Business Continuity Plan

Presented by: **Innovate Learning Centre CIC**

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1.0 Introduction

1.1 Purpose

To prepare Innovate Learning Centre CIC for disruptive events and protect people, premises, data, and reputation.

1.2 Key Objectives

- Ensure safety of staff and learners.
- Restore operations quickly.
- Cooperate with emergency services.
- Mitigate operational and reputational risk.
- Maintain communications and professional profile.

2.0 Risks

2.1 Severe Weather

In cases like snow or flooding, remote access procedures will be initiated, and staff updated via email and website.

2.2 Power or Utility Loss

Temporary closure protocols activated based on loss of water, heating, or electricity.

2.3 Fire or Other Incident

Evacuation and relocation procedures, remote work initiated, and stakeholders informed.

2.4 Pandemic

Remote working enabled, health guidelines followed, budgets stress-tested, staff supported.

3.0 Staff

3.1 Preparedness

All staff are inducted with procedures, contact trees exist, and incident roles are pre-assigned.

3.2 Key Contacts

Incident team includes Director, Assessment, Compliance, and Finance Managers. Staff with first aid are listed.

4.0 Roles and Responsibilities

4.1 Management Team

Oversees incidents; led by Director.

4.2 Director

Decision-making, regulatory reporting, and media handling.

4.3 Assessment & Compliance

Staff communication during disruptions.

4.4 Finance Manager

Insurer, bank, and landlord liaison.

4.5 External Consultants

IT, social media, and hosting support.

5.0 Suppliers

5.1 Supplier Continuity

Reliable and backup suppliers listed for all essential services.

5.2 Immediate Access

Secondary suppliers are pre-approved.

6.0 IT Systems and Cyber Security

6.1 Data Protection

Backups via cloud, 72-hour recovery, antivirus and consultant support.

6.2 Cyber Protocols

Google Cloud and Laravel with firewall, encryption, SQL protections.

6.3 Breach Procedure

ICO and Ofqual notified within 72 hours.

6.4 Human Error Prevention

Training, device control, privileged user access.

7.0 Buildings

7.1 Evacuation & Recovery

Remote work readiness; backup office in Luton.

7.2 Insurance

Covers disruption, equipment, alternative space.

8.0 Finances

8.1 Stability

Cash flow forecasting, reserve policies, external funding options.

8.2 Emergency Measures

Staff notified, overdrafts used, external support activated.

9.0 Centres and Candidates

9.1 Communication

Key contact info maintained; website and social updated.

9.2 Reputation

Single spokesperson appointed, consistent messaging ensured.

10.0 Regulators and Third Parties

10.1 Reporting

Director informs Ofqual, awarding bodies.

10.2 Qualification Verification

Assessment Manager handles third-party requests.