



# CONTINUITY SHOP



**Endorsed Business Continuity Training 2011/12**

[www.continuityshop.com](http://www.continuityshop.com)

## Foreword by Marc Beveridge

### Chair of the Emergency Planning Society

The Emergency Planning Society is the UK's professional body for all those involved in any form of crisis, emergency or disaster planning and management, and as Chair of the Society, I am pleased to put our name alongside the courses in this brochure.

The EPS Training Endorsement Scheme will ensure that students are presented with a consistent methodology across various endorsed courses offered by third party training providers, and offers a means for trainers and training providers to demonstrate to prospective students that courses are provided to a high and consistent standard of content by the use of appropriate logos and wording on promotional material.



*Chair of the Emergency Planning Society  
Marc Beveridge*



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

Course endorsements are correct at the time of going to press

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All courses are available in house - please enquire.

For full details visit [www.continuityshop.com](http://www.continuityshop.com)

## BCI's Licensed Training



Good Practice Guidelines Training - Delivered By Continuity Shop

### Summary:

Continuity Shop was one of the first providers to be licensed to deliver this course and so has developed a mature understanding of the delivery of the materials, which only experience can yield. We provide additional materials and mock questions to supplement this course, which have significantly increased our average exam scores. Since the introduction of these materials, the number of delegates who achieve a 'Pass with Merit' grade has almost doubled. These materials are only available on Continuity Shop courses.

### The Course Will Benefit:

Those who wish to take the BCI's exam in order to become professional Members, as well as all who need a good grounding in Business Continuity.

### Dates:

London: • 26-28 Apr (3 day) • 23-27 May • 19-21 Jul (3 day)  
• 19-23 Sep • 14-18 Nov • 20-24 Feb 2012

Cotswolds: • 20-24 Jun • 15-19 Aug • 18-20 Oct (3 day)  
• 23-27 Jan 2012 • 19-23 March 2012

### To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

#### The Five Modules Are:

- Policy, Programme Management & Culture
- Understanding the Organisation
- Determining Business Continuity Strategy
- Developing & Implementing a BCM response
- Exercising, Maintenance and Review

**Course Length:** Normally 5 days, but we offer a compressed course in 3 days

**Cost:** 5 days £1,800+VAT (non-residential),  
£2,220+VAT (residential).  
3 days £1,250+VAT (non-residential),  
£1,460+VAT (residential).  
BCI Exam £295+VAT



# BCI's Licensed Three Day Training

Good Practice Guidelines Training - Delivered By LINK Associates International



## Summary:

The aim of the programme is to provide comprehensive information to those wishing to understand business continuity and progress towards the BCI Certificate examination. It is delivered over five modules.

The course is based on the BCI good practice guidelines and comprehensively covers all aspects of the business continuity lifecycle.

## The Course Will Benefit:

Anyone wishing to prepare for the BCI examination.

## Dates:

- 10-12 May (2011) • 13-15 Sep (2011)
- 8-12 Nov (2011) • 21-23 Feb (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Five Modules Are:

- Policy, Programme Management & Culture
- Understanding the Organisation
- Determining BCM Strategies
- Developing & Implementing a BCM response
- Exercising, Maintenance and Review

**Venue:** London

**Course Length:** 3 days

**Cost:** £1,400+VAT (non-residential)  
Exam fee £295+VAT



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

# ISEB Certificate in Business Continuity Management



## Summary:

This five day practical course, culminating in an examination, provides a comprehensive grounding in BCM. On completion of the course, you will be able to successfully implement, manage, maintain and review business continuity plans within your organisation. The course is compatible with BS 25999, the ITIL Guides to BCM, and the BCI's Good Practice Guidelines. Existing practitioners will be able to benchmark their knowledge against those guides and standards.

## The Course Will Benefit:

Those with responsibility for implementing and maintaining business continuity and disaster recovery plans and also those experienced practitioners who wish to benchmark their knowledge against recognised Standards and Guidelines and gain a highly valued qualification.

