

Next Gen Student Services T/A New Dawn School Limited

Education

Business Continuity Plan

Version 1

Date issued: August 19, 2025

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Author: Omar Salahuddin

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Section 1 Company Information

Company Name

Next Gen Student Services T/A New Dawn School Limited

Department Education

Address

11 Brookdale Drive

Penn

Wolverhampton WV4

4HA

Plan Objective

This Business Continuity Plan (BCP) outlines the procedures to follow to respond, recover, resume and restore to a pre-defined level of operation following disruption.

Number of Staff

12

Minimum Number of Staff

Plan Information

Author

Omar Salahuddin

Author Contact Details

Tel: 07307 191 338. Email: ceo@nextgenstudentservices.co.uk

Manager Name

Omar Salahuddin

Manager Contact Details

Tel: 07307 191 338. Email: ceo@nextgenstudentservices.co.uk

Issue Date

August 19, 2025

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Authorization

Name

Mr Omar Salahuddin

Job Title

CEO

Date

August 19, 2025

Section 2 Activation and Stand-Down

Activation and Stand-Down

Triggers for Activation

Any incident resulting in the business being unable to meet its minimum level of services and/or products that is acceptable to the organization to achieve its business objectives.

Authority to Activate or Stand Down

Name and Contact Details

Omar Salahuddin, Tel: 07307 191 338. Email: ceo@nextgenstudentservices.co.uk

Name and Contact Details

Sumbal Bano. Email: info@nextgenstudentservices.co.uk

Command Center Locations

Address One

The CHESS Centre, 460 Cedar Road, Nuneaton, CV10 9DN

Response Team

Name

Mr Omar Salahuddin

Job Title

CEO

Recovery Responsibility

Head of Provision

Contact Details

Email: ceo@nextgenstudentservices.co.uk. Tel: 07307 191 338

Section 3 Relocation Site

Company Name

The CHESS Centre

Contact Details

The CHESS Centre, 460 Cedar Road, Nuneaton CV10 9DN

Do you have a written agreement?

No

Section 4 Service Providers

Name

New Dawn School Limited

Contact Details

11 Brookdale Drive

Penn

Wolverhampton

WV4 4HA

Tel: 07307 191 338

Section 5 Suppliers

Name

Microsoft

Contact Details [What is Dynamics 365 | Microsoft Dynamics 365](#)

Section 6 Key Clients

Name

Coventry City Council

Contact Details

Coventry City Council, PO Box 7097, Coventry, CV6 9SL.

Name

Warwickshire County Council

Contact Details Shire

Hall Post Room

Rear of Shire Hall

Northgate Street

Warwick

CV34 4RL

Section 7 Essential Equipment

Item Name / Description CRM and
Database Services

Amount Required
20

Back up and Contingency Arrangements
Microsoft SharePoint

Item Name / Description
Telephone

Amount Required
10

Back up and Contingency Arrangements
Mobile Phone with Unlimited Package

Section 8 Disaster Recovery

IT System

Microsoft

Disaster Recovery Strategy Online/Online

Microsoft

Recovery Time of System (RTO)

1 Hour

Recovery Time of Data/ Maximum Data Loss (RPO)

1 Hour

Section 9 Business Impact Analysis

Name of Product or Service Education

Impacts over Time 1 Day: Online and
Temporary Work

1 Week: Online and Temporary Work

2 Weeks: Face to Face Work

Maximum Tolerable Period of Disruption

1 Month

Category

Critical

Dependencies

Building, Technology, Telecommunications Services

Section 10 Risk and Threat Assessment

Threat

Political - Changes by the DfE, CQC

Mitigation Measures Consider
measures that will:

- reduce the likelihood of disruption
- shorten the period of disruption
- limit the impact of disruption on the organization's key products and services

Risk Score

30

Section 11 Incident Response Procedures

1 - Initial Actions

Job Title

Omar Salahuddin - CEO

Back up

Sumbal Bano - Company Director

Jamil Alam - CTO

Action List

- If necessary, evacuate the premises and gather at the re assembly point
- Ensure welfare of employees and public
- Contact Emergency Services
- Notify the Incident Response Team
- Activate Business Continuity Plan

2 - Communications

Job Title

Omar Salahuddin - CEO

Back up

Sumbal Bano - Company Director

Jamil Alam - CTO

Action List

- Establish a Crisis Communications Protocol, emphasizing the importance of uni ed crisis communications
- Delegate spokespeople to speak to the following parties
 - Employees
 - Service Providers
 - Suppliers
 - Key Clients
 - Media
 - Competitors
 - Emergency Services
 - Government Agencies
- Decide on the most appropriate mode of communication with the above parties
 - Telephone
 - Email
 - SMS

- Facebook- Twitter

- Television

Agree appropriate messaging

Contact all parties and have spokespeople report back to the Incident Response Team

3 - People Welfare

Job Title

Omar Salahuddin - CEO

Back up

Sumbal Bano - Company Director

Jamil Alam - CTO

Action List

- Verify the results of site evacuation and account for the organization's personnel and visitors Ensure
- employee welfare, in particular:
 - Transport Assistance
 - Continuity of pay
 - Emergency Loans
 - Counselling
 - Accommodation
 - Food and Water
 - Clothing
- Arrange additional sta to assist with recovery

4 - Finances

Job Title

Omar Salahuddin - CEO

Back up

Sumbal Bano - Company Director

Jamil Alam - CTO

Action List

- Liaise with IT to ensure key systems are operational or switch to manual process if required
- Assess cash requirements, manage bank accounts and increase credit limits as appropriate
- Ensure continuity of payment to sta and suppliers
- Undertake nancial modelling to determine the value-at-risk for the company

Job Title

Back up

Action List

Section 12 Sta Contact List

Name

Omar Salahuddin

Job Title

CEO

Contact Details

Tel: 07307 191 338

Email: ceo@nextgenstudentservices.co.uk

Name

Sumbal Bano

Job Title

Company Director

Contact Details

Email: info@nextgenap.co.uk

Section 13 Emergency Services

Agency

Fire - Police - Ambulance

Contact Details

999

Section 14 Additional Information

Section 15 Appendices
