



XYZ Music Academy Ltd

Business Continuity Policy

Document Title: Business Continuity Policy

Organisation: XYZ Music Academy Ltd

Policy Owner: Managing Director

Approved By: Board of Directors

Review Frequency: Annual

Version: 1.0

Date: June 2026

1. Policy Statement

XYZ Music Academy Ltd ("XYZ") is committed to ensuring the continuity of its services in the event of an unexpected disruption. This policy outlines the arrangements and procedures designed to minimise the impact of incidents on students, parents, schools, staff, and stakeholders.

The objective of this policy is to ensure that critical business functions can continue or be restored as quickly as possible following a disruption.

XYZ recognises its responsibility to maintain educational provision, safeguard students, protect staff welfare, preserve data, and maintain communication with clients and stakeholders during periods of disruption.

2. Scope

This policy applies to:

- All employees
 - Directors
 - Contractors and freelancers
 - Volunteers
 - Associated teaching venues
 - Remote working locations
 - School-based operations
 - Alternative Provision settings
 - Online learning platforms
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3. Key Business Functions

The following activities are considered critical to the operation of XYZ:

Priority 1 – Essential Functions

- Delivery of music lessons
- Alternative Provision services
- Classroom curriculum delivery
- Safeguarding and welfare procedures
- Parent and school communications
- Staff payroll
- Access to student records
- Financial management

Priority 2 – Important Functions

- Student enrolment
- Marketing activities
- Recruitment

- Training and CPD
- Event planning

Priority 3 – Non-Essential Functions

- Long-term development projects
 - Facility improvement projects
 - New service launches
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4. Potential Disruption Scenarios

This policy covers disruptions including:

Premises Incidents

- Fire
- Flood
- Theft
- Vandalism
- Utility failures
- Building damage

Technology Failures

- Internet outages
- CRM failures
- Cloud service outages
- Cyber attacks
- Data breaches

Staffing Issues

- Sudden staff shortages
- Illness outbreaks
- Industrial action
- Loss of key personnel

External Events

- Severe weather
- National emergencies

- Public health incidents
 - Transport disruptions
 - Supply chain failures
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5. Business Continuity Team

Incident Lead

Managing Director

(Currently: Duncan Lee)

Responsible for:

- Overall decision making
- Communication approval
- Liaison with insurers
- Liaison with key stakeholders

Deputy Incident Lead

Appointed senior member of staff.

Responsible for:

- Operational coordination
- Staff deployment
- Service continuation

Administrative Support

Office Team

Responsible for:

- Parent communications
 - School communications
 - Attendance monitoring
 - Record management
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6. Communication Procedures

In the event of disruption:

Staff Communication

Primary methods:

- Telephone
- Email
- WhatsApp staff group

Parent Communication

Primary methods:

- Email
- SMS
- Telephone

School Communication

Primary methods:

- Email
- Telephone
- Designated school contact

The Managing Director will determine the frequency of updates depending on the severity of the incident.

7. Alternative Working Arrangements

Where normal operations cannot continue:

Teaching Staff

May:

- Deliver online lessons
- Relocate to alternative venues

- Conduct sessions from approved home environments
- Transfer students to other tutors where appropriate

Administration Team

May:

- Work remotely
- Access cloud-based systems
- Continue parent support functions from home

Management Team

May:

- Coordinate remotely
 - Hold virtual meetings
 - Monitor business operations through cloud systems
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8. Premises Failure Plan

If XYZ premises become unavailable:

Immediate Actions

1. Ensure safety of all persons.
2. Contact emergency services if required.
3. Notify Managing Director.
4. Assess extent of disruption.

Continuity Measures

XYZ may:

- Relocate activities to partner venues.
- Utilise school facilities where appropriate.
- Deliver lessons online.
- Reschedule non-essential activities.

The objective is to resume essential services within 48 hours where reasonably practicable.

9. Technology and Data Recovery

XYZ maintains cloud-based systems wherever possible to reduce disruption.

Data Protection Measures

- Secure password management
- Multi-factor authentication where available
- Regular software updates
- Antivirus protection
- Restricted access permissions

Data Backups

Critical information should be stored within secure cloud platforms including:

- Student records
- School contracts
- Safeguarding records
- Financial records
- HR records

Recovery Objective

Access to essential systems should be restored within 24 hours wherever reasonably practicable.

10. Staff Absence Contingency

Where significant staff absence occurs:

Teaching Provision

XYZ may:

- Reallocate lessons
- Use approved cover tutors
- Reschedule sessions
- Deliver lessons online

Management Functions

Responsibilities may be delegated to:

- Senior teaching staff
- Department leads
- Directors

Administrative Functions

Cross-training shall be maintained to ensure:

- Enrolment processes continue
 - Parent enquiries are handled
 - School communication remains operational
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11. Financial Continuity

XYZ will maintain:

- Adequate business insurance
- Employer liability insurance
- Public liability insurance
- Professional indemnity insurance where appropriate

The company shall seek to maintain sufficient cash reserves to support business continuity during unforeseen disruption.

Priority financial obligations include:

1. Payroll
 2. Tax liabilities
 3. Essential operational costs
 4. Supplier obligations
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12. Safeguarding During Disruption

Safeguarding responsibilities remain in place at all times.

The Designated Safeguarding Lead (DSL) and Deputy DSL shall continue to be contactable wherever reasonably practicable.

Where lessons move online:

- Appropriate safeguarding procedures must be followed.
- Staff must use approved communication platforms.
- Parents should be informed of arrangements.

Any safeguarding concerns must continue to be reported in line with XYZ safeguarding procedures.

13. Recovery Phase

Following an incident, XYZ will:

Review

- Cause of disruption
- Response effectiveness
- Communication effectiveness
- Operational impact

Implement Improvements

Any lessons learned shall be incorporated into future planning and policy updates.

14. Testing and Review

This policy will be:

- Reviewed annually
- Reviewed following any major incident
- Updated following significant organisational changes

The management team may periodically conduct continuity exercises to test preparedness and identify areas for improvement.

15. Responsibilities

Directors

- Maintain oversight of continuity planning.
- Ensure adequate resources are available.

Managers

- Implement continuity arrangements.
- Support staff during disruptions.

Employees

- Follow business continuity procedures.
 - Report incidents promptly.
 - Support recovery efforts where appropriate.
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16. Policy Approval

XYZ Music Academy Ltd is committed to maintaining the continuity of its services and protecting the interests of its students, staff, schools, and stakeholders through effective planning and preparation.

Name: Duncan Lee
Managing Director
XYZ Music Academy Ltd

Date: June 2026

Review Date: June 2027