

# Business Continuity and Disaster Recovery Plan (BCDRP)

| Version | Date        | Author                 | Summary of Changes  |
|---------|-------------|------------------------|---------------------|
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## Learner-Friendly Summary

This plan explains how SBK Teaching Standards will continue operating during unexpected disruptions such as system outages, cyber-attacks, illness, or loss of access to key services.

It outlines:

- What happens if Moodle Cloud, email, or the website goes down
- How your data is protected
- How learners will be contacted
- How assessments, CPD logging, and membership records are restored
- What happens if the sole trader is temporarily unable to work

This ensures learning remains safe, secure, and minimally disrupted.

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## 1. Purpose

The purpose of this Business Continuity and Disaster Recovery Plan is to ensure SBK Teaching Standards can continue operating during and after disruptions, protecting:

- Learners
- Assessment integrity
- Membership records
- CPD logging
- Business operations
- Data security

## 2. Scope

This plan applies to:

- All courses delivered through Moodle Cloud
- All learners and members
- All administrative and assessment processes
- All systems used by SBK Teaching Standards

## 3. Objectives

- Maintain continuity of learning
- Protect learner data
- Restore services quickly
- Minimise disruption
- Ensure compliance with UK GDPR and ICO requirements
- Provide clear communication during incidents

## 4. Business Structure

SBK Teaching Standards is a **sole-trader online education provider** delivering asynchronous adult-education courses with assessments.

## 5. Critical Business Functions

All of the following are mission-critical:

- MoodleCloud access
- Course delivery
- Assessment marking
- CPD logging
- Membership management
- Email communication
- Website access
- Payment processing

## 6. Key Systems and Platforms

- **Learning platform:** MoodleCloud
- **Email:** Outlook
- **Document storage:** Google Cloud
- **Course material backup:** OneDrive
- **Domain provider:** GoDaddy
- **Website hosting:** Framer
- **Website design:** Figma
- **Payment processing:** Bank transfer

## 7. Risk Assessment

Key risks include:

- Platform outages
- Cyber-attacks
- Data breaches
- Device loss
- Internet or power failure
- Human error
- Illness or incapacity
- Natural disasters

## 8. Risk-Rating Matrix

| Likelihood | Impact | Rating      |
|------------|--------|-------------|
| Low        | Low    | Minimal     |
| Low        | High   | Moderate    |
| Medium     | Medium | Significant |
| High       | Medium | High        |
| High       | High   | Critical    |

Each disaster scenario will be mapped to this matrix in internal reviews.

## 9. Business Impact Analysis

Maximum Acceptable Downtime (MAD):

| Function              | MAD      |
|-----------------------|----------|
| MoodleCloud           | 24 hours |
| Email                 | 12 hours |
| Website               | 36 hours |
| Payment processing    | 72 hours |
| Google Cloud          | 24 hours |
| OneDrive              | 72 hours |
| Membership management | 48 hours |
| CPD logging           | 48 hours |
| Assessment marking    | 24 hours |

## 10. Preventative Controls

- Strong passwords and MFA
- Regular backups
- Secure Google Cloud storage
- Password-protected safeguarding files
- Antivirus and device security
- Regular policy reviews
- ICO registration and compliance

## 11. Disaster Scenarios

This plan covers all of the following:

### **System Failures**

- MoodleCloud outage
- Google Cloud outage
- Outlook email outage
- Framer website failure
- GoDaddy domain issue
- OneDrive outage

### **Cybersecurity**

- Cyber-attack
- Data breach
- Account compromise

### **Hardware & Local Issues**

- Device loss or failure
- Internet outage
- Power outage
- Data corruption
- Human error

### **Personal & Environmental**

- Illness or incapacity of the sole trader
- Natural disaster affecting home office

## 12. Incident Response Procedures

For any incident:

1. Identify the issue
2. Assess severity
3. Activate communication plan
4. Log the incident
5. Implement recovery steps
6. Confirm restoration
7. Review and document lessons learned

## 13. Recovery Procedures

Recovery follows your priority order:

1. Website access (Framer)
2. Membership records
3. CPD logging
4. Payment processing
5. MoodleCloud access
6. Assessment submission
7. Email communication

Each system has a defined restoration workflow based on provider support and internal processes.

## 14. Communication Plan

Communication channels:

- **Email (Outlook)**
- **MoodleCloud announcements**
- **Website notice (Framer)**
- **Facebook**

No phone contact is available.

External support: **Refer to provider support pages** for MoodleCloud, Framer, GoDaddy, Outlook, Google Cloud, and OneDrive.

## 15. Data Backup and Restoration

### **15.1 MoodleCloud Data**

- Monthly backups initially
- Weekly backups as user numbers grow
- Immediate backup when a learner completes a course

### **15.2 Membership Records & CPD Logs**

- Weekly backups

### **15.3 Website Content**

- Automatically handled by Framer

### **15.4 Safeguarding Documents**

- Backed up each time they are updated
- Stored separately and password-protected

## 16. Continuity of Operations (Sole Trader Incapacity)

If the sole trader becomes temporarily unable to work:

- Marking and feedback are paused
- Learners are notified
- Deadlines are automatically extended
- New enrolments are suspended
- A standard delay notice is issued
- Communication is limited to automated notices
- CPD logging is paused

## 17. Roles and Responsibilities

### **Sole Trader**

- Activate the BCDR plan
- Communicate with learners
- Restore systems
- Maintain backups
- Ensure compliance

### Learners

- Monitor communication channels
- Follow updated instructions
- Allow for delays during recovery

## 18. Testing and Review

- The BCDR plan is reviewed **annually**
- Testing includes:
  - Backup restoration checks
  - Communication tests
  - Scenario walkthroughs

## Annex1: Definitions and Glossary

- **BCDRP:** Business Continuity and Disaster Recovery Plan
- **MAD:** Maximum Acceptable Downtime
- **CPD:** Continuing Professional Development
- **MFA:** Multi-Factor Authentication
- **Outage:** Loss of access to a system or service

## Annex 2: Linked Policies

- Data Protection Policy and Information Security Policy
- Privacy Policy
- Online Safety and Learner Conduct Policy
- Malpractice Policy
- Appeals Policy
- Complaints Policy
- Special Considerations and Access Arrangements Policy