

**TrainPlus Staff Policy**

**Business Continuity Management**

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| Lead Responsibility | John Walsh | Approved by | TrainPlus Directors; John Walsh & Lisa Short |
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| **Policy applicable to** | **ALL EMPLOYEES and FREELANCE STAFF** |  |  |

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**TrainPlus Business Continuity Management Policy**

1. **Introduction**

Business Continuity Management (BCM) is a process that enables TrainPlus to proactively identify and plan to minimise the impact of risks that could affect its objectives, operations and infrastructure.

BCM provides the capability for TrainPlus to ensure continuity of teaching, together with support for its students, staff, employers and departments following any disruptive event. TrainPlus has a statutory duty to undertake BCM, it is a business imperative; also TrainPlus has legal and moral responsibilities for staff, students, employers and visitors and recognises the importance of this process in ensuring it can continue its urgent activities after a disruption and to protect its reputation as a Training Provider.

The Business Continuity process starts with **Incident Management**

TrainPlus has defined two types of incident:

**Minor incidents** are interruptions / disruptions that are sufficiently disruptive to require the implementation of business continuity arrangements.

They can be addressed by a departmental response - using business continuity plans. They are smaller scale events, affecting one or a small number of departments e.g. a localised computer virus, a minor power cut for a short period etc. However sometimes minor incidents can become major incidents.

**Major incidents** require the implementation of TrainPlus’ Incident Plan, when they meet the plan’s criteria of causing serious harm to staff, students, property or reputation.

This plan is focused on larger scale events e.g. a national emergency, a power cut affecting the main site etc. Using the power cut example, the Major Incident Team (MIT) would focus on the immediate priorities i.e. the welfare of people and the safety / security of buildings. In addition, a business continuity response would be required in terms of how TrainPlus would continue its urgent functions – those that need to be recovered first.

1. **Policy Statement**

**Aim and Objectives**

Business Continuity Management is concerned with improving the resilience of TrainPlus. This means developing its ability to detect, prevent, minimise and where necessary deal with the impact of disruptive events. In the aftermath of an incident it will enable the urgent or priority activities of TrainPlus to continue; in the longer term it will help TrainPlus to recover and return to “business as usual” as soon as possible. TrainPlus aims to develop, implement and resource a BCM Programme that will enable it to respond to and manage any disruptions that occur.

The Business Continuity Management Programme has the following key objectives:

• To raise the profile of BCM within TrainPlus. This will include arrangements to make staff aware of plans, their roles in them and are trained appropriately

• To identify urgent or priority (time critical) activities across TrainPlus and develop suitable business continuity arrangements for them

• To establish defined structures to plan for and respond to incidents

• To have ongoing BCM arrangements that are subject to regular reviews, audits and exercises

• To develop and review the Programme for continuous improvement, with reference to best practice

• To embed Business Continuity into the culture of TrainPlus so it becomes an integral part of decision making

1. **Scope**

It has been agreed that the scope of the Business Continuity Management Programme will operate across TrainPlus, all departments within them and Professional Services. MIS department will remain responsible for specific Disaster Recovery arrangements relating to the recovery of IT servers/applications that they operate.

The BCM Programme is focused on protecting and recovering the critical activities of TrainPlus and links to the aim of the organisation. Therefore, a priority activity is one that would impact on the reputation of TrainPlus or have a serious impact on the customers of TrainPlus if it was not performed or resumed within an appropriate defined period. This definition includes some activities in the following areas: teaching (including assessment), research, services provided to students and support services such as IT and HR.

**Operational Framework Management of the Business Continuity Management Programme**

• It is expected that all TrainPlus departments will go through the Business Continuity process. This will involve identifying their priority activities, the resources required and appropriate arrangements in the event of a disruption

• The Programme will be co-ordinated by TrainPlus’ Business Continuity Manager (MIT Lead), however individual departments will be expected to nominate appropriate people to coordinate the development of their department’s Business Continuity arrangements

• All documentation will be reviewed as a minimum on an annual basis, and will also be updated when there are significant changes to personnel, premises, suppliers etc

• Exercises of Business Continuity Plans will be held on an annual basis

• Training and awareness will be a key and ongoing part of the Business Continuity Management Programme

1. **Roles and Responsibilities**

TrainPlus’ Business Continuity Manager (MIT Lead) is responsible for co-ordinating the Business Continuity Programme on behalf of TrainPlus.

This involves:

• Providing advice and assistance throughout the BCM process

• Developing appropriate templates for TrainPlus to detail its arrangements, ensuring consistency in the Programme with flexibility to recognise the differences across departments

• Supporting departments in completing the documentation from a Business Impact Analysis (BIA) to developing a Business Continuity Plan (BCP)

• Assisting in the development of overarching plans/arrangements to support departmental plans

• Ensuring that TrainPlus’ arrangements are regularly reviewed and exercised

• Providing training to appropriate staff and leading on the development of corporate exercises to review arrangements that have been put in place

• Monitoring the level of Business Continuity planning in the institution and reporting to the Business Continuity groups on this

• Reviewing the Programme to ensure it remains fit for purpose and to continuously improve the arrangements in place

**Business Continuity Lead**

The Director is the lead for Business Continuity across TrainPlus.

