



# Business Continuity Policy

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## **1. Introduction**

1.1 Staff Power Training (SPT) is committed to ensuring the continuity of its essential services to adult learners, staff, and stakeholders in the event of disruptions. This policy outlines our approach to business continuity management, aiming to minimise the impact of foreseeable and unforeseeable incidents and facilitate a swift recovery.

## **2. Scope**

2.1 This policy applies to all employees, contractors, volunteers, and services of SPT, encompassing all training programmes, administrative functions, and physical locations.

## **3. Objectives**

3.1 This policy aims to help and assist with:

- *Identifying critical business functions and their dependencies.*
- *Assessing potential risks and vulnerabilities.*
- *Developing and implement strategies for incident response and recovery.*
- *Minimising financial losses, reputational damage, and disruption to learning.*
- *Ensuring compliance with relevant legal and regulatory requirements.*
- *Safeguarding the health and safety of staff and learners.*

## **4. Roles and Responsibilities**

4.1 Board of Directors/Senior Leadership Team: Overall responsibility for approving the policy, allocating resources, and providing strategic direction for business continuity.

4.2 Business Continuity Manager/Coordinator (or designated individual/team): Responsible for developing, implementing, maintaining, and testing the Business Continuity Plan (BCP). This includes:

- Conducting Business Impact Analyses (BIAs) and Risk Assessments.
- Coordinating with internal departments and external stakeholders.
- Developing communication plans.
- Organising training and awareness programmes.
- Managing incidents and leading recovery efforts.

4.3 Department Heads/Team Leaders: Responsible for identifying critical functions within their departments, contributing to the BCP, and ensuring their teams are aware of and adhere to the policy and procedures.

4.4 All Employees: Responsible for understanding their role in business continuity, reporting potential risks, and following established procedures during an incident.

## 5. Business Impact Analysis (BIA)

5.1 SPT will conduct regular BIAs to identify and prioritise critical business functions, processes, and resources essential for delivering adult training. This includes:

- Training Delivery: Classroom-based, online, blended learning.
- Learner Support: Admissions, enrolment, welfare, career guidance.
- Staffing: Payroll, HR, communication with staff.
- IT Systems: Learning Management Systems (LMS), student databases, communication platforms.
- Financial Operations: Payments, invoicing, budgeting.
- Premises & Facilities: Classrooms, offices, equipment, utilities.

## 6. Risk Assessment

6.1 SPT will conduct comprehensive risk assessments to identify potential threats that could disrupt operations. These threats may include, but are not limited to:

- Natural Disasters: Flooding (relevant for Sunderland given its proximity to the Wear), severe weather, fire.
- Technological Failures: IT system outages, data breaches, power outages.
- Human-Induced Incidents: Vandalism, civil unrest, staff shortages (e.g., due to pandemic), cybersecurity attacks.
- Infrastructure Failures: Utility disruptions (gas, water), transport issues affecting access.
- Pandemics/Health Crises: Leading to widespread illness, travel restrictions, or facility closures.
- Specific Localised Risks: Consider local infrastructure vulnerabilities, public transport reliability, and the potential impact of local events.

## 7. Business Continuity Strategies & Solutions

7.1 Based on the BIA and Risk Assessment, SPT will develop and implement strategies to mitigate identified risks and ensure continuity. These may include:

- **Data Backup and Recovery:** Regular, off-site backups of critical data (LMS, student records, financial information) with clear recovery procedures.
- **Alternative Facilities/Remote Working:** Plans for relocating operations or enabling remote work for staff and online learning for students if physical premises are inaccessible. This could involve partnerships with other local training providers in Sunderland or designated remote work protocols.
- **Technology Redundancy:** Use of cloud-based systems, redundant servers, and alternative internet service providers.
- **Supply Chain Management:** Identifying critical suppliers (e.g., utilities, IT support, learning materials) and developing alternative arrangements.
- **Staffing Plans:** Cross-training, clear communication channels, and procedures for managing staff availability during disruptions.
- **Emergency Response Procedures:** Detailed plans for fire, evacuation, medical emergencies, and other immediate incident responses.

## **8. Incident Response & Management**

8.1 Incident Management Team (IMT): Establishment of a dedicated team with clear roles and responsibilities for managing incidents.

8.2 Communication Plan: Procedures for timely and effective communication with:

- *Learners (via email, SMS, website, social media).*
- *Staff (via internal communication channels).*
- *Stakeholders (funders, regulatory bodies, partners).*
- *Emergency services.*

8.3 Incident Reporting & Escalation: Clear procedures for reporting incidents and escalating them to the IMT.

8.4 Damage Assessment: Procedures for quickly assessing the extent of damage and impact.

8.5 Recovery Procedures: Detailed steps for restoring critical functions and services.

## **9. Company Closure and Awarding Organisations**

9.1 The senior leadership team will inform all Awarding Organisations of the pending closure and share all learner details that are registered on programmes and/or pending certification.

## **10. Training and Awareness**

10.1 All employees will receive training on the Business Continuity Policy, their roles, and specific procedures. This will include awareness campaigns to ensure staff understand the importance of business continuity.

## **11. Testing**

11.1 The Business Continuity Plan will be regularly tested (e.g., tabletop exercises, drills, simulations) to ensure its effectiveness and identify areas for improvement. Lessons learned from tests and actual incidents will be incorporated into the policy and plan.

## **12. Policy Review**

12.1 This policy will be reviewed annually, or more frequently if there are significant changes in legislation, working practices, or following any related incidents.