BSI Training Academy

Your complete guide to
ISO 22301:2012 training

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...making excellence a habit.™

Build a robust and resilient organization with **ISO 22301**

Benefits of ISO 22301*

72%
helps protect our business

73%
gives trust in our business

82%
helps manage business risk

56%
increases our competitive edge

Don't let your business get knocked off course by the unexpected. In today's fast moving world where supply chains are often complex, and where the threats from which we need to protect ourselves range from terrorism to cyber-crime, or even extreme weather, the need to have a robust and resilient business that can quickly recover from any kind of disaster is vital.

ISO 22301 is the international standard that helps organizations to protect against and recover from disruptive incidents when they happen. It provides a systematic approach to business continuity management, and it's applicable to any organization, regardless of type, size and sector.

Use ISO 22301 to protect your business, your reputation, and minimize financial loss in the case of an incident.

Threats to business continuity**

- **85%** of Business Continuity Managers fear the possibility of a cyber-attack
- **80%** of organizations had a breach in 2014
- **77%** fear unplanned IT outages

Why make BSI your first choice for ISO 22301 training

Our tutors

When it comes to teaching how to make standards work, our tutors are the best in the business. As experienced assessors with years of hands-on business and industry experience, they understand the challenges you're most likely to face. They are passionate about standards and have a proven ability to facilitate great learning.

Our expertise

As the world's first National Standards Body an founding member of ISO, no one knows standards like BSI. And when you train with us you benefit from thi experience. You can trust us to say we know what we're talking about and you'll benefit from a premium learnin experience. When it comes to standards even our competitors choose us.

Our approach
Accelerated Learning

We really understand how training works and that everyone learns and retains knowledge differently. Based on the latest research, our accelerated learning approach is proven to fast-track learning, improve knowledge retention and ensures you can apply your knowledge straight away. We constantly evaluate our results based on your satisfaction and success rate, to provide the best training experience in the industry.

Our solution

We provide a proven pathway to success, wherever you are in your training journey. So whether you want to build your knowledge, learn how to implement or how to audit and improve your management system, we have the right solution for you. You'll also learn right beside your peers; we'll discuss real-world challenges and share best practice based on over 100 years' experience.

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples that means you can focus on learning.

Public Training Courses are available

Network and learn best practices from a variety of sectors with our diversified schedule of courses and locations.
Talk to one of our experts to find out more.

Training delivered at your site

This could be a convenient and cost effective option, especially if you have multiple delegates.
Talk to one of our experts to find out more.

Our BSI Training Academy ISO 22301:2012 courses

ISO 22301:2012 **Requirements** – 1 day

Level **1**

	You'll discover	How this will help you
• Those new to ISO 22301 • If your knowledge needs a refresh	• The main requirements and benefits of ISO 22301 • An understanding of an effective Business Continuity management system (BCMS)	• Communicate the benefits and importance of an BCMS • Apply the requirements of ISO 22301 to your business

ISO 22301:2012 **Implementation** – 2 days

Level **1 2**

Who is this for	You'll discover	How this will help you
• Those with a thorough understanding of ISO 22301 • If you need to implement or manage a new ISO 22301 management system	• A typical ISO 22301 implementation framework • Your organization's current position with ISO 22301 • How to implement an effective BCMS	• Confidently implement and maintain an BCMS • Understand what resources are required to implement ISO 22301 • Use a gap analysis to review your current system

ISO 22301:2012 **Internal Auditor** – 2 days

Level **1 2 3**

Who is this for	You'll discover	How this will help you
• Those with a thorough knowledge of ISO 22301 • If you need to carry out ISO 22301 internal audits • If you're an existing auditor who needs to refresh your knowledge	• The principles of an ISO 22301 audit • How to write up audit reports • How to suggest corrective actions and follow them up to continually improve	• Confidently carry out an ISO 22301 internal audit • Add value to your BCMS and be best-placed for an ISO 223001 third party assessment • Be recognized as an ISO 22301 expert