## Dates:

London: • 13-17 Jun • 12-16 Dec  
The Cotswolds: • 19-23 Sep • 12-16 March (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Identifying the critical business processes of an organisation
- The impact of not being able to perform critical processes
- Developing, implementing and managing BC plans
- Understanding the budgetary requirements of BCM
- Requirements and strategy
- Implementation
- Operational management

**Presenters:** Mike Balmer MBCI, Mike Mikkelsen FBCI, Mel Gosling MBCI

**Course Length:** 5 days

**Cost:** £1,800+VAT (non-residential)

£2,220+VAT (residential) Exam £195+VAT



# LINK - Fundamentals of Business Continuity



## Summary:

This intensive two day programme, aligned to BS 25999, takes you through the business continuity life cycle. It is your job to conduct business impact analysis, risk assessment, and identify critical activities. Towards the end of this course, you will respond to events using the LINK scenario simulation facility to run and observe an exercise.

We can also deliver the course as a series of modules to support you in each phase of your BC programme.

## The Course Will Benefit:

Those who wish to understand Business Continuity basics and for Business Continuity leaders starting out on a new project or preparing to update outdated analyses and plans.

## Venue:

It can be delivered where you are or in our state of the art facilities in Derby.



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- BCM Programme Management
- Understanding your Organisation
- Business Impact Analysis & Risk Assessment
- Determining the BCM Strategy
- Developing & Implementing the BCM Response
- Exercising, Maintenance & Audit
- Building a BCM Culture
- Crisis Management Planning
- Understanding BS25999

**Presenters:** Chris Blades SBCI

**Course Length:** 2 days

**Cost:** Costs of courses are based on numbers.

Please contact us to discuss your requirements.



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

# Business Continuity Basics



## Summary:

This Continuity Systems course gives an overview of the principles and practice of Business Continuity Management, based on the Business Continuity Institute's Best Practice Guidelines. The course is also marketed by the British Standards Institution because of its relevance to BS 25999.

## The Course Will Benefit:

Those needing to get up to speed quickly with the terminology and practices of Business Continuity Management.

## Dates:

Cotswolds: • 23 Jun (2011) • 15 Dec (2011) • 15 Mar (2012)

London: • 13 Oct (2011) • 26 Jan (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- The need for continuity planning
- The language, concepts and tools of Business Continuity
- How to define continuity requirements and choose appropriate recovery strategies
- Understanding the key elements of a continuity plan
- How to exercise the plan
- The key elements of a Business Continuity Programme

**Presenters:** Helen Sweet MBCI, Ian Charters FBCI, Ian Francis MBCI

**Course Length:** 1 day

**Cost:** £530+VAT per delegate



# The A-Z of Business Continuity Management



## Central London (Fleet Street) based training

### Summary:

This course provides a comprehensive overview of all aspects of Business Continuity Management. Delegates are provided with templates and tools for subsequent use. It is a very practical course and facilitates the authorship and development of the materials needed for effective Business Continuity planning.

### The Course Will Benefit:

- The professional BC Manager to update expertise.
- The BC team member to develop skills.
- Anyone involved in BC.

### Venue:

Central London

### Dates:

- 9-11 May (2011) • 12-14 Sep (2011)
- 14-16 Nov (2011) • 5-7 Mar (2012)

## To Book or Enquire

Email: [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

Telephone: + 44 (0) 161 743 3555

### The Course Covers:

- Best practice and BS 25999 and background theory
- BCI Best Practice Guidelines
- Risk assessment and business impact analysis
- Strategies and policies
- Plans: authorship, maintenance and auditing
- Training, exercising and rehearsing
- Media and communications

**Presenters:** Chris Needham-Bennett MBCI,  
Phil Russell MBE BSc (Hons)  
Richard FitzHugh BSc (Hons)

**Course Length:** 3 days (9am - 5pm)

**Cost:** £1,405+VAT (Excluding Accommodation)



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

# The Business Continuity Foundation Course



## Summary:

This three day residential course from Continuity Systems offers a comprehensive grounding in Business Continuity, based on the Business Continuity Institute's Good Practice Guidelines and BS 25999.

