SFJCCAD2
Promote business continuity management

Overview

This unit 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

The unit 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 sector.

SFJCCAD2
Promote business continuity management

You must be able to:

P1   identify the generic advice and assistance to be provided for the business community

P2   define the target audience for advice and assistance, focussing efforts and resources where they will be most effective

P3   select the most appropriate means to reach the target audience

P4   provide specific advice and assistance for individual organisations where required, which may include

     P4.1   assistance with risk assessment

     P4.2   assistance with business impact analysis

     P4.3   provision of information and advice about local civil protection arrangements

     P4.4   support in the development and validation of plans and arrangements

P5   have regard to relevant risk assessments when developing advice and assistance programmes

P6   work in co-operation with other agencies and responders where this will enhance the effectiveness of advice and assistance provided

P7   identify the resources required to deliver advice and assistance

P8   ensure roles and responsibilities for business continuity management are made clear

P9   recognise the status and limits of advice and assistance, referring to others where specialist expertise or experience is required

P10   ensure programmes for promoting business continuity are reviewed systematically and kept up to date, taking account of lessons identified from incidents and exercises

SFJCCAD2
Promote business continuity management

Knowledge and understanding

You need to know and understand:

K1   current legislation, guidance and standards relevant to providing advice and assistance on business continuity management

K2   the legislation, regulations and related guidance relevant to information sharing

K3   the purpose of business continuity plans and arrangements

K4   the business continuity management life cycle

K5   types of external and internal risks

K6   the characteristics of an area that may influence the likelihood and impact of an emergency occurring

K7   the roles and structure of local and regional forums for co-operation on risk assessment

K8   the roles and responsibilities of responders in the locality or localities

K9   how to identify the target audience for advice and assistance, taking account of the role of organisations' in community resilience

K10 types of information that organisations may require including

    K10.1 kinds of disruptions which may occur and their potential impacts

    K10.2 arrangements in place to assess risk, prepare for, respond to and recover from emergencies

    K10.3 steps individual organisations can take to prepare for, or mitigate the effects of, an emergency

    K10.4 sources of warnings, information and advice in the event of an emergency

K11 representative groups, networks and bodies which provide access to the business community

K12 methods of delivering information and advice to the business community

K13 the importance of obtaining ownership for plans and arrangements from senior managers and decision makers

K14 the importance of developing a business continuity culture within organisations

K15 how and why business continuity plans must be systematically reviewed

Additional Information

Behaviours

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

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

Skills

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

Links to other NOS

This unit is linked to

SFJCCAD2
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1. CC AA1 Work in co-operation with other organisations
2. CC AD1 Develop, maintain and evaluate business continuity plans and arrangements
3. CC AE1 Create exercises to practice or validate emergency or business continuity arrangements
4. CC AE2 Direct and facilitate exercises to practice or validate emergency or business continuity arrangements
5. CC AF1 Raise awareness of the risk, potential impact and arrangements in place for emergencies.

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