

Unit 38: Implement and Maintain Business Continuity Plans and Processes

Unit reference number: K/506/1930

QCF level: 3

Credit value: 4

Guided learning hours: 25

Unit summary

This unit is designed to give new and aspiring first line managers the skills and understanding needed to prepare and monitor business continuity plans (BCPs).

In this unit you will learn how BCPs are an integral part of systems and processes for organisations and are developed for each critical part of the organisation to ensure that they maintain or restore critical services, systems such as IT and telecommunications, business processes and the supporting infrastructure of the organisation. The process begins with planning to prevent risk from potential disaster large or small, and you will learn how to plan and subsequently implement these plans. Plans must be monitored and reviewed regularly to ensure their fitness for purpose and you will learn how to proactively manage the BCP process through validating and testing plans, and updating them in light of your findings.

Learning outcomes and assessment criteria

To pass this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements the learner is expected to meet to achieve the unit.

Learning outcomes	Assessment criteria
<p>1 Be able to plan for the implementation of business continuity plans and processes</p>	<p>1.1 Describe the components of a business continuity plan</p> <p>1.2 Explain the uses of a business continuity plan</p> <p>1.3 Explain the features of different business continuity planning models</p> <p>1.4 Explain the potential consequences of inadequate business continuity plans and processes</p> <p>1.5 Confirm the required aim, scope and objectives of business continuity plans</p> <p>1.6 Engage stakeholders in developing business continuity plans and processes</p> <p>1.7 Identify business-critical products and/or services and the activities and resources that support them</p>
<p>2 Be able to implement business continuity plans and processes</p>	<p>2.1 Develop a framework for business continuity management</p> <p>2.2 Recommend resources that are proportionate to the potential impact of business disruption</p> <p>2.3 Communicate the importance and requirements of business continuity plans and processes to stakeholders</p> <p>2.4 Meet their own objectives within the plan</p>
<p>3 Be able to maintain the fitness for purpose of on-going business continuity plans and processes</p>	<p>3.1 Provide training for staff who may be affected</p> <p>3.2 Validate and test the strength of business continuity plans and processes</p> <p>3.3 Update plans and processes in the light of feedback from business continuity exercises and other sources of information</p>

Information for tutors

Suggested resources

Books

Hotchkiss S – *Business Continuity Management: In Practice* (BCS, 2010)
ISBN 9781906124724

The Cabinet Office – *Business Continuity for Dummies* (Wiley and Sons, 2012)
ISBN 9781118326831

Websites

www.disasterrecovery.org – Disaster recovery: an independent organisation that provides guidance and information disaster recovery and business continuity planning. Some free templates are provided on the site

www.gov.uk – UK Government website: have published a Business Continuity Management Toolkit: 'How prepared are you?'

Assessment

To pass this unit the evidence that the learner presents for assessment must demonstrate that they have met the required standard specified in the learning outcomes and assessment criteria and the requirements of the Assessment Strategy.

To ensure that the assessment tasks and activities enable learners to produce valid, sufficient, authentic and appropriate evidence that meet the assessment criteria, centres should apply the *Unit assessment guidance* provided and the requirements of the Assessment Strategy given below.

Wherever possible, centres should adopt a holistic approach to assessing the units in the qualification. This gives the assessment process greater rigour and minimises repetition, time and the burden of assessment on all parties involved in the process.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the Skills CFA Assessment Strategy for Business Administration, Customer Service and Management and Leadership in *Annexe A*. Simulation is not allowed for this unit. All evidence of occupational competence should be generated through performance under workplace conditions; this includes evidence of achievement for knowledge-based learning outcomes and associated assessment criteria.

Unit assessment guidance

This guidance supports assessors in making decisions about how best to assess each unit and the evidence needed to meet the assessment requirements of the unit. Centres can adapt the guidance for learners and the particular assessment context, as appropriate.

To achieve this unit, learners must be showing their ability to implement and maintain business continuity plans and processes. The main sources of evidence to meet learning outcome 1, learning outcome 2 and learning outcome 3 are a review of learners work products supported by professional discussion.

For learning outcome 1, learner work products could include evidence of active research such as their research notes and findings on business continuity plans (AC1.1, AC1.2, AC1.3, AC1.4 and AC1.5) and correspondence with the business stakeholders (AC1.6). These work products should be used as the basis for a professional discussion with the learner to meet the requirements of learning outcome 1, as well to evidence the learner's competence. For example, within the professional discussion the learner could explain the process they used to identify business-critical products (AC1.7).

For learning outcome 2, the main source of evidence would again come from a review of learner work products e.g. the plan framework, their recommendations and emails or letters sent (AC2.1 AC2.2 and AC2.3). This evidence should be supported by a professional discussion around the potential consequences of inadequate business continuity plans and processes (AC1.4). Witness testimony could also provide support to show that they have met their own objectives within the plan (AC2.4).

Evidence for learning outcome 3 would likely come from a combination of a review of work products and professional discussion plus witness testimony. Witness statements could be used to show that they have provided training for staff (AC3.1). Learner work products could include the original and new plans show the learner's updates (AC3.3). Within the professional discussion the learner could explain how they validated and tested the strength of business continuity plans and processes (AC3.2).

The use of a reflective account is a suitable alternative to professional discussion throughout the assessment of this unit.

Evidence of Recognition of Prior Learning (RPL) can also be used within the unit to confirm competence. Whenever possible the learning outcomes in this unit should be assessed holistically across the qualification.