

Subject: All Staff Email Update
Date: Monday, 23 March 2020 at 16:39:53 Greenwich Mean Time
From: Arlene Brathwaite
To: Mailing List - Everybody
Attachments: image002.png

[Sent on behalf of Stephen Davis](#)

Good Afternoon Everyone,

It is taking longer than expected to flesh out the key elements of what constitutes the business critical service for United Colleges Group. Although, we have some elements in place many are still unclear so rather than send a half completed plan it is our intention to send out the full plan after Covid-19 meeting as early as we can tomorrow.

This will include a plan for IT Support, Estates and Transport Strategies, HR Support, Internal & External Communications, Finance & Payroll functionality and the other key services that are involved in the delivery of our student support services including how those student support and services staff will support the student experience whilst our students and many staff are working remotely.

Some examples of what we are still looking at include:

- Issue appropriate equipment to both students and staff who need them
- Issue equipment that can be amended by those who we issue them to - eg downloading VM ware and other appropriate software
- Ensuring acceptable use of IT equipment
- Accessibility issues both of Software and key systems e.g. One Drive, Office 365, Promonitor, Prosolution, and Itrent
- The functionality of the IT help desk to support both staff and students given the variety of demands that will be forthcoming and the impact this will have on the IT Service in the round
- The functionality of reception for both legacy colleges
- The delivery of our Payroll over potentially a number of cycles
- Meeting the welfare needs of our students around Free School Meals and Bursary
- Ensuring our suppliers are paid in a timely manner
- The recording of attendance on behalf of the Department of Education and our stakeholders
- The transport arrangements for those staff who may need to come to College sites to ensure their safe travel
- Deciding which College sites will remain open

I can only apologise on behalf of the SLT around the delay in getting this information to you however I know your line managers are speaking to individuals in their area around the need or otherwise to attend the workplace tomorrow and I hope you have a clear view on that. If not please contact your line manger copying their manager into that email.

Best wishes



Group Principal

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