## The Course Will Benefit:

Both the relative newcomer to the subject at management or operational level, and also those with some experience but in need of formal training.

## Dates:

Cotswolds: • 4-6 Apr (2011) • 13-15 Jun (2011)  
• 18-20 Jul (2011) • 19-21 Sep (2011)  
• 14-16 Nov (2011) • 20-22 Feb (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Getting Started
- The nature of incidents & concepts and terminology
- The Business Impact Analysis & Risk evaluation
- Choosing Resumption Strategies
- Emergency, Continuity & Incident Management Plans
- Exercising the Plan
- Raising awareness and embedding BC in the Culture
- Coping with the Media
- Management of the Continuity Programme

**Presenters:** Ian Charters FBCI, Mike Balmer MBCI

**Course Length:** 3 days

**Cost:** £1,610+VAT (Includes accommodation & food)



# Business Impact Analysis



## Summary:

This Continuity Systems course provides a method for conducting a Business Impact Analysis (BIA) within an organisation. The tutor dispels the myth that BIA is cloaked in mystique. In the seminar, the theory is expanded with practical examples. The result is that the participants leave ready to undertake a BIA within their own organisation.

## The Course Will Benefit:

All Business Continuity professionals with a working knowledge of the BCI's ten standards.

## Dates:

Cotswolds: • 20 Jun (2011) • 12 Dec (2011)  
• 12 Mar (2012)

London: • 10 Oct (2011) • 23 Jan (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- What the BIA needs to achieve.
- Defining project objectives & scope
- Identifying functions
- Estimating and resources
- Data collection methods: questionnaires & interviews
- Identifying interdependencies
- BIA methodology
- Presenting the findings and report preparation

**Presenters:** Ian Charters FBCI, Ian Francis MBCI,  
Helen Sweet MBCI

**Course Length:** 1 day

**Cost:** £530+VAT

# Determining BCM Strategies



## Summary:

This Continuity Systems course explains the key step in the BCM lifecycle, explaining how to determine BCM strategies. This vital component of BCM is the link between the Business Impact Analysis and Writing the BC Plan. The course is in keeping with the Business Continuity Institute's Good Practice Guidelines and the British Standard BS 25999.

## The Course Will Benefit:

This course is best suited to those who have a good knowledge of the BIA process or who have completed the BIA course (P9).

## Dates:

Cotswolds: • 21 Jun (2011) • 13 Dec (2011)  
• 13 Mar (2012)

London: • 11 Oct (2011) • 24 Jan (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- What the BIA needs to achieve.
- Defining project objectives & scope
- Identifying functions
- Estimating and resources
- Data collection methods: questionnaires & interviews
- Identifying interdependencies
- BIA methodology
- Presenting the findings and report preparation

**Presenters:** Ian Charters FBCI, Ian Francis MBCI

**Course Length:** 1 day

**Cost:** £530+VAT



# Writing the Business Continuity Plan



## Summary:

This one day course will give you skills to help you to write your BC or Resumption Plan. This practical course follows the timeline of an incident affecting an organisation with no formal plans. As each new problem arises, solutions and alternative strategies will be discussed leading to an outline plan that has developed from a user perspective. The course follows BS 25999. It is essential that the delegates have a clear understanding of BIA before undertaking this course.

## The Course Will Benefit:

Those tasked with developing or reviewing a Business Continuity Plan for their organisation.

