

Business Continuity Policy

Policy Ref	Version	Date Issued	Review Date
T8-POL-009	2.0	22 July 2026	22 July 2027

1. Policy Statement

T8 Learning and Development Ltd is committed to maintaining continuity of learning, assessment, internal quality assurance, learner support, and awarding body communication in the event of disruption. This policy sets out how the centre will identify, manage, respond to, and recover from incidents that could affect its ability to operate safely, securely, and in line with Highfield Qualifications requirements.

2. Scope

This policy applies to all regulated qualifications delivered under Highfield centre approval, all learners enrolled with T8 Learning and Development Ltd, all staff, associates, contractors, and any systems, premises, venues, records, or resources used to deliver, assess, quality assure, or administer qualifications.

3. Responsibilities

Darren Tate, Director / Lead Trainer, holds overall responsibility for business continuity, data security, incident response, communication with learners and employers, and notifying Highfield Qualifications of any significant changes, disruption, centre closure, or changes to key personnel. All staff and associates must follow this policy, report risks promptly, protect learner data, and support recovery arrangements where required.

4. Business Continuity Risks and Mitigation

Risk	Impact	Mitigation and Continuity Arrangements
Cyber-attack, system compromise, phishing, malware, or unauthorised access to online data	Loss of access to learner records, assessment evidence, emails, booking information, or Highfield systems; risk of data breach and disruption to	Password-protected systems, multi-factor authentication where available, secure cloud storage, antivirus protection, regular software updates, restricted access to learner records, staff awareness of phishing risks,

	delivery or certification.	secure backup of essential records, and immediate review of affected accounts if suspicious activity is identified.
Plagiarism or inappropriate AI use within learner work	Invalid assessment evidence, unfair advantage, compromised assessment decisions, and risk to qualification integrity.	Learners will be informed during induction that work must be their own. Assessors will review work for changes in tone, inconsistent knowledge, copied content, over-reliance on AI-generated responses, and evidence that does not match the learner's demonstrated competence. Higher-risk work will be referred for IQA sampling, professional discussion, questioning, or resubmission where appropriate.
Leavers, movers, or changes to personnel with access to data or awarding body systems	Unauthorised access to learner data, assessment records, centre records, or Highfield systems.	Access rights will be reviewed whenever a staff member, associate, or contractor leaves, changes role, or no longer requires access. Passwords and system permissions will be removed or amended promptly. Highfield will be notified of any changes to nominated contacts, assessors, IQAs, or other key centre personnel.
Force majeure, including flood, fire, severe weather, pandemic, power failure, transport disruption, or other act of nature affecting premises or venues	Temporary or permanent closure of premises or training venue, cancelled delivery, delayed assessment, reduced access to resources, or staff/learner inability to attend.	The likelihood will be assessed for each venue and delivery arrangement. Where disruption occurs, T8 Learning and Development Ltd will contact learners and employers promptly, rearrange sessions, move to suitable alternative venues or remote delivery where permitted, reschedule assessments in line with

		awarding body rules, and prioritise learners close to completion.
Closure of the centre or loss of key personnel	Learners may be unable to complete teaching, assessment, IQA, certification claims, or appeals within expected timescales.	T8 Learning and Development Ltd will maintain accurate learner progress records, assessment records, IQA records, and contact details so that learners can be supported to complete. If closure or loss of key personnel prevents delivery, the Director will notify Highfield, seek guidance, protect learner interests, arrange alternative qualified personnel where possible, and support transfer or completion arrangements in line with awarding body requirements.

5. Incident Response Procedure

Where a significant disruption occurs, the Director will assess the risk to learners, staff, resources, assessment activity, learner data, and Highfield requirements. The Director will record the incident, communicate with affected learners and employers, identify immediate controls, prioritise safeguarding and data protection, and agree recovery actions. Where the incident affects qualification delivery, assessment integrity, certification, centre approval, or key personnel, Highfield Qualifications will be notified as soon as reasonably practicable.

6. Communication Arrangements

In the event of disruption, T8 Learning and Development Ltd will communicate with learners, employers, staff, associates, venues, and Highfield using the most appropriate available method, including email, telephone, online meeting, or written notice. Communications will explain the nature of the disruption, expected timescales, revised delivery or assessment arrangements, and who learners should contact for support.

7. Version Control

Version	Date	Changes Made	Approved By
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1.0	June 2026	Initial policy created for Highfield centre approval.	Darren Tate
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8. Review

This policy will be reviewed annually, following any significant disruption, following any change to Highfield requirements, or where changes to systems, personnel, delivery arrangements, or premises require updates to continuity arrangements.

Approved by

Darren Tate

Position

Director / Lead Trainer

Date

June 2026