

Promote business continuity management

Overview

This standard is about providing advice and assistance on business continuity management, including general advice for the business and voluntary sectors, and specific advice and assistance to individual organisations. The aim is to help develop community resilience, in particular to minimise the impact of emergencies on business continuity and to enable more rapid recovery from emergencies and other business interruptions.

Target group

This standard is for those who provide advice and assistance on business continuity management to other organisations and the wider community, including the public, private and voluntary sectors.

Promote business continuity management

Performance criteria

You must be able to:

1. identify the general advice and assistance provided to the business community in accordance with organisational requirements
2. confirm the target audience for advice and assistance, focussing efforts and resources where they will be most effective in accordance with organisational requirements
3. select the most appropriate means of communication to reach the target audience in accordance with organisational requirements
4. provide specific advice and assistance for individual organisations where required, in accordance with organisational requirements including:
 - 4.1 assistance with risk assessment
 - 4.2 assistance with business impact analysis
 - 4.3 provision of information and advice about local civil protection arrangements
 - 4.4 support in the development and validation of plans and arrangements
5. have regard to relevant risk assessments when developing advice and assistance programmes in accordance with organisational requirements
6. work in co-operation with other agencies and responders where this will enhance the effectiveness of advice and assistance provided in accordance with organisational requirements and guidelines
7. identify resources required to deliver advice and assistance in accordance with organisational requirements
8. check that roles and responsibilities for business continuity management are clear in accordance with organisational requirements
9. recognise the status and limits of advice and assistance, referring to others where specialist expertise or experience is required in accordance with organisational requirements
10. review and update programmes for promoting business continuity, taking account of lessons identified from incidents and exercises in accordance with organisational requirements

Promote business continuity management

Knowledge and understanding

You need to know and understand:

1. current legislation, guidance and standards relevant to providing advice and assistance on business continuity management
2. legislation, regulations and related guidance relevant to information sharing
3. the purpose of business continuity plans and arrangements
4. the business continuity management life cycle
5. types of external and internal risks
6. characteristics of an area that may influence the likelihood and impact of an emergency occurring
7. roles and structure of local and regional forums for co-operation on risk assessment
8. roles and responsibilities of responders in the locality or localities
9. how to identify the target audience for advice and assistance, taking account of the role of organisations' in community resilience
10. types of information that organisations may require including
 - 10.1 kinds of disruptions which may occur and their potential impacts
 - 10.2 arrangements in place to assess risk, prepare for, respond to and recover from emergencies
 - 10.3 steps individual organisations can take to prepare for, or mitigate the effects of, an emergency
 - 10.4 sources of warnings, information and advice in the event of an emergency
11. representative groups, networks and bodies which provide access to the business community
12. methods of delivering information and advice to the business community
13. the importance of obtaining ownership for plans and arrangements from senior managers and decision makers
14. the importance of developing a business continuity culture within organisations
15. how and why business continuity plans must be systematically reviewed

Promote business continuity management

Behaviours

Listed below are the main generic behaviours which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

- 1 empathetic
- 2 flexible
- 3 investigative
- 4 open minded
- 5 realistic

Skills

Listed below are the main generic skills which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

- 1 communicating
- 2 consulting
- 3 influencing
- 4 networking
- 5 negotiating
- 6 organising
- 7 leadership
- 8 plan/report writing
- 9 setting objectives

Glossary

Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS:

Business community

Commercial and voluntary organisations in the locality.

Business continuity plan

A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption.

Business impact analysis

A method of assessing the impacts that might result from an incident and the levels of resources and time required for recovery.

Internal risks

Business risks which could cause loss or disruption to functions or services.

External risks

The likelihood and impact of an emergency occurring in the wider community.

Promote business continuity management

Links to other NOS This standard is linked to:

- 1 CCAA1 Work in co-operation with other organisations
- 2 CCAD1 Develop, maintain and evaluate business continuity plans and arrangements
- 3 CCAE1 Create exercises to practice or validate emergency or business continuity arrangements
- 4 CCAE2 Direct and facilitate exercises to practice or validate emergency or business continuity arrangements
- 5 CCAF1 Raise awareness of the risk, potential impact and arrangements in place for emergencies

Promote business continuity management

Developed by	Skills for Justice
Version Number	2
Date Approved	November 2014
Indicative Review Date	November 2019
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SFJCCAD2
Relevant Occupations	Health, Public Services and Care; Public Service and Other Associate Professionals; Firefighters; Health Professionals; Police Officers
Suite	Civil Contingencies
Keywords	co-operation; evaluate; business; plans; arrangements; emergency plans; emergency; emergencies; emergency management