## Dates:

Cotswolds: • 22 Jun (2011) • 14 Dec (2011)  
• 14 Mar (2012)

London: • 12 Oct (2011) • 25 Jan (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Emergency response
- Communication
- Crisis Management
- Situation assessment
- Managing the recovery
- Resource issues and solutions
- Asset restoration
- Testing the new plan

**Presenters:** Ian Charters FBCI, Ian Francis MBCI,  
Helen Sweet MBCI

**Course Length:** 1 day

**Cost:** £530+VAT



# Embedding BCM in the Organisation's Culture



## Summary:

This highly practical 1-day course allows the delegate to understand the critical importance of establishing a BCM culture within their organisation. The course explains what is required from a BS25999 compliance perspective but the main thrust of the day is a series of exercises that develop practical solutions that the delegates can take back to their organisations with real impact.

## The Course Will Benefit:

All levels of BC practitioner will benefit from this practical day.

## Dates:

Cotswolds: • 23 Jun (2011) • 15 Dec (2011)  
• 15 Mar (2012)

London: • 13 Oct (2011) • 26 Jan (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- BS25999's approach to Embedding a BC Culture in the Organisation
- Bridging the Training Needs Gap
- Practical exercises for building BC awareness
- Practical exercises for briefing stakeholders

**Presenter:** Mike Balmer MBCI

**Course Length:** 1 day

**Cost:** £530+VAT



# Flu Pandemic Planning



## Summary:

This course is designed for anyone who would benefit from a clear understanding of the threat posed to an organisation by a possible flu pandemic. This one day course covers how a pandemic would spread, what the threats are, what actions an organisation should take and a template for a high level pandemic plan.

## The Course Will Benefit:

Anyone wishing to prepare for the threat of pandemic flu.

## Dates:

London: • 21 Jun (2011) • 20 Sep (2011)  
• 13 Dec (2011) • 20 Jan (2012) • 23 Mar (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Background to pandemics
- Government guidance
- The World Health Organisation stages
- Communications
- Human Resource issues
- Supply chain management
- Preparing a pandemic plan
- Testing a pandemic plan.
- How to find the latest information on the threat

**Presenter:** David Hutcheson MBCI

**Course Length:** 1 day

**Cost:** £530+VAT



# The Human Factor in Business Continuity



## Summary:

This two day residential course is invaluable for both Business Continuity and Human Resources professionals. Developed by two leading figures in the human aspects of Business Continuity, this course focuses on the protection of your most valuable resource - your staff.

With the increased likelihood of pandemics, terrorist attack and natural disasters this course is a must.

## The Course Will Benefit:

Business Continuity and Human Resources professionals.

## Dates:

Cotswolds: • 19-20 Jul (2011) • 15-16 Nov (2011)  
• 21-22 Feb (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Pandemics and sickness
- Disasters
- Care of staff in trauma
- Transport failure
- Employee assistance schemes
- Relocation
- Logistics
- Restaffing

**Presenters:** Rosie Murray SBCI,  
Catherine Petersen MBCI

**Course Length:** 2 days

**Cost:** £1,205+VAT (Includes accommodation & food)



# An Introduction to Risk Management

## Summary:

Business Continuity professionals and those working in Risk are often divided by common terminology. Rubina Faber bridges the gap and expands on the elements of general Risk Management for the Business Continuity professional. The course is based on the OGC's Management of Risk M\_o\_R Guidance, and is in line with the BCI's Good Practice Guidelines.

## The Course Will Benefit:

All Business Continuity professionals, especially those involved with risk evaluation and general Risk Management.

## Dates:

Cotswolds: • 20 Jun (2011) • 12 Dec (2011)

London: • 19 Sep (2011) • 19 Mar (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- What is Risk Management?
- The links between Risk Management and Business Continuity
- How to conduct a Risk Assessment
- Business levels associated with Risk Management
- How to use Risk methodology in BCM
- Working with Risk Professionals

**Presenter:** Rubina Faber SBCI - M\_o\_R Accredited

**Course Length:** 1 day

**Cost:** £530+VAT



# Business Continuity in ICT



## Summary:

This two-day course focuses on the technical and procedural issues surrounding ICT Service Continuity & Disaster Recovery examining the major pitfalls and common assumptions which prevent both Service Continuity and Disaster Recovery Plans from working. The course also illustrates the need for the continuance of the ICT Services and the people responsible for the services, upon which our Business colleagues have an ever growing dependence. The course ultimately aims to bridge the gap in understanding between 'the business' and the technical staff.

