

## **Business Continuity Plan (BCP)**

**Creative Consulting and Training Ltd**

**Version: 1.0**

**Date: March 2026**

**Next Review: March 2027**

### **1. Purpose and Scope**

This Business Continuity Plan (BCP) outlines how Creative Consulting and Training Ltd will maintain delivery of training and consultancy services in the event of emergencies, disruptions, or operational outages. It covers all critical business functions, staff roles, communication strategies, and recovery procedures. This plan ensures continuity of services for all clients, including public sector organisations and framework agreements such as YPO Dynamic Purchasing Systems.

### **2. Objectives**

- Ensure continuity of critical services, including training delivery, customer support, finance, and compliance.
- Protect staff, clients, and organisational assets.
- Minimise service disruption and maintain contractual commitments.
- Restore full operations as quickly and efficiently as possible.
- Maintain compliance with contractual obligations under public sector frameworks and call-off contracts.

### **3. Critical Functions**

The following functions are essential to maintaining operational continuity:

#### **Training Delivery**

- Virtual, classroom, and onsite course delivery.
- Access to accredited trainers and substitute trainers.

#### **Customer Service & Scheduling**

- Learner communication, booking management, and issue resolution.

### **Finance & Invoicing**

- Processing payments, issuing invoices, and financial tracking.

### **Compliance & Procurement**

- Maintaining accreditation requirements, responding to tenders, and adhering to regulations.

## **4. Key Roles and Responsibilities**

### **Director – Mr. Olushola Isaac**

- Strategic decision-making.
- Authorisation of major continuity actions.
- Communication with key clients and stakeholders.

### **Digital Learning Designer / Project & Compliance Manager – Darlyn Rose De Chavez**

- Leads continuity execution for operations, compliance, and project delivery
- Oversees logistics, resource coordination, and digital learning design
- Ensures all regulatory, accreditation, and contractual requirements are met
- Maintains procurement compliance and quality assurance

### **Customer Service Operations Manager / Project Coordinator – Monette Abellana**

- Manages customer service operations and learner support
- Oversees scheduling, rescheduling, and training coordination
- Handles project coordination tasks during disruptions
- Ensures smooth communication with delegates and clients

### **Finance Administrator – Kelly Graham**

- Ensures continuity of financial processes.
- Manages invoicing, credit control, and banking functions.

### **Trainer Network**

- Accredited trainers ensure continuity of course delivery.
- Substitute trainers are available for disrupted sessions.

## **5. Risk Assessment and Mitigation**

### **IT or System Failure**

- Daily cloud-based backups of email, CRM, schedules, and documents.
- Use of alternative devices or internet connections.
- Remote access to all core systems.

### **Trainer Unavailability**

- Pool of accredited external trainers.
- Rapid reassignment of trainers based on course type and availability.

### **Venue Disruption (Classroom Courses)**

- Switch to virtual delivery on the same day.
- Alternative venues in London and other regions.

### **Staff Illness or Absence**

- Team members cross-trained across multiple functions.
- Remote-working capabilities to maintain coverage.

## **6. Continuity Strategies**

- All staff are equipped to work remotely with access to CRM, scheduling, finance, and email systems.
- Cloud-based platforms ensure secure data access anywhere (Zoho, Google Workspace, Teams).
- Multiple ATO partners and accredited trainers ensure uninterrupted course delivery.

- Daily offsite backups ensure data protection.

## **7. Communication Plan**

### **Internal Communication**

- Teams/WhatsApp group for real-time updates.
- Escalations directed to the Director and Operations Manager.

### **Client Communication**

- Notification of disruptions sent within 2 hours.
- Updated schedules or alternative solutions will be provided immediately.

### **Stakeholder Communication**

- Examination institutes will be notified where required.

## **8. Recovery Time Objectives (RTO)**

- **Virtual Training Delivery:** Within **4 hours**.
- **Customer Service Response:** Same business day.
- **Finance Operations:** Within **24 hours**.
- **Classroom/Onsite Training Alternative:** Within **1–2 business days**.

## **9. Review and Maintenance**

- BCP is reviewed annually or following major incidents.
- Updates approved by the Director.
- Team members trained on continuity roles and responsibilities.