BUSINESS CONTINUITY POLICY AND DISASTER RECOVERY POLICY

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access
creative college

About us

Access to Music Limited ('The College') has subsidiary companies,trading names and trading partnerships through which it operates. The trading names and partnerships might have their own names or brands, but the legal entity for the purpose of this policy is Access to Music Limited. Trading subsidiaries, trading names and trading partnerships include Access Creative College ('ACC'), National College for Creative Industries ('NCCI') and Coaching Connexions 'The Group'.

1. Provision of business continuity and disaster recovery plan ("BCDR")

Scope

The scope of the policy includes all activities related to the planning, administration and delivery of education and services to clients, visitors, participants, learners and apprentices. The scope also includes the day to day activities of all employees, staff and associates. It includes all Access to Music Centres. Where learner or apprentice programmes are delivered at third party or employer locations, Access to Music will work closely with the third party or employer, and closely adhere to guidance in their business continuity policies and plans.

Statement of policy

Access to Music is committed to providing consistently high-quality education for learners and apprentices across a range of subject areas, mainly within the Music, Games, Media and Digital industries. Access to Music will take reasonable precautions to reduce disruption to delivery, caused by emergency or incident, insofar as is reasonably foreseeable. The purpose of the policy is to ensure that Access to Music can deliver a plan designed to continue to meet its aims in the event of a major incident which threatens personnel, premises or the operational structure of the service and requires special measures to be taken to restore a normal service.

Strategy

If a disaster is declared by a Director of the business the company's BCP will be activated.

Staff communication will be via mobile phone (including social media/other apps where necessary) and email.

The following organisations/people must be advised of the implementation of the Business Continuity Plan as soon as possible:

Chief Executive Officer
Jason Beaumont
jason.beaumont@accesstomusic.ac.uk
07985 528120

Chief Operations Officer
Matt Newbould
matt.newbould@accesstomusic.ac.uk
07825 197611

Chief Finance Officer
Paul Smith
paul.smith@accesstomusic.ac.uk
07825 966118

Director of Planning & Technical Operations
Frank Morrow
frank.morrow@accesstomusic.ac.uk
07796 495 203

Director of Estates
Collette Byron
07889 067 979
colette.byron@accesstomusic.ac.uk

Head of People Services
Rebecca Lawlor
07917 497825
rebecca.lawlor@accesstomusic.ac.uk

Centre Managers and programme Directors (where geographically appropriate):

ACC Centres Tommie Wincott
Head of Curriculum Operations
tommie.wincott@accesstomusic.ac.uk
07580 818 664

Sports Provision
Gary Judge
gary.judge@accesstomusic.ac.uk
07904 856 284

Director of Apprenticeships
Abby Moore
abby.moore@accesstomusic.ac.uk
07494 583420

Apprenticeships Manager
Debbie Kirkpatrick
debbie.kirkpatrick@accesstomusic.ac.uk
07385 400813

Other Stakeholders/Key Contacts (as deemed necessary and only by prior approval of the Chief Executive or his/her designated deputy)

- Tribal Group (Education Business Systems) outsourcing@tribalgroup.com
- Information Commissioner's Office www.ico.org.uk
- Health and Safety Executive (HSE) www.hse.gov.uk
- Data Protection Group dataprotection@accesstomusic.ac.uk
- ESFA Primary Contact(s) - Matt Lewis mathew.lewis@education.gov.uk 07701371490

Aims and objectives

2.0 The main aims of the BCDR are:

- **To create an awareness of the need for business continuity planning**
- **Provide a planning framework for responding to major incidents**
- **Identify major areas of risk for business continuity**
- **Outline the responsibilities of individuals and groups**
- **Identify staff members who should be members of the Emergency Management Team and Business Continuity Working Group**
- **Outline training and testing needs**

2.1 The two main aims of the Plan are:

- **To prevent or limit loss of life or injury, and to limit or minimize damage to assets and/or buildings (emergency recovery)**
- **To bring the College/Provision back into full operation with minimal disruption (business recovery)**

2.2 The main aims will be addressed by coordinating the response of all departments and staff in the event of a major incident to ensure that business critical functions are reinstated as soon as possible and all services are restored concurrently.