## The Course Will Benefit:

- BC Managers wanting to learn more about the technical issues surrounding an organisation's Business Continuity capability.
- ICT Managers and technicians tasked with implementing technical continuity capability.

## Dates:

Cotswolds: • 17-18 May (2011) • 19-20 Jul (2011)  
• 11-12 Oct (2011) • 21-22 Feb (2012)

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## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Applying Business Continuity principles to technical services
- Technical continuity strategies
- Data strategies - backup, restoration and replication
- Telecommunications and Networking
- Testing and Exercising technical plans
- Documenting technical plans
- Business Continuity Planning for the IT Department

**Presenters:** Mike Mikkelsen FBCI, Ian Francis MBCI

**Course Length:** 2 days

**Cost:** £1,205+VAT (Includes accommodation & food)



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

# Understanding BS25777 & Implementing BS25999



## Summary:

These separate one-day courses examine the British Standard to which they refer and looks at how they align or conflict with existing standards and guidance. When each of these standards is superseded by an ISO, the course content will be amended accordingly. These two courses were developed at the request of, and with the collaboration of the BSI.

## The Course Will Benefit:

All those involved in either compliance or Business Continuity, offering the potential to save their organisations money by fulfilling requirements at an early stage, rather than having to make costly changes later.

## Dates:

**BS25777** Cotswolds: • 16 May • 18 Jul • 10 Oct  
• 20 Feb (2012)

**BS25999** Cotswolds: • 24 Jun • 16 Dec • 16 Mar (2012)

**BS25999** London: • 14 Oct • 27 Jan (2012)



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- The purpose and content of each Standard
- How the Standard aligns and conflicts with existing guidelines and standards
- How to integrate the Standards with existing Business Continuity Management Programmes
- How to align BCM and IT Service with the Standards

**Presenter BS25777:** Mike Mikkelsen FBCI

**Presenters BS25999:** Ian Charters FBCI,  
Ian Francis MBCI

**Course Length:** 1 day

**Cost:** £530+VAT



# Crisis and Incident Management



## Summary:

This two-day course is aimed primarily at those who are tasked with managing an incident, whether at a Strategic or Tactical level or those who have to train or exercise others in these roles. It gives practical experience and theoretical guidance for dealing with a variety of incidents.

## The Course Will Benefit:

All Business Continuity professionals and members of Incident Management teams and those required to exercise or train others in those roles.

## Dates:

- Cotswolds: • 19-20 May (2011) • 21-22 Jul (2011)
- 22-23 Sep (2011) • 10-11 Nov (2011)
- 23-24 Feb (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- What is an incident - how does it affect an organisation?
- How is an incident escalated and by what structures?
- Who makes up the incident management team?
- What resources does the team require?
- What does an incident management plan contain?
- How are crisis communications managed?
- How do you train and exercise the team?

**Presenter:** Simon Langdon MBCI, IC & HS

**Course Length:** 2 days

**Cost:** £1,205+VAT (Includes accommodation & food)



# Developing & Managing Business Continuity Exercises



## Summary:

You will learn how to develop, manage and run Business Continuity and Incident Management exercises. The course is very practical with delegates developing and then managing exercise using their classmates as exercise participants. The course follows the requirements of BS 25999.

## The Course Will Benefit:

Those on the BC Team tasked with developing and running exercises or participating in them.