ISO 22301:2012 **Lead Implementer** – 5 days

Level **1 2 3 4**

Who is this for	You'll discover	How this will help you
• Those new to ISO 22301 • If you need to implement and take the lead with an ISO 22301 management system	• The benefits of ISO 22301 • Your organizations current position with ISO 22301 • How to interpret the requirements and implement an effective BCMS • Management tools and techniques	• Engage employees and communicate the importance of your BCMS • Use a gap analysis to review your current system • Confidently implement and maintain an effective BCMS as a qualified lead implementer

Upon successful completion of your course, you'll receive an internationally recognized BSI certificate

Our BSI Training Academy ISO 22301:2012 courses

ISO 22301:2012 **Lead Auditor**
IRCA Certified (A17456) – 5 days
Some homework will be required for this course

Level   1 2 3 4

Who is this for	You'll discover	How this will help you
• Those with a thorough knowledge of ISO 22301 • If you're responsible for leading ISO 22301 second party audits • Consultants who advise on BCMS audits • If you're looking to gain an internationally recognized audit qualificatio	• The roles and responsibilities of a lead auditor • How to lead, plan, manage and follow up an audit in accordance with internationally recognized best practice (ISO 19011) • The benefits of third party certificati	• Achieve a recognized qualificatio • Confidently lead an audi • Be best-placed for an ISO 22301 third party assessment • Great continual professional development to advance your career

Business Impact Analysis (**BIA**) – 1 day

Who is this for	You'll discover	How this will help you
• Your organization has services deemed to be critical and therefore can't be disrupted or must be recovered rapidly	• Critical resources for resilience protection and/or recovery measures • You manage or impact supply chain decisions	• Formalize your business activity dependencies • Understand what processes and activities are critical as opposed to important

Business Continuity Plans (BCP) Principles and Practices – 1 day

Who is this for	You'll discover	How this will help you
• Manage a service in your organization that must always be available or be recovered with minimal lost time	• be able to analyse continuity requirements and if a BCP is suitable and relevant	• Understand the purpose and structure of BCPs • Recognize the appropriate use of BCPs

Upon successful completion of your course, you'll receive an internationally recognized BSI certificate

ISO 22301:2012 **Requirements** training course

Organizations often damage their reputations and lose customers because they are unable to cope with unexpected disruptions such as natural disasters, severe weather, IT outage, industrial action, crime, political unrest or staff illness. A Business Continuity Management System (BCMS) based on ISO 22301 can provide your organization with an international best-practice framework for identifying potential threats, evaluating their impact, and developing the capability to minimize disruption and continue business should unforeseen events occur.

Our course agenda

- Introduction
- Delegate introduction
- Overview of learning objectives and course structure
- Fundamentals of ISO 22301
- Terms and Definitions
- PDCA Relationships with ISO 22301

- Requirements of ISO 22301
- Communications
- Incident timeline
- Additional guidance
- Wrap up and final questions

Book today at
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Make sure this is the right course for you.

This course is for you if:

- You're new to ISO 22301
- Your knowledge needs a refresh
- You're planning, implementing, or maintaining ISO 22301
- You're part of a team involved in ISO 22301

What's the course like?

- One day
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Be confident in explaining the importance of an BCM
- Gain an understanding of the main ISO 22301 requirements and how to start to apply them within your business
- Develop professionally
- Improve internal processes by planning your own BCM.

ISO 22301:2012 **Implementation** training course

When faced with unexpected disruptions, organizations with an effective Business Continuity Management System (BCMS) based on ISO 22301 not only benefit from protecting their reputations and retaining customers, but they also enhance their status as competitors struggle to overcome similar challenges. The starting point for success lies in implementing the BCMS. If this is done well, your organization will have an international best practice framework from which to build resilience and help it keep operating when unforeseen situations arise.

