



Assessment Name: Business Continuity Risk Assessment	
Organisation Name: Next Steps Education Ltd	Review Date: February 2026
Date of Risk Assessment: February 2025	Brief Workplace and Activity Description: Tuition and Mentoring business working with schools and local authorities to support vulnerable and marginalised students, within our tuition centre and remotely at locations around the South West.
Completed by: Sarah Logan, Director	
Signature:	

What are the hazards?	What who is at risk?	What action will you take in this event?	What will you do now to manage this risk?	Who will take these actions and what is the timescale?	Risk Level: High/Medium/Low
Illness of the Directors	<p>Day to day management of the business and centre</p> <p>Financial obligations such as payment to staff and payment from clients will be at risk</p> <p>The company may lose clients, tutors and revenue as a result</p>	<p>Process mapping documentation:</p> <p>A list of financial passwords and access to the accounts is shared between Sarah Logan and Liz Fancourt (Directors) to ensure financial running of the business remains unaffected.</p> <p>Directors and Administrator have joint access to emails and use CRM to keep client/ student notes</p>	<p>Continue to integrate this CRM system with new staff members, introduce them to systems/process cards and continue to make new systems/process cards for new strands or operations within the business</p> <p>Training together on any new software used to maintain the business</p>	<p>Sarah Logan Liz Fancourt Administrator Relational Learning Lead County Client Relation Managers</p>	Low
Illness of contracted tutors	<p>Face to face students, tutor's ongoing lessons, income to the business due to lesson cancellations</p>	<p>Face to face staff to be advised to take regular covid tests</p> <p>If necessary, suggest to all clients to move to online tuition or mentoring. This may</p>	<p>Continue to update and inform tutors of our policies via our Induction Pack</p>	<p>Liz Fancourt</p>	Low



		<p>sometimes be as a group where appropriate.</p> <p>Parameters of staff or student family sickness to be set out in the client and tutor contracts</p> <p>Ongoing illnesses to be reviewed case by case. New tutor to step in and cover for long-term illness</p>	Update new students & families via our introductory welcome email.		
Computer malfunction resulting in the loss of critical information, policies, procedures and contacts	<p>Inability to contact clients in a timely manner</p> <p>Loss of policies and procedures</p> <p>Loss of sensitive information</p>	<p>Use of the cloud and an external hard drive to back up all information</p> <p>Paper copies of policies kept in office</p> <p>Monthly download from CRM into a spreadsheet held within an alternative secure cloud network</p>	<p>Print &amp; store paper copies of policies as updated</p> <p>Add task to diary for monthly data back-ups</p>	Sarah - ongoing	Low
Non-payment of invoices/ non-payment for completed work	<p>Business day-to-day operations</p> <p>Tutors' Payment Orders</p> <p>Staff Salaries</p> <p>Director Salaries</p>	<p>Use of cloud accounting software and CRM calendar to keep track of appointments</p> <p>Invoicing and purchase order processes set at regular periods in task calendar</p> <p>Automatic payment reminder emails built into accounting software</p>	Administrator trained to use accounting software and know how the invoicing/ remittance systems work	Sarah - ongoing	Medium



		Remittance kept updated and filed regularly  At least two months of operational funds kept in bank accounts			
Emergency situation at premises	Tuition & mentoring sessions  Staff working environment	Use of cloud CRM with client contact details and appointments calendar, which can be accessed off-site  Provision of laptop computers and secure cloud software & storage	Maintain systems, CRM and appointments calendar	Sarah, Liz and Administrator - ongoing	

It is important that you discuss your assessment and proposed actions with staff or their representatives

You should review your risk assessment if you think it might no longer be valid. E.g. following an accident in the workplace, or if there are any significant changes to hazards in the workplace, such as new equipment or work activities