BUSINESS CONTINUITY POLICY

SCCU Limited

Version 5.0

Contents

Version Control

VERSION	REVIEWER NAME	DATE	NEXT REVIEW	COMMENTS
5.0	Liam Morrissey	August 2021	01/08/2022	Update to previous.

Introduction

1. SCCU's policy is to maintain the continuity of its activities, systems, facilities, and processes and where these are disrupted by any event, to enable it to return to 'normal' operations as soon as possible, taking fully into account the impact of any delay on SCCU's quality of service, reputation, and finances.

Scope

2. This policy applies to all SCCU venues, offices, operations, activities, and services, without exception, and all SCCU staff at all levels of the organisational structure and includes self-employed contractors.

3. All SCCU activities wherever conducted must comply with the requirements of this Policy.

Objectives

4. This policy is intended to ensure:

    -   The concept of business continuity and our policy and approach is understood by all stakeholders.

    -   Internal and external dependencies on customers, suppliers, partners, and resources implications are identified.

    -   SMT and Directorate plans are developed to ensure recovery continuity is assured to an acceptable level in the event of an interruption to services.

    -   Plans are systematically maintained and tested.

    -   A programme of training and communication is put in place.

5. The objectives of business continuity planning are to ensure that SCCU:

    -   Understand its critical activities and maintains the capability to resume operations within agreed timeframes, following the deployment of a contingency planning response.

    -   Increases resilience by protecting critical assets and data (electronic and otherwise) through a coordinated approach to management and recovery.

    -   Minimises impacts using a focused, well-managed response activity.

Requirements

6. SCCU requires:

    •   The Senior Management Team (SMT) holds the responsibility to recover generic facilities, corporately managed systems, and central data security; and

    •   The maintenance of a Major Incident Plan to guide the team on the recovery from major incidents. This includes call-out arrangements and operational requirements, and the plan must be subject to testing at least bi-annually.

    •   The SMT and directorate are responsible for maintaining a register of all local specialists, facilities equipment, and data, carrying out a business impact analysis (BIA) and setting parameters on acceptable recovery times for each.

    •   Directorate management teams are responsible for completing a Business Continuity Plan (BCP) in response to their BIA.

    •   Registers, BCP's and BIA's must be reviewed annually or following invocation of a plan to implement any lessons learnt.

    •   The directorate is responsible for the delivery of generic facilities which should undertake a BIA and BCP for all facilities provided through them.

7. In compiling plans due consideration must be given to:

    •   Taking all reasonable measures to prevent and avoid any disruption to normal operations.

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    •   Considering continuity planning and resilience implications in all processes, projects, change and system developments.

    •   Making advance arrangements for the recovery of infrastructure components (e.g., accommodation, transport, telecommunications, equipment, and supplies).

    •   Making advance arrangements to re-locate or re-organise operations to allow critical processes to continue.

    •   Providing resilience for information systems and data, or alternative ways of working in the event of their failure. All new systems and processes to be in line with Policy.

- Protecting staff, students, visitors and third party welfare during and following an incident.

- Ensuring the effectiveness of plans and recovery arrangements through robust and regular testing and training.

- Updating plans following significant changes to contingency planning requirements. Such changes may occur as part of organisational change planning and management.

- Ensure resilience by using alternative communication channels such as phone, email, and social media to contact staff, learners, and stakeholders.

- The use of cloud-based business-critical systems ensures resilience by limiting downtime of systems and accessed anyway with Wi-Fi or 4G tethering.

8. Individual responsibilities and actions to ensure that SCCU can continue to deliver education and training following disruptive events are described in Annex A.

Approval and Review

9. Business Continuity policy approved by the SMT in January 2019.

Annex A: Business Continuity Responsibilities

Category	Actions	Responsibility	When	Outcome
Paperwork retention	Scan existing SCCU enrolment documentation. Store in the cloud and electronic media kept off-site. Future enrolment documentation and portfolios to be stored electronically using OneFile.	MIS	End August 2019	Electronic media containing scanned documents stored offsite for access anywhere E-portfolio provider manages data storage and is subject to their internal Business Continuity processes.
Data access	MIS system is hosted off-site by Provider. Staff can access PICS / OneFile / Impact / Cognassist off-site for apprenticeship delivery. Enrolment packs are available online for further enrolment	MIS	In place	Cloud-based software suppliers required for apprenticeship delivery manage their data storage and outages are subject to their internal Business Continuity processes and software/data backup in line with the latest ISO regulations.
Software	All software is web-based and available with a Wi-Fi connection or 4G hotspot tethering. No need for connection to the internal IT network.		In place	Cloud-based software suppliers required for apprenticeship delivery manage their data storage and outages are subject to their internal Business Continuity processes and software/data backup in