3. Areas of risk

3.1 The major areas of risk of business continuity for the College have been identified as:

- **Closure or partial closure of a centre due to fire, loss of services, flood, adverse weather conditions, bomb threat or other incident**
- **Loss of life and/or major injury sustained on or off site**
- **Major infection/illness forcing closure or partial closures of a centre**
- **Major loss of IT capacity due to theft, hacking/virus/equipment failure or damage**

4. Responsibilities and roles

4.1 The Chief Executive Officer and Executive Leadership Team

The Executive Leadership Team (ELT) is responsible for the internal approval of the Policy and the Plan.

4.2 Any decision on the closure, or part closure of a site that would affect a number of staff and students should be taken only by a Statutory Director. In the absence of a Director another member of the ELT should take the decision. The Decision Making 'tree' is set out below and should be followed in all instances:

- **Chief Executive Officer**
- **Statutory Director**
- **Chief Operating Officer**
- **Director of Estates and Health & Safety**

4.3 As soon as possible after an incident has developed the Chief Executive Officer (CEO) or in their absence a Statutory Director or a member of the ELT (as above) will assess the situation to see if the Plan needs to be put into effect.

4.4 On implementation of the Plan the CEO or Director should convene the Emergency Management Team as soon as possible.

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4.6 The Emergency Management Team (EMT)

The EMT will comprise (as a minimum) the following key personnel - Chief Operating Officer, Director of Estates and Health & Safety, Director of Planning & Technical Operations, AN Other Statutory Director. Other members of the ELT will be seconded to the EMT as required.

The EMT has responsibility for the implementation of the Plan during an incident. All members of the EMT should hold a copy of the Plan.

4.7 After any incident involving the Plan, the EMT are responsible for feeding back to the Business Continuity Working Group any issues or recommendations arising from the implementation of the Plan.

4.8 Team Leader of the EMT

The Team Leader will normally be the Chief Operating Officer or in their absence a Director or a member of the ELT. They will involve all those members of the ELT as are necessary to deal with the crisis situation and the aftermath, plus other relevant personnel as needed.

4.9 The Team Leader will be responsible for officially declaring an incident over and allowing the Plan to be closed down.

4.10 Business Continuity Working Group (BCWG)

The BCWG will meet at least twice per year and will include members of the EMT and ELT as determined appropriate by the CEO.

4.11 The BCWG is responsible for the identification of and prioritisation of critical business processes within the College, and the business impact assessment of the loss or impairment of these processes.

4.12 The BCWG is responsible for devising appropriate methods and processes for the recovery of the critical business processes.

4.13 The BCWG is responsible for the review, development and update of the Plan, and should debate developments in the field of business continuity internally and externally.

4.14 Department Heads (Heads of School, Support Staff Managers)

Department Heads should have their own recovery plan (or stepped measures) to aid emergency and business recovery in a given incident. This plan should support the College Plan but should focus on the departments own functions including where necessary student welfare and support in curriculum areas.

4.15 In incidents which are unlikely to affect the College as a whole, these departmental plans or stepped measures may be initiated by the Departmental Head, who should inform the EMT or a member of the ELT of this decision.

4.16 All Staff

All staff are responsible for ensuring that they operate in such a way as to minimise the risk of a business interruption occurring. Staff are obliged to raise with the BCWG or their line manager any real or perceived risk which may impact on the business continuity of the College.

5. Training and testing

5.1 Disaster Recovery Plan

The Disaster Recovery Plan shall be designed so as to ensure that upon the occurrence of a disaster the College ensures continuity of the business operations which are utilised in the provision of our Key Services (provision of education) following any disaster or during any period of Service Failure, or disruption with, as far as reasonably practicable, minimal adverse impact.

5.2 Content of Disaster Recovery Plan

The Disaster Recovery Plan shall include the following:

5.2.1 the technical design and build of the disaster recovery system;
5.2.2 details of data centre and disaster recovery sites;
5.2.3 back-up methodology and details of the Partner's approach to data back up and data verification;
5.2.4 identification of all potential disaster scenarios;
5.2.5 risk analysis;
5.2.6 documentation of processes and procedures and hardware configuration details;
5.2.7 network planning including details of all relevant data networks and communication links;
5.2.8 details of how the Partner shall ensure compliance with security standards to ensure that compliance is maintained for any period during which the disaster recovery plan is invoked.