



NTIA

Business Continuity Plan Policy

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1.0 Purpose

NTIA is committed to safeguarding the interests of students and ensuring that they receive continuity of their study programme in the event of an adverse circumstance.

2.0 Scope

This plan documents the procedures, resources and systems that guide NTIA to respond, recover, resume and restore the pre-defined level of operation following a disruption.

This document outlines the framework for the development, implementation, review and improvement of NTIA Business Continuity Plans, which shall:

- Generate an adequate and suitable response should a risk to the business materialise, leading to the lack of availability of any of the basic components of the company's activity: people, offices, delivery premises and technology
- Reduce the impact of possible adverse circumstances on business activities, securing the preservation of key data and functions

Adverse circumstances may include, but are not limited to:

- access to or from buildings and sites
- Building or site incidents: for example, fire, flood, terrorist attack on buildings affecting Infrastructure incidents: for example, loss of computer / server systems, prolonged loss of power
- Operational incidents: for example, loss of critical documents
- Staff: for example, loss of key staff
- Widespread environmental factors: for example, flu pandemic, fuel shortages
- Loss or reduction of funding/ withdrawal of funding during the delivery period

3.0 Objectives

In the event of an adverse circumstance, the severity and/or potential severity will be assessed by a Business Continuity team consisting of Governing Body and Senior Leadership Team members. Where necessary, support from other colleagues will be drafted depending on the circumstances.

Key objectives of the Business Continuity team include, but are not limited to:

- Safeguarding all individuals including learners and delivery colleagues
- Ensuring continued provision for students
- Mitigate or reduce confusion and indecision
- Mitigate or reduce damage to, and loss of, company property and resources
- Resume normal business operations as soon as reasonably possible

4.0 Risk Management

NTIA operates very pro-actively in trying to mitigate and reduce the likelihood of an adverse circumstance. However, it's acknowledged that not all events can be predicted or entirely mitigated. Therefore, the following measures have been implemented in an attempt to mitigate or reduce a number of risks to the business:

- Full, formal annual review of all NTIA policies and procedures
- Risk management and contingency planning form agenda points at Governing Body, Senior Leadership and Departmental team meetings
- Regular Health and Safety checks at all offices and delivery sites
- Regular Risk Assessments at all offices and delivery sites
- Ensuring there is an appropriate number of Designated Safeguarding Officers, with adequate geographical coverage
- Effective updating and safe keeping of student and colleague data. For example, emergency contact details and next of kin
- Ensuring colleagues have the ability to multi-task across departments and skillsets
- Ensuring the server is regularly backed-up and ongoing maintenance contracts are in place with IT suppliers
- There are nominated key holders who will be able to access office premises 24/7
- Ensuring there is adequate provision for colleagues to work remotely when required

5.0 Responsibilities

There are a number of key responsibilities which the Business Continuity team must address in the event of an adverse circumstance. These include:

Fact Finding

- Identify the nature of incident(s)
- Identify sites/venues affected
- Identify number of students and colleagues affected
- Identify potential for 'knock on effects'

Specific Department Actions

- Teaching
 - Identify qualifications/training affected
- Operations and Quality Assurance
 - Identify area(s) affected
- MIS and Data
 - Identify any breach(es) of data or loss of data
- IT and Systems
 - Identify extent of outages
 - Identify any breach of, or loss of data
- Regulatory
 - Identify any breach of regulatory authority requirements, for example, Ofsted, Awarding Organisation, End Point Assessment Organisation, ESFA or funding partner

Communication

- Communicate a response plan to the wider business, specific delivery sites and where appropriate, employer(s)
- Maintain accurate updates on the company website and social media platforms

Media

- Where appropriate and only if necessary, circulate a formal update to industry, regional or national press outlets

6.0 Remedial Measures

This list is not exhaustive but will give an indication of the remedial measures that can be considered by the Business Continuity team when dealing with an adverse circumstance:

- Identify alternative teaching and office space within/outside the company
- Reschedule teaching and assessment dates and times
- Establish alternative space and relocate staff and equipment
- Maintain core operating departments. For example, HR, Finance, MIS
- Plan specialist recovery/repair works
- Plan to establish normal operations as soon as possible
- Plan the reconnection of IT & communications systems
- Conservation and prevention of future or additional damage

7.0 Recording and Future Proofing

During and after any adverse circumstance, full recordings will be taken and an action log will be created. This log will support the business to return to normal working conditions and upon full reinstatement of business operations, the Business Continuity team will meet to discuss the incident and look to implement any changes that will reduce or mitigate future risks to the business.

Any such changes will be communicated to the business, and where appropriate, learners, through the central HR function.