

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 22301CSRM — Business Continuity for Care Organisations

ISO Certification Programme



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference MGT-CSRM-22301CSRM • ISO Management & Services

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	MGT-CSRM-22301CSRM
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Business Continuity Planning

5 chapters · 30 classes 105 marks

• 1 Understanding Business Continuity in Care Organisations — 6 classes

› 1.1 Define Business Continuity and Its Importance in Care Settings

› 1.2 Identify Potential Threats and Risks to Care Organisations

› 1.3 Explore Key Components of a Business Continuity Plan

› 1.4 Assess the Current Business Continuity Practices in Your Organisation

› 1.5 Develop a Business Continuity Strategy Tailored to Care Services

› 1.6 Implement and Test Your Business Continuity Plan Effectively

• 2 Risk Assessment and Impact Analysis in Health Services — 6 classes

› 2.1 Define Risk Assessment in Health Services

› 2.2 Identify Common Risks in Care Organizations

› 2.3 Conduct a Risk Evaluation Exercise

› 2.4 Explain the Importance of Impact Analysis

› 2.5 Analyze Potential Impacts on Health Services

› 2.6 Develop a Risk Mitigation Plan for Care Settings

• 3 Developing Effective Business Continuity Plans — 6 classes

› 3.1 Identify Core Business Functions and Dependencies

› 3.2 Assess Risks and Vulnerabilities in Care Operations

› 3.3 Establish Recovery Strategies for Critical Services

› 3.4 Develop and Document Business Continuity Plans

› 3.5 Train Staff on Business Continuity Procedures

› 3.6 Test and Review Business Continuity Plans Regularly

• 4 Training and Awareness for Continuity Planning — 6 classes

› 4.1 Understand the Importance of Business Continuity in Care Organisations

› 4.2 Identify Key Components of a Business Continuity Plan

› 4.3 Recognize Roles and Responsibilities in Continuity Planning

› 4.4 Develop Effective Training Strategies for Staff Engagement

› 4.5 Implement Awareness Programs to Foster a Culture of Preparedness

› 4.6 Evaluate and Improve Training Outcomes for Continuous Improvement

• 5 Testing, Maintaining, and Improving Business Continuity Plans — 6 classes

› 5.1 Assess Current Business Continuity Plans for Effectiveness

› 5.2 Design Testing Scenarios for Business Continuity Plans

› 5.3 Conduct Simulations to Test Business Continuity Responses

› 5.4 Evaluate Test Results to Identify Areas for Improvement

› 5.5 Implement Updates and Changes to Business Continuity Plans

› 5.6 Establish a Continuous Improvement Process for Business Continuity

• 1 Understanding Continuous Improvement Frameworks in Care Organisations — 6 classes

- › 1.1 Define