

# Business Continuity Policy

## Purpose

1. This Policy outlines the principles that guide Global Higher Education's (GHE) ongoing delivery of critical business processes, and recovery planning and procedures, during incidents that disrupt normal operations and in so doing how GHE meets the requirements outlined under paragraph (i) of Standard 6.2.1 of the *Higher Education Standards Framework (Threshold Standards) 2021*.

## Scope

2. This Policy applies to the entire GHE entity and all staff, students and visitors.
3. The prevention of critical incidents is governed by the **Risk Management Policy**.
4. The management of critical incidents is governed by the **Critical Incident Policy**.
5. Specific protections for students in the event of a disruption that affects GHE's ability to continue to provide a course are governed by:
  - a) the **Course Teach-Out Policy**;
  - b) the **Student Fees, Charges and Refunds Policy**.

## Definitions

6. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

## Suite documents

7. This Policy is linked to the Business Continuity Procedure.

## Policy

### Principles

8. GHE recognises that:
  - a) all businesses are at risk from incidents that may materially disrupt or impact normal business operations;
  - b) its business continuity and recovery response must integrate and complement its risk management, critical incident and occupational health and safety policies, procedures and frameworks.
9. GHE's business continuity processes are directly linked to the management of risk and critical incidents. Risk management is designed to mitigate risk, while critical incident and business continuity procedures come into force through the impact of the risk occurring. Critical incident management deals with the emergency response and business continuity articulates GHE's longer term response to recover and restore full business operations.
10. GHE aims to ensure continuity of educational delivery, commercial viability and reputation where it experiences disruption to, or experiences loss of access to, business components critical to the delivery of its day-to-day activity and its mission. This includes the loss of key staff members, physical assets and facilities, key teaching assets and systems, information technology, vital records and data, and logistics or a combination thereof.

11. Business continuity requirements must be assessed on an annual basis and/or following a serious incident via a Business Impact Analysis (BIA) for academic and administrative areas of GHE.
12. Business continuity and recovery plans must be developed in response to the BIA and must include actions and resourcing for short-term continuity of service provision and business recovery.
13. Every two years GHE will commit to a critical incident scenario whereby a likely incident is modelled and the response by senior management, governance and staff is role-played. The results will be monitored and reviewed with a view to improving performance.
14. Every seven years GHE will seek an independent review of all policy, procedure and plans relating to business continuity and recovery, or sooner should risk management processes identify a significant change in GHE's risk profile.

## Associated information

<b>Related Internal Documents</b>	Business Continuity Procedure Course Teach-Out Policy Critical Incident Policy Enrolment Policy Governance Framework Risk Management Policy Student Fees, Charges and Refunds Policy Student Wellbeing, Orientation and Support Policy Glossary of Terms
<b>Related Legislation, Standards and Codes</b>	<i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> TEQSA Guidance Notes: <i>Corporate Governance</i> , Version 2.4 <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>
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## Change history

<b>Version Control</b>	Version 1.2	
<b>Change Summary</b>	15-Apr-20	V1.0 Draft approved by Board of Directors (BoD) 1 May 2020
	23-July-20	V1.1 Administrative updates
	9-Oct-23	V1.2 administrative updates following TEQSA registration

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