**Business Continuity Plan for Critical Services during High Levels of Staff Absence**

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| **Details of Service** | Management of Apprenticeship programmes |
| **Name of Manager of Service & Deputy** | Rachel Walton  Janine Holdway (Manager of Rachel Walton)  Victoria Mansfield AMBS (Degree Apprenticeship Manager and manager of Rebekah Ilsley)  Kate Julian (Academic Lead for Apprenticeships) |
| **Details of staff currently delivering this service**  **(Names & FTE)** | Rachel Walton (1FTE)  Victoria Mansfield (0.8FTE)  Melissa Corry (1FTE)  Stuart Marshall (1FTE)  Janak Patel (1FTE)  Kate Julian (1FTE) |
| **External Contacts** | Rachel Barker, ESFA, Manager – Greater Manchester, Cheshire and Warrington, [Rachel1.Barker@education.gov.uk](mailto:Rachel1.Barker@education.gov.uk) **M:** 0744 329 2216 |
| **Initial Response** | Apprenticeship Programmes will respond to major incidents and adopt the business continuity plan in line with ‘standard’ taught degree programmes and the application of the University Business Continuity Plan and Faculty Operations Business Continuity Plans for teaching will also apply.  Apprenticeship Specific Responses  Programme Manager to work with the programme teams to explore the practical management of the programme in terms of how apprentices can continue their studies in line with changing employer situations.  Work with the Programme Director and Executive Director Client Relations to ascertain whether cohorts will be continuing or whether students will be taking a break in learning.  QA Manager to respond to and liaise with the ESFA and other training providers around how funding rules should be implemented in light of major incident/the current situation and how will impact future cohorts, changes to funding rules and compliance. |
| **How many staff do you need to maintain acceptable service levels?** | **Apprenticeship administration:**  Rachel Walton – quality assurance and approvals  Victoria Mansfield – operations  One other trained member of staff is requested in Apprenticeship Administration operations, at least until an apprenticeship Management Information system is fully in effect, at which point requirements can be reviewed. There are currently three staff being trained up from Executive Education to work on Programme Management, one of whom may be able to help with admissions, which falls under the remit of Apprenticeship Administration. However, they are new to the programme, so will take several weeks to be 100% operationally effective.  **Other teams involved in delivery:**  **Programme Teams:**  MSc Management Practice/PGDip Management Practice programme team  Global MBA programme team  MSc Healthcare Leadership programme team  (Programme teams include an apprenticeship-specific role - Practice Based Tutors (PBT’s) There are currently 3 PBT’s)  **Business Development and Marketing:**  Marketing team for MSc – Joanne Blain  Business development team for MSc – Stuart Wells & Jill Ingham  Marketing & Recruitment team for Global MBA – Chris Healy  **Contracts Management:**  Jo Lewis  **Student Fees/Invoicing:**  June Roche  Jade Barrett  Will Gregory  Patrick Ryan |
| **Is the service dependent on a key individual(s)?** | Yes  Rachel Walton  Victoria Mansfield |
| **Is the service dependent on access to key IT systems/files?** | Yes for completion of, Apprenticeship Records ILRs and ESFA documentation.  Aptem (Apprenticeship Management System), Pebblepad, Outlook, Word, Salesforce, Excel, Go To Meeting, Qualtrics, ESFA Hub, Dropbox for Business, Office 365 online, Campus Solutions 9.0 and 9.2 (AMBS pilot version), Student Document Centre  Remote Access is available to apprentices as standard. |
| **Are there process documents/training guides for delivering of this service? If so, please list and attach as annexes.** | Yes. All documentation pertaining to the policy and running of apprenticeship provision is available on the staffnet pages  <https://www.staffnet.manchester.ac.uk/tlso/policy-guidance/degree-apprenticeships/> |
| **Are there other teams within the institution who deliver the same or a very similar service? If so, please list them?** | Apprenticeship programmes are managed at programme level via each school/faculty with a central oversight for quality assurance and policy/procedure and administration. Currently only AMBS offer apprenticeship programmes |
| **What additional action could be taken if we don’t have sufficient staff to maintain acceptable services levels?**  **e.g. reduce/prioritise number of activities completed by the team, reallocate staff from other teams to support service, train additional staff to support this service, temporarily suspend service.** | Train additional staff to support this service – especially around advising on apprenticeship rules and requirements and carrying out ILR related activity.  Institute training / a community of practice for existing team members involved in apprenticeships so that knowledge is distributed more widely.  Ensure operational capacity is considered when setting intake targets. |