

Apprenticeship Continuity Plan

1. Overview

- 1.1 Walbrook is committed to ensuring the continuity of apprenticeship provision, enabling apprentices to complete their programmes with minimal disruption.
- 1.2 This Apprenticeship Continuity Plan outlines how Walbrook identifies, assesses, and mitigates risks that may impact the delivery of apprenticeship training, assessment, and learner support.
- 1.3 This plan should be read alongside the organisational Business Continuity Plan (BCP). In the event of a major incident, Walbrook will follow the provisions of the BCP. It should also be read alongside our Safeguarding Policy, which outlines actions we would take in events where there is a risk to student welfare.

2. Risk Assessment Approach

- 2.1 Walbrook has a well-developed system of risk assessment and management that is underpinned by a risk management policy. The main responsibilities are as follows:
 - i The Board of Directors is ultimately responsible for risk management systems
 - ii The Audit Committee monitors and advises the Board of Directors on the effectiveness of risk management, control and governance
 - iii The Senior Leadership Team oversees strategic and operational risk registers which are reviewed and updated quarterly
 - iv The Professional Education and Skills Board and the Academic Board oversee academic quality, standards, and any proposed programme withdrawal or modification and associated teach-out arrangements
 - v The Apprenticeships Team maintains operational oversight of apprenticeship delivery risks and works directly with apprentices and employers to manage issues as they arise

3. Actions to support students where risks materialise

- 3.1 **Teaching out and continuity of delivery:** Where an event within Walbrook's control requires change to the delivery of an apprenticeship programme, our first intention will be to allow apprentices to continue and complete their programme wherever this is feasible. This may include:
 - i teaching out the programme to completion
 - ii delivering the programme via an alternative mode (for example, distance or blended learning)
 - iii rescheduling training and assessment activity in agreement with apprentices and employers

The Professional Education and Skills Board and the Academic Board will oversee any teach-out or significant modification arrangements to ensure academic quality and standards are maintained.

- 3.2 **Transfer to alternative provision:** Where it is not possible for Walbrook to teach out an apprenticeship programme, we will provide apprentices and employers with clear information about the reasons. In these circumstances, Walbrook will work with the DfE and employers to support apprentices to transfer to alternative suitable provision wherever possible.
- 3.3 **Loss of RoATP status:** If Walbrook were removed from the Register of Apprenticeship Training Providers, we would engage promptly with the DfE to implement an agreed exit strategy designed to minimize disruption to apprentices and employers.
- 3.4 **Premises disruption:** If access to Walbrook or employer training premises is disrupted, we will seek, where appropriate, to:
- i relocate delivery to an alternative Walbrook or employer site
 - ii move sessions online on a temporary or longer-term basis
 - iii adjust delivery schedules in consultation with apprentices and employers.
- 3.5 **IT disruption:** Where IT systems are temporarily unavailable, Walbrook will invoke its business continuity arrangements to restore services as quickly as possible. Missed learning activity will be rescheduled and additional learning materials or recordings provided as appropriate.
- 3.6 **Redundancy support:** Where an apprentice is made redundant, Walbrook will act in line with DfE Apprenticeship Funding Rules and will make reasonable efforts to support the apprentice to:
- i find alternative employment where required
 - ii transfer to a new employer to continue their apprenticeship if appropriate
 - iii access careers, employability and wellbeing support
- 3.7 **Employer withdrawal from the apprenticeship agreement:** Where an employer withdraws from an apprenticeship agreement partway through an apprentice's programme, Walbrook will take all reasonable steps to minimise disruption and support the apprentice to continue their training. Where continuation of the apprenticeship is not possible, Walbrook will support the apprentice to understand their progression options, including alternative qualifications or routes where applicable.
- 3.8 **Breakdown in employer-apprenticeship relationship:** Where a breakdown in the professional relationship between an apprentice and their employer risks the apprentice's continuation on programme, Walbrook will prioritise early intervention and support to minimise the impact on the apprentice's learning and wellbeing. If the relationship cannot be resolved and continuation with the employer is no longer viable, Walbrook will:
- i support the apprentice to explore alternative employment opportunities where continuation of the apprenticeship is permitted
 - ii provide academic, pastoral and careers guidance during the transition
 - iii take reasonable steps to minimise disruption to training and assessment activity while alternative arrangements are sought
- 3.9 **Delays or unavailability of Apprentice Assessment:** Where delays or availability issues arise with an Apprentice Assessment Organisation that could impact an apprentice's timely completion, Walbrook will take steps to support apprentices and employers and reduce

uncertainty. Where permitted by the relevant assessment plan and regulatory requirements, Walbrook will:

- i explore the use of alternative approved Apprentice Assessment Organisations
- ii support apprentices to maintain readiness for assessment through ongoing review and preparatory activity
- iii adjust delivery or assessment schedules to accommodate revised timelines

4. Communication with students and employers

- 4.1 Walbrook will communicate this plan through publication on its website and apprenticeship information platforms. Apprentices and employers will also be made aware of relevant terms and conditions at the point of enrolment.
- 4.2 Where a risk materialises that may affect apprenticeship delivery, timely and clear communication will be a priority. Walbrook will liaise directly with apprentices and employers to explain the situation, the likely impact and the actions being taken.
- 4.3 We recognise that apprentices may be affected in different ways and will ensure reasonable adjustments and individual support are provided in line with the Equality Act 2010.

5. Complaints

- 5.1 Apprentices may raise concerns or complaints about any aspect of their experience, including how this plan has been applied, through Walbrook's Complaints Policy for apprentices and their employers.

6. Refunds, funding and compensation

- 6.1 Funding arrangements for apprenticeships are governed by the DfE Apprenticeship Funding Rules. Where learner protection issues arise, Walbrook will apply relevant rules and policies, including its Refund and Compensation Policy where applicable.

7. Questions

- 7.1 Any questions about this Apprenticeship Protection and Contingency Plan can be directed to the Apprenticeships Team or the Chief Operating Officer.

8. Contact details

Chief Operating Officer
Chris Ray
Professional Education
02074447142

Apprentices should also keep the following key contact details with them:

- Line manager's contact details
- Employer's HR contact details

Department for Education (DfE)

customer.experience@education.gov.uk

employer.enquiries@education.gov.uk

Telephone: 0370 000 2288

Website: <https://www.gov.uk/contact-dfe>

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