This involves:

* Raising the profile of Business Continuity across TrainPlus as an ongoing responsibility and ensuring that information is available to staff (with the aim of embedding BCM into the activities of TrainPlus)
* Being the “champion” in terms of business continuity at strategic level by endorsing and supporting the Business Continuity Management Programme
* Reporting on the BCM Programme and the state of readiness
* Ensuring there is a consistent approach to Business Continuity across TrainPlus, in accordance with the Programme
* Supporting the continuous improvement of the Programme
* Approving recommendations from and allocating actions to staff as appropriate
* Ensure that a risk assessment approach is taken
* Planning arrangements including the review and development of the Major Incident Plan, reporting on the arrangements in place and ensuring the plan is exercised on an annual basis (unless a major incident occurs that has “tested” arrangements in the plan)
* Acting as a conduit for any queries / issues raised
* Providing feedback on progress
* Attending relevant training and awareness sessions to develop knowledge and understanding of Business Continuity Management
* Completing the required documentation, with assistance/involvement from other members of TrainPlus
* Ensuring Business Continuity documentation remains fit for purpose and up to date
* Attending, participating and sometimes leading debriefs and other events as required to review and test the plan
* Ensuring all staff / stakeholders are advised of any BCM matters arising. (Including the notification of this to Learners, Employers and ESFA).

**Staff**

It is important that everyone at Trainplus is aware of the BCM Programme.

Staff should be aware of any arrangements in their department’s plan that may affect them e.g. how they will be contacted / notified of an incident, where they should report to if they are not able to access their usual place of work etc.

1. **Links to Other Areas**

**Risk Management**

Business Continuity Management and Risk Management work closely together, as both are concerned with good governance and raising awareness about risks. However, the focus of the two areas is different; Business Continuity Management is only concerned with managing those risks that could cause a disruption to TrainPlus’ operations - sometimes termed as threats, whereas Risk Management has a wider remit. Also, for each risk there is a potential opportunity. BCM can be used as a treatment of some risks identified in risk assessments. Priority when developing business continuity arrangements should be given to treating threats identified as being most likely and having the greatest impact.

**Internal Audit**

As part of the review and monitoring of the Programme, in addition to the reviews undertaken by TrainPlus’ Business Continuity Manager, Internal Audit has an important role in ensuring that the Business Continuity Management Programme achieves its objectives as set out in this document.

**Information Security**

Information security covers the protection of all forms of information and is concerned with ensuring its confidentiality, availability and integrity. A key part of the Business Continuity process focuses on protecting against a potential loss of resources, including important information, thereby ensuring it is stored appropriately and remains available after a disruption. Information Security should be considered when developing alternative arrangements to store/access key information. The loss of information – either by a loss of access to it or by someone else being able to access it - could have serious implications and dependent on the severity, would be classed as an incident at TrainPlus.

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1. **The procedure**

All data files to be backed up daily via MozyPro an offsite, secure online cloud backup, data storage and recovery service. Backup files must be encrypted and stored in a secure, remote location ensuring the recovery of these files can be done at any time on any day from any location.

All files and Workstations are to be password protected in accordance with TrainPlus’ password policy, PC security packages installed, and Symantec online protection installed.

The MIS manager is responsible for management dashboard alerts which monitor all workstations, provide live updates, real-time protection, network security and live scans. This includes all our learning and teaching resources, all learner and employer data and all monitoring and tracking databases.

Internet connections are maintained via Telecoms World which allows for the retrieval of lost or destroyed data.

Telephone lines are maintained by Telecoms world which allows for calls to be redirected to any location.

Electronic mail is hosted and archived by IntY Cascade allowing remote access from any location.

Learner records are stored on Smart Assessor, a cloud-based e-portfolio system. Allowing access remotely from any location.

Hard copy learner files are stored in a secure location and are archived at the end of each academic year.

All staff have mobile communication devices, mobile internet and mobile workstations allowing accessibility and mobility.

TrainPlus has access to a vast array of venues that can be used at short notice to facilitate learning, minimising the effect on students.

By taking these steps our aim is to ensure that in the worst-case scenario were our office, hard copy and electronic files destroyed there would be no noticeable effect on our ability to continue with our Business Operations.

1. **Emergency Contacts**

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| Name | Position | Organisation | Contact Number |
| James Chance | MIS Manager | TrainPlus Ltd | 01268 574299  079433 76010 |
| Lisa Short | Business Continuity Manager (MIT Lead) | Trainplus Ltd | 01268 574299  07904 410581 |
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