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| Title: | | **Understanding incident management and disaster recovery in the workplace** | | |
| Level: | | **3** | | |
| Credit value: | | **2** | | |
| Unit guided learning hours | | **7** | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand business risk management process and potential threats to the organisation | | | 1.1  1.2  1.3 | Explain the process of business risk management  Describe potential threats and major incidents that could occur in own workplace  Describe potential outcomes if hazards and incidents are not managed |
| 1. Understand how to reduce the impact of business interruption on people and the organisation | | | 2.1  2.2  2.3 | Explain how to reduce the impact of business interruption on people and the organisation  List mitigation measures used to prevent major incidents in the organisation  Describe monitoring and review processes that are used in own organisation |
| 3 Understand how to recover after a major incident has occurred in the workplace | | | 3.1  3.2 | Explain the recovery procedures in own organisation  Describe a major incident that could occur in own workplace and explain your role should this incident occur |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop knowledge and understanding of incident management and disaster recovery in the workplace. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Facilities Management 2008 NOS: FM320 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Asset Skills | |
| Equivalencies agreed for the unit (if required) | | | M3.48 - Understanding incident management and disaster recovery in the workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 – Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Explanation of business risks (for example financial, loss of market, operational, competitor activity, supply chain failure, non-availability of business premises and/or workforce, legal proceedings, loss of reputation) * Identify a range of business threats and their consequences (for example non-compliance resulting in prosecution and/or civil proceedings, fire, explosion, act of terrorism, theft, failure of major customer or supplier, major power outage or plant failure, flood) * Identify the people and their business processes that could be affected by potential threats * Identify the role of facilities management in business continuity processes | | | |
| 2 | * Explanation of risk mitigation (for example business continuity planning, emergency preparedness, security, mitigation processes, training, insurance, prevention controls) * Risk management processes (for example policy, procedures, record keeping and reviews, training exercises) | | | |
| 3 | * Explanation of business continuity and disaster recovery planning (for example identification of potential threats to the business, selection and training of recovery teams, availability of alternative premises informal arrangements, ‘hot’ and ‘cold’ start locations, liaison with emergency services, communication equipment and ‘cascade’ systems) (suggest that tutors work through examples and case studies) * The role of facilities management in business continuity or disaster recovery teams | | | |