Our course agenda

Day 1

- Introduction
- Participant introductions
- Overview of course structure and learning objectives
- Fundamentals of Management Systems
- Fundamentals of an ISO 22301 BCMS
- Overview of ISO 22301

- Implementation steps: Gain Top Management Commitment
- Implementation step 1: Gain Top Management Commitment
- Implementation step 2: Appoint Implementation team
- Implementation step 3: Promote Awareness

Day 2

- Review day 1
- Implementation step 4: Perform Gap Analysis
- Implementation step 5: Develop Implementation Plan
- Implementation 6: Approve Implementation Plan
- Implementation step 7: Implement the Plan

- Implementation step 8: Operate & Assess the System
- Implementation step 9: Continually Improve the System
- Implementation step 10: Certification and Registration

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Make sure this is the right course for you.

This course is for you if:

- You have a thorough understanding of ISO 22301
- You need to implement or manage a new ISO 22301 management system
- You're part of a team involved in ISO 22301

What's the course like?

- Two days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Confidently implement and maintain an BCM
- Be able to make sure ISO 22301 adds value to your organization
- Increase your expertise of Business Continuity and ISO 22301

ISO 22301:2012 **Internal Auditor**

Level **1 ⟷ 2 ⟷ 3**

If you are new to auditing and already have a thorough understanding of ISO/IEC 27001 then this training is for you. This packed two-day course will enable you to carry out an ISO/IEC 27001 internal auditor and give you the vital skills to produce and distribute audit reports. Our highly experienced tutors will make sure that you walk away with the confidence to perform effective ISO/IEC 27001 audits to help your organization to continually improve. The course is structured to optimize your learning using our unique accelerated approach, which blends practical activities, group discussions and classroom learning.

Our course agenda

Day 1

- Background to Busines Continuity Management Systems (BCM)
- ISO 22301 structure, auditing areas, terms and definitions
- Management system and BCM auditing
- Auditor competence, responsibilities and characteristics
- Audit evidence triangle

- Types of audit
- Audit activities
- Creating an audit plan
- Checklists
- Audit questioning techniques: communication and interpersonal skills
- Conducting the opening meeting
- Conducting an audit

Day 2

- Work documents
- Nonconformities
- Documenting nonconformities
- Creating the audit report: prepare, approve and distribute

- Conducting audit follow-up activities
- Course review and questions
- Reflection and feedbac

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Make sure this is the right course for you.

This course is for you if:

- You already have a thorough knowledge of ISO 22301
- If you need to carry out ISO 22301 internal audits
- Your knowledge of the internal audit process needs a refresh

What's the course like?

- Two days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Gain the confidence to carry out an ISO 22301 internal audit
- Get the skills to add value to your BCM
- Be able to write factual audit reports
- Grow customer confidence in your organization

ISO 22301:2012 Lead Implementer

Level 1 2 3 4

Learn how to establish a business continuity management system within your organization and clarify roles and responsibilities during disruption. With ISO 22301 you can identify and protect business critical functions, building resilience and capability to continue operating during unexpected events. You can minimize downtime, speed up recovery time and reassure customers with your ISO 22301 management system.

Our course agenda

Day 1

- Benefits to you, Welcome and Introductions
- Course Aims, Objectives and Structure
- Benefits of Management Systems
- Types of Management Systems
- Process Approach
- PDCA Framework
- Fundamental of ISO 22301
- Overview of ISO 22301
- Implementation Process
- Clause 4: Context of the Organization

Day 2

- Day 1 review
- Clause 5: Leadership
- Management Responsibilites

- BCMS Policy
- BCMS Objectives
- Clause 6: Policy
- BCMS Objectives
- Caluse 7: Support
- Documentation Requirements
- Close Day 2

Day 3

- Test of Understanding
- Clause 8: Operation
- Business Impact Analysis
- Risk Assessment
- BC Strtegy
- Exercises and Tests
- Clause 9: Performance Evaluation
- Clause 10: Improvement
- Certification
- Close Day 3

ISO 22301:2012 Lead Implementer

Continuing course agenda

Day 4

- Day 4 Review
- Implementation & Leadership
- Leadership & Management
- Brainstorming
- Fishbone Diagrams
- Kotter's 8 steps to leading change
- Support & Motivation
- Sample Exam Review
- Psychological Contracts

Day 5

- Final questions/revision
- Evaluation
- Introduction to the exam
- Exam
- Reflection and feedbac

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Make sure this is the right course for you.