				line with the latest ISO regulations.
Meeting locations	Use offsite serviced offices. Existing Education partners available.	James Pease	When required	Serviced premises available for office-based workers
Operational locations	Work-based tutors (WBT) meet learners at employer locations to provide teaching and learning and assessment delivery.	WBT	When required	Learners receive seamless delivery in the event of loss of SCCU offices.
Loss of transportation	Work-based tutors (WBT) perform remote visits for learners using Google Hangouts / GoTo Meeting. If Wi-Fi is not available use 4G hotspot tethering Office-based staff can work off-premises in line with the Working From Home policy	WBT All	When required When required	Learners receive seamless delivery in the event of loss of SCCU offices. Office-based staff can operate normally.
HR	HR files to be stored in Safe secured within SCCU premises	HR	June 2019	HR files will be securely stored in fireproof safe.
IT	IT policy for all staff when using company hardware.	James Pease	May2018	All staff sign IT policy for using SCCU hardware.

Hardware	Encryption Firewalls Permissions – safe working and access.	IT Consultant	May 2019	Encryption of remote devices. Appropriate IT policies are in place to ensure staff can connect to safe devices and appropriate web content.
Telecommunications	Staff have mobile phones for communication (voice/video)	All staff	In place	All staff are in communication off-site.
Accounts - Xero	Web-based accounting system available with Wi-Fi connection or 4G hotspot tethering. Oxygen Accountants run payroll offsite. Archiving invoices. Invoices to be scanned, stored in the cloud and on electronic media	Accounts	In place	Accounting/payroll available offsite where Wi-Fi connection is available or 4G hotspot tethering Invoices going forward to be digitally stored and available offsite where Wi-Fi connection is available or 4G hotspot tethering.
Google platform	SCCU utilises Google Workspace platform for Office applications available with Wi-Fi		In place	Available offsite where Wi-Fi connection is available or 4G hotspot tethering.

	connection or 4G hotspot tethering.			
VOIP phones	Switchboard number can be re-directed to nominated SCCU staff member	Telecommunications providers can redirect telephones	When required	SCCU reception number directed to SCCU SMT and further directed to relevant personnel as required.
Postal re-direct	Post to be re-directed to Company Director home address until premises are available.	Accounts	When required	Post redirected to Managing Director home address until further notice
Working from home policy	Policy to be drafted to cover this to ensure that staff are aware of safe working off site.	SMT	May 2018	All staff are available and aware of safe home working
Portfolios	Portfolios that are on-premises for sampling / IQA are kept in locked cabinets within storage room protected by Fire Door.		In place	Files stored behind fire door.
Fire Drill	Procedure to be produced with other tenants of the building and tested at regular intervals.	James Pease	May 2019	All staff are aware of their responsibilities during a fire drill and final check of the building is completed by the designated Fire Marshall.
Evacuation policy	Procedure to be produced with other	James Pease	May 2019	All staff are aware of their responsibilities

	tenants of the building and tested at regular intervals.			during an evacuation situation and the final check of the building is completed by the designated Fire Marshall.
Emergency/Escalation Contact	Managing Director (SR) to contact ESFA

Emergency services will contact landlord

Landlord will contact Director (SR).

SR to contact SMT.

SMT to notify responsible staff. | SMT | | For emergency/significant incident SR to contact ESFA - 03700002288/07885966836 (tracey.brown@education.gov.uk)

Scott Riddell – 07852307574

James Pease – 07737761894

Jon Darke – 07940729518

Liam Morrissey – 07525931267

Ben Butler – 07843491489

All of the above cascade message to all direct reports. |
| Loss of electrical supply | Premises will be available. Wi-Fi connection not available. | All staff | In place | Remote working until supply is restored. |

Loss of gas supply	Premises will be available during warm weather – may not be available during winter months	All staff	In place	Remote working until supply is restored.