations, end-point assessment organisations (EPAO's)) that some or all funding agreements with ESFA have been terminated.
- Supporting ESFA with queries from learners, employers, and other stakeholders (such as awarding organisations, EPAOs, subcontractors, etc).
- Continuing to submit timely and accurate Individual Learner Records (ILR) data returns and agree a date for final ILR submission, in which any remaining continuing learners must be recorded as either

withdrawn from their last day of learning, or completed, as appropriate.

- Ensuring data on the Student Loans Company's 'Learning Provider Portal' <https://www.lpservices.slc.co.uk/> is accurate and up to date for all advanced learner loans funded learners.
- Providing a suitable point of contact within the organization for ESFA to liaise with directly regarding the termination of funding agreements, resolution of general and data queries and to support with the transfer of learners.

The above should be read alongside <https://www.gov.uk/government/publications/termination-of-esfa-funding-agreements/termination-of-esfa-funding-agreements-guidance-for-providers>

Other

Any other variables that may occur which could impact the apprentices ability to complete their apprenticeship and is not set out in this document will be reviewed on an individual basis following the 'Risk Strategy & Contingency Evidence Matrix'.