This is the course for you if:

- You're new to ISO 22301
- You need to implement or manage a new ISO 22301 management system
- You're leading a team involved in ISO 22301

What's the course like?

- Five days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away
- There will be a two-hour exam on the final da

How will I benefit?

- Confidently implement and maintain an BCM
- Be prepared with management tools and techniques
- Successfully carry out a gap analysis
- Network with likeminded peers
- Develop professionally and gain a recognized qualificatio

ISO 22301:2012 Lead Auditor
IRCA Certified (A17456)

Level 1 ⊂ 2 ⊂ 3 ⊂ 4

Our ISO/IEC 27001 Lead Auditor training is an intensive five-day course where you'll discover internationally-recognized best practice auditing techniques so you can confidently lead auditing activities.

You'll already have a detailed understanding of ISO/IEC 27001 requirements.

Many delegates on this course will have already attended our ISO/IEC 27001 Internal Auditor training course.

Using accelerated learning techniques our tutors will make sure you leave with the skills to lead, plan, manage and follow up an ISMS audit in accordance with internationally recognized best practice (ISO 19011). It will culminate on day five with a written exam and upon successful completion you'll be awarded an internationally recognized auditing qualification. This course will not only benefit you when you return to your organization, but it could also be an opportunity to advance your career with a professional qualification

Our course agenda

Day 1

- First, second and third party audits
- Audit process
- Audit objectives, scopes and criteria's
- Audit resources
- Roles, responsibilities and confidentialit
- Audit methods
- Stage 1 audit
- Stage 2 audit
- Audit plan understanding
- Work documents understanding
- Opening meeting understanding
- Audit evidence
- Effective communication
- Audit finding
- Audit meetings
- Closing meeting
- Audit reports
- Audit follow-up

Day 2

- Purpose and business benefits o an ISMS
- Terminology
- Plan-Do-Check-Act
- ISMS processes and context
- Role of the auditor
- ISMS documentation
- Initiating the audit
- Document review
- Audit plan in practice
- Work documents in practice
- Opening meeting in practice
- Observations
- Auditing 'top management'

Day 3

- Specimen exam: sections 1 and 2 review
- Auditing 'context'
- Auditing 'actions to address risks and opportunities'
- Tutorial on body language
- Questions and evidence
- Auditing 'objectives, resource and competence'
- Auditing 'operations and monitoring....'

ISO 22301:2012 Lead Auditor IRCA Certified (A17456)

Continuing course agenda

Day 4

- Specimen exam: section 3 review
- Auditing 'continual improvement'
- Nonconformities
- Closing meeting in action
- Audit report
- Audit follow-up in action
- Specimen exam: section 4

Day 5

- Hand in homework – audit report
- Final questions/revision
- Evaluation
- Introduction to the exam
- Exam
- Reflections and feedbac

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Make sure this is the right course for you.

This course is for you if:

- You already have a thorough knowledge of ISO/IEC 27001
- You're a manager who is responsible for a team of internal auditors
- You're responsible for leading ISO/IEC 27001 second party audits
- You're looking to gain an internationally recognized audit qualificatio

What's the course like?

- Five days with some homework
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away
- There will be a two-hour exam on the final da

How will I benefit?

