

## Coronavirus Contingency Plan

The Childcare Company and Impact Futures (“the Business”) is committed to maintaining and ensuring continuity of our training delivery for learners, employers and staff during this challenging period.

During this period of disruption, the health and safety and wellbeing of all of our workforce, learners and employers is of paramount importance and will always be our first consideration.

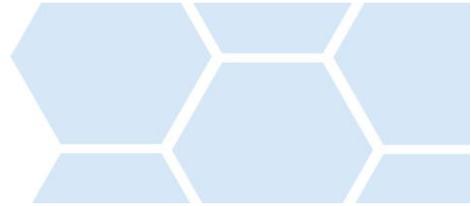
We are entering a period of uncertainty and it is important that you all know that we are here to support you every step of the way and stand side by side to work through this challenge.

We aim to do this in the following ways:

- 1. Government Guidance:** Throughout the duration, the Business will follow and adhere to the advice of Public Health England, National Health England and any other Government Body.
- 2. Travelling:** Development Coaches will continue to utilise all means of transport to visit a learner at agreed locations. Should there be a ban on using public transport, travel restriction or areas/locations of isolation, **section 4** of this document will apply.
- 3. Head Office Operations:** The Business will continue to operate normally as far as possible. Should there be cause for our head office to close, all head office staff will continue to work from home, adhering to relevant GDPR policies and procedures. Our main inbound number will be covered by home based staff who will deal with, or transfer calls to the appropriate person within our organisation.
- 4. Training Delivery:** Our priority is to continue to provide all planned and future teaching sessions and support to all learners and employers. Where an employer is not permitting access or their premises are closed; a learner is in self-isolation; or a development coach is in self-isolation, we will revert to using one of our virtual learning environment smart rooms that is accessed through a learner’s Smart Assessor E-portfolio system to deliver remote sessions. There should be no cause for our delivery to stop.

Progress reviews and any other document requiring all party signatures can be completed remotely through the Smart Assessor E-portfolio system.

Learner observations will depend on employer site access. Where there is closure or self-isolation in place, the sequencing of the learner’s journey may need to adjusted so that the observation occurs at a later date.



**5. End Point Assessments:** Where end point assessments are remote these will continue as normal or Apprentices can set them from home. Where end point assessments are workplace observations and; an employer is not permitting access or their premises are closed; a learner is in self-isolation; or the end point assessment assessor is in self-isolation we will advise according to the end point assessments organisations contingency plan.

#### **6. Systems and Communication**

All of our systems are managed and maintained through the cloud and therefore we are able to deliver a truly remote operation from learner contact and engagement, enrolment and support for new apprentices and their managers, delivery of training and end point assessment and certification.

We will be contactable at all times through our office number 01753 596004 and email and therefore will always be there to assist with any queries.

**7. Break in Learning:** The Department of Education (DfE) have released latest guidelines in the situation where a learner or a development coach contracts the coronavirus and there is a pause in learning of 4 weeks or more then a learner may be put on a break in learning. This option will be taken as a last resort. <https://feweeek.co.uk/2020/03/09/coronavirus-break-in-learning-rule-suspended-for-affected-apprentices/>