

Business Continuity Policy

Version	3
Approved by	Exec Team
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Access	BreatheHR
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Introduction

“The Company” and “We” relates to Instructus and its subsidiary company CQM Training and Consultancy Ltd.

We are committed to protecting the welfare of employees, learners and contractors to the continued delivery of services to our customers at acceptable levels, following a disruptive incident. We will endeavour to meet all legal and regulatory requirements and continually improve business continuity so that our customers have an exceptional, uninterrupted, experience when engaging with our organisation.

Aims and scope

The high level business continuity programme aims are to:

1. Minimise the risk of disruptive incidents to time critical activities, required to deliver services, through collaboration with relevant disciplines.
2. Establish appropriate business continuity targets and solutions for prioritised activities needed to continue the delivery of our services following a disruptive incident.
3. Embed business continuity across the Company so that it becomes business-as-usual and continuously improve the programme.

Business Continuity Management System (BCMS)

The business continuity programme will be delivered using the Plan, Do, Check, Act model. Responsibilities include:

Instructus Board

- Allocate executive responsibility for business continuity
- Provide direction and strategic support during crises when necessary
- Participate in business continuity exercises and promote continual improvement

Chief Executive Officer

- Appoint one or more persons to be responsible for the BCMS with appropriate authority and competency to establish, implement, maintain and improve the BCMS
- Oversee the development and monitor the implementation of the BCMS to ensure it achieves its intended outcomes
- Ensure the resources and budget needed for the BCMS are made available
- Conduct annual reviews of the performance of the business in respect of this policy

Risk & Audit Committee

- Approve the business continuity policy and ensure it aligns with the strategic direction of the Company
- Monitor the performance of the BCMS and support corrective action within areas of responsibility
- Reinforce the importance of effective business continuity management and of conforming to the requirements
- Promote continual improvement

Management of Business Continuity

Senior Managers will be responsible for their respective areas/companies in establishing a BCMS that aligns with or meets the requirements to:

- Develop the business continuity processes and procedures required to deliver the BCMS
- Support and coordinate planning across departments. This includes:
 - Provision of business continuity templates
 - Provision of training materials for completing the templates
 - Collaboration with relevant disciplines to address risk
 - Support and advice regarding appropriate business continuity solutions

- Guidance for validating business continuity plans
- Monitoring the progress of business continuity planning
- Establish, maintain and improve a management plan and exercise the plan annually
- Establish performance metrics and provide regular updates to the Chief Executive Officer
- Understand the most serious risks that could disrupt prioritised activities and provide direction on business continuity planning priorities
- Ensure the department resources needed for the BCMS are available by assigning responsibility for business continuity planning within areas of responsibility.
- Integrate business continuity into department business processes
- Approve business continuity plans within areas of responsibility
- Identify and regularly review risks to prioritised activities and establish the controls necessary to bring the risk within the Company risk appetite
- Design and develop appropriate business continuity solutions to continue the delivery of prioritised activities following a disruptive incident
- Support business continuity awareness activities within the department

All Employees

- Report incidents to management
- Understand relevant business continuity plans and associated roles and responsibilities

Practical Deployment

As all delivery staff are remote from office facilities, any physical effect on our offices would have no effect on delivery. Delivery falls into three categories:

1. On-site: Delivery could continue on-site at any of our client companies. If systems were down, administration elements could be caught up later
2. Remote: Our remote delivery is administered through Microsoft Teams. If Teams were to go down for whatever reason, we can use Zoom or other packages as a back-up, thus maintaining the integrity of delivery.
3. Assessment: CQM use Aptem as an end to end programme assessment solution. If this system were to go down, learners would need to wait until it was back up again before uploading work, thus having very little disturbance on programme delivery. In the unlikely event of a longer outage, learners could send work via other means such as email, with later upload into the system.

Legal and regulatory requirements

To ensure Instructus remains compliant with laws and regulations.

Related policies

The BCMS will compliment and comply with other internal policies including, but not limited to:

- Risk Management
- Health & Safety
- Data Protection UK GDPR