

# Business Continuity Plan

Tutor Doctor Richmond, Twickenham, Putney and Wandsworth (KTC Education Services Limited)

This plan has been centrally produced by Tutor Doctor for UK operations delivered by Tutor Doctor UK franchisees. Throughout the document reference to “Tutor Doctor” refers to the delivery by the local Tutor Doctor office, in this case Tutor Doctor Bury Richmond, Twickenham, Putney and Wandsworth.

## **1. Introduction**

Tutor Doctor Richmond, Twickenham, Putney and Wandsworth recognizes the importance of having a robust business continuity plan to ensure the continuation of critical activities while meeting all safeguarding requirements, especially in light of the COVID-19 pandemic. This plan outlines our approach to identifying critical activities, assessing risks, establishing realistic recovery timescales, and implementing appropriate recovery actions and contingencies.

## **2. Critical Activities**

Critical activities for Tutor Doctor Richmond, Twickenham, Putney and Wandsworth include:

- Conducting tutoring sessions (in-person and online)
- Ensuring the safety and well-being of tutors and students
- Maintaining communication with clients and tutors
- Managing administrative tasks such as scheduling, billing, and record-keeping •  
Providing support to tutors and students

## **3. Realistic Recovery Timescales**

In the event of a disruption, our goal is to recover critical activities within the following timescales:

- Resume online tutoring sessions within 24 hours
- Resume in-person tutoring sessions within 72 hours (subject to COVID-19 safety guidelines and restrictions)
- Restore communication channels within 12 hours
- Resume administrative tasks within 48 hours



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#### **4. Main Risks of Business**

Disruption Key risks to business disruption include:

- COVID-19 outbreaks or restrictions impacting in-person tutoring
- IT system failures affecting online tutoring platforms
- Natural disasters (e.g., floods, storms) disrupting operations
- Staff shortages due to illness or other unforeseen circumstances
- Supply chain disruptions affecting essential resources (e.g., teaching materials, technology)

#### **5. Recovery Actions and Contingencies**

To mitigate the risks identified above and ensure continuity of service, the following recovery actions and contingencies will be implemented:

- COVID-19 Secure Practices:
  - Implement strict hygiene protocols and social distancing measures during in-person tutoring sessions.
  - Provide personal protective equipment (PPE) for tutors and students as necessary.
  - Conduct regular health screenings for tutors and students.
  - Offer online tutoring options as a flexible alternative.
- IT Continuity:
  - Maintain redundant online tutoring platforms to ensure uninterrupted service.
  - Have backup internet connections in place.
  - Provide technical support to tutors and students for seamless online sessions.
- Staffing Contingencies:
  - Cross-train tutors to cover for each other in case of absences.
  - Maintain a pool of substitute tutors available for short-notice assignments.
  - Implement remote work arrangements for administrative staff if necessary.
- Supply Chain Management:
  - Diversify suppliers for essential resources to minimise the risk of disruptions.
  - Maintain adequate stock levels of teaching materials and technology.

#### **6. Safeguarding Requirements**

All business continuity arrangements will adhere to safeguarding requirements to ensure the safety and well-being of tutors and students.



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This includes:

- Conducting appropriate background checks and vetting for tutors.
- Providing training on safeguarding policies and procedures.
- Implementing robust reporting mechanisms for safeguarding concerns.
- Regularly reviewing and updating safeguarding practices in line with regulatory requirements.

## **7. Testing and Review**

Regular testing and review of the business continuity plan will be conducted to ensure its effectiveness and relevance. This includes:

- Tabletop exercises and simulations to assess response procedures. • Periodic reviews of recovery timescales and risk assessments. • Incorporating lessons learned from real-life incidents and changes in regulations or best practices.

## **8. Conclusion**

Tutor Doctor Richmond, Twickenham, Putney and Wandsworth is committed to maintaining the continuity of our tutoring services while prioritizing the safety and well-being of our tutors and students. By implementing this comprehensive business continuity plan and regularly reviewing and updating it, we will be prepared to navigate any disruptions and emerge stronger as a company

Signed:



Bill Clark, Director

12 November 2024

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