## Dates:

Cotswolds: • 7-8 Apr (2011) • 16-17 Jun (2011)  
• 21-22 Jul (2011) • 22-23 Sep (2011)  
• 17-18 Nov (2011) • 23-24 Feb (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Planning the Exercise Programme
- Exercises: Desktop and Crisis Management
- Planning the Timetable
- Participants, Structure, Scenario & Materials
- Sources of resources & exercise management skills
- Control and timing
- Running an exercise & developing an exercising policy
- De-briefing, Evaluation, Feedback and Reporting

**Presenters:** Ian Charters FBCI, Ian Francis MBCI

**Course Length:** 2 days

**Cost:** £1,205+VAT (Includes accommodation & food)



# LINK - Command Centre Operations & Crisis Leadership in BCM



## Summary:

This programme, aligned with BS25999, covers Business Continuity at Operational, Business and Strategic levels (Bronze, Silver and Gold). With four live exercises, the training allows participants to extend their knowledge, skills and experience through event simulation in a controlled environment.

## The Course Will Benefit:

Team members at operational level and business levels, including BC managers, admin and support staff at every level.

## Venue:

Derby (includes 1 night dinner, bed & breakfast)\*

## Dates:

- 8-9 Jun (2011) • 7-8 Sep (2011)
- 30 Nov-1 Dec (2011)
- 8-9 Feb (2012)

This can be also be conducted as in-house training for your team members.

*\*terms & conditions apply*

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## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Working in a fully active Command Centre
- Working in a BC Team/Crisis Team, in a variety of roles
- Interface between BC teams and external bodies
- Establishment of processes and facilities
- Practical experience in leadership & decision-making
- Shortcomings in information flow
- Management of stress in oneself and others
- Overview of the Civil Contingencies Act & BS25999

**Presenters:** Chris Blades SBCI  
Ken Russell BSc, CEng, MBCI

**Course Length:** 2 days

**Cost:** £1,600+VAT

*10% discount for members of BCI, SIESO, EPS, & CIA*



**For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)**

# Crisis Command Centre Management & Operation



## Summary:

The intensive course trains delegates in Crisis Management Team responses at Operational (Bronze), Tactical (Silver) and Strategic (Gold) level of command. The course helps delegates to build their confidence as Crisis Management Team members and is designed for individuals responsible for the management and support of an organisation's Business Continuity Management System. Provides delegates with a thorough understanding of crisis management theory and practice, and enables delegates to advise senior management on all aspects of organisational crisis management.

## The Course Will Benefit:

Crisis Management Team members and leaders and those providing administrative or executive staff support to a crisis team.

## Venue:

Central London

## Dates:

- 12-13 May (2011) • 15-16 Sep (2011)
- 17-18 Nov (2011) • 8-9 Mar (2012)

For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Crisis management theory and practice
- Crisis command centre implementation, management, set-up and operation
- Practical exercises, rehearse the identification of critical issues and implement effective crisis response action plans
- Role and operation of critical crisis management support functions: media operations; internal communications; human resource management; executive support operations

**Presenters:** Chris Needham-Bennett MSc MBCI  
Phil Russell MBE BSc (Hons)  
Richard FitzHugh BSc (Hons)

**Course Length:** 2 days (9am - 5pm)

**Cost:** £1,195+VAT (Excluding accommodation)



# Protecting Reputation in a Crisis



## Summary:

This two-day course will enable delegates to take the initiative and use the media and other communication channels to their advantage in a crisis. They will learn how to emerge with their reputation enhanced, rather than diminished, and to be remembered for handling a crisis rather than for having a crisis.

## The Course Will Benefit:

Business Continuity professionals, Public Relations Managers and Members of the Board with responsibility for Crisis Communications.

## Dates:

Cotswolds: • 21-22 Jul (2011) • 17-18 Nov (2011)  
• 23-24 Feb (2012)



## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- The psychology of crises
- Communication techniques
- Anticipating & preparing PR management of a crisis
- Understanding the nature of crisis
- Realistic and achievable crisis preparation
- The crisis handling checklist
- Analysing and communicating with the various audiences
- Media Handling & Interview techniques

**Presenter:** Michael Bland, MBCI, FCIPR

**Course Length:** 2 days

**Cost:** £1,205+VAT (Includes accommodation & food)



## LINK - Media, Crisis Communications and PR

Helping your company to prevent a drama turning into a crisis



### Summary:

The aim of the programme is to develop the communication skills of delegates and to build the right pathway for a organisation to plan media response to a crisis. In addition, telephone responders will be trained in how to field queries on the day both sympathetically and effectively.

### The Course Will Benefit:

Senior executives who want to be prepared for handling crisis communications in a calm, professional and creditable manner.

### Venue:

It can be delivered where you are or in our state of the art facilities in Derby.

### Dates:

Please contact us to discuss your requirements.

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**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Media training in the new age of 24/7 news coverage
- Enhancing media response capabilities
- Managing corporate communications
- Building relationships with journalist
- Participation in a live TV debate

**Course Length:** 1 day

**Cost:** £625+VAT

*10% discount for members of EPS*



For full details on any of the courses listed, visit [www.continuityshop.com](http://www.continuityshop.com)

# Major Incident Management (Multi Agency)



## Summary:

Understanding multi-agency major incident management is vital for those with responsibilities as 'responders' under the Civil Contingencies Act 2004. It is also important for those involved in business continuity management in relation to how a major incident, from within or externally, will impact upon a business and how they can minimise that impact by engaging effectively with emergency responders. This two-day course includes an exercise to consolidate and practice new learning.

## The Course Will Benefit:

All Business Continuity professionals and members of Incident Management teams. All Category 1 and 2 responders including the emergency services at operational and tactical levels.

## Dates:

Cotswolds: • 20-21 Jun (2011) • 12-13 Dec (2011)

London: 19-20 Sep (2011) • 12-13 Mar (2012)

## To Book or Enquire

**Email:** [babette.h@continuityshop.com](mailto:babette.h@continuityshop.com)

**Telephone:** + 44 (0) 161 743 3555

### The Course Covers:

- Understanding the Civil Contingencies Act 2004
- The Role of the Emergency Responders
- What is a Major Incident?
- Command and Control – Gold Silver Bronze
- Working in police control centres
- Managing the media
- Police investigation / criminal liability
- Strategic Management - Influencing decisions
- The role of the local authority and voluntary services
- Training and Exercising

**Presenter:** Brian Dillon

**Course Length:** 2 days

**Cost:** £1,205+VAT (Accommodation, meals and refreshments included)



# Business Continuity and Supply Chain Risk Management

Plan B Consulting Course Authors and Presenters: Charlie and Kim McLean-Bristol MBCI



## Summary:

This course teaches you how to understand & mitigate the risk associated with supply chain & outsourced operations.

## The Course Will Benefit:

Those who have an understanding of business continuity and those within purchasing, supply chain, contact management and procurement.

## Dates:

London: • 20 Jun (2011) • 12 Dec (2011)

Cotswolds: 19 Sep (2011) • 19 Mar (2012)

## BS 25999 - Preparing For Audit

### Summary:

This course prepares you for BS25999 certification or aligning the organisation to the standard.

### The Course Will Benefit:

Those who are already familiar with Business Continuity Management and are preparing themselves for meeting the Standard's requirements.

### Dates:

London: • 21 Jun (2011) • 13 Dec (2011)

Cotswolds: 20 Sep (2011) • 20 Mar (2012)

### The Course Covers:

- The organisation's external dependencies and Critical Supplies
- Mapping, Identifying & Mitigating Supply Chain risks
- New Purchasing Models and Management of Supply Chain
- Supply Chain and the Requirements of BS 25999

Cost: £530+VAT

### The Course Covers:

- Conducting a gap analysis against the standard
- Internal and external audit
- Preventative and corrective actions
- Embedding BCM in the organisations culture
- Continuous improvement
- Competency of BCM personnel
- The audit process and requirements

Cost: £530+VAT





**THE BUSINESS CONTINUITY  
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