- Confidently lead an ISM audit team
- Be prepared for a successful third party ISO/IEC 27001 assessment
- Be able to audit according to internationally recognized best practice (ISO 19011:2011)
- Network with likeminded peers
- Develop professionally and gain a recognized qualificatio

Business Impact Analysis (BIA) training course

Business Impact Analysis is a fundamental practice that, when undertaken correctly, can effectively establish the framework for resilience and continuity arrangements in an organization. The process can provide other benefits by informing management to consider succession planning, supply chain strategies and avoid single points of failure. This course is a combination of presentations as well as individual and group activities designed to establish and cement a practical understanding of the elements of comprehensive Business Impact Analysis. This will enable delegates to undertake their own analysis, and potentially shape management decisions that lead to improved organizational resilience and continuity.

Our course agenda

- Benefits to you, welcome an introductions
- Course aim, objectives and structure
- Simplified business impact analysi process
- Systems based approach to an organization
- Disruption of an activity
- Product dependency on processes/ inputs/outputs
- Impact over time

- What will the client tolerate?
    - Impact categories
    - Resilience: When the client cannot tolerate any disruption
- Critical product dependency on critical processes
- Impact analysis: Practical considerations
- Data collection methods
- Context of the organization: Influence on the BI

- BIA: Practical framework
- BIA: Impact over time
- BIA: Large company: Resources
- Strategy decisions
- BIA process planning summary
- BIA process outcomes

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Make sure this is the right course for you.

This is the course for you if:

- Your organization has services deemed to be critical and therefore can't be disrupted or must be recovered rapidly
- You need to be able to analyse a business system and identify critical activities
- Identifying critical resources for resilience protection and/or recovery measures is important to your role and/or organization
- You manage or impact supply chain decisions

What is the course like?

- One day long
- Led by a BSI Tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials

How will I benefit?

- Formalize your business activity dependencies
- Understand what processes and activities are critical as opposed to important
- Enable management to identify priorities for mitigating risk of disruption of services, priorities for recovery of services, level of recovery of services and resource requirements to facilitate recovery

Business Continuity Plans (BCP) **Principles and Practices** training course

Business Continuity Plans form an essential part of an organization's tools for maintaining continuity of critical products and services.

Course content explores the role a BCP plays in aligning the resilience requirements for uninterruptable services and the measures that need to be in place for an organization to restore their business after an unexpected disruption. Risk assessment techniques and recovery strategies are introduced as prerequisites for formulating useful continuity plans and plans to recover services through to business as usual (BAU) are developed.

How to use a Business Continuity Plan as a means of measuring response, where BAU is one endpoint and disaster recovery is the other is studied as is the validation of plans through appropriate exercising the relative advantages and limitations of different techniques.

This course combines presentations as well as individual and team activities designed to establish and cement a practical understanding of the elements of Business Continuity Plans, enabling you to construct, deploy and validate relevant BCPs.

Our course agenda

- Benefits to you, welcome an introductions
- Course aim, learning objectives and course structure
- BCPs: Starting point
- Risk: Summary principles and practice based on ISO 31000
  - Risk appetite
- Impact categories and tolerance

- Risk assessment mapping
- When to use a BCP
- Business continuity planning
  - Pre-requisites
- Activity-based, not disruption-based plans
  - Plan activation
- Return to business as usual

- Disaster recovery
- Exercise purpose, programs and improvements
- Tests
- Planning an exercise
- Exercise learning

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Business Continuity Plans (BCP) Principles and Practices training course.

We want to make sure you have the best learning experience possible. We create a positive learning environment so you retain the knowledge and acquire skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This is the course for you if:

- Manage a service in your organization that must always be available or be recovered with minimal lost time

- You need to develop plans for continuity management and disaster recovery

- You need to be able to analyse continuity requirements and if a BCP is suitable and relevant

- You need to identify critical resources for the successful implementation of a BCP

What is the course like?

- One day long

- Led by a BSI Tutor

- Relaxed and comfortable learning environment

- You'll receive comprehensive course materials

How will I benefit?

- Understand the purpose and structure of BCPs

- Recognize the appropriate use of BCPs

- Construct BCPs covering service recovery and disaster management back to BAU

- Use exercise techniques to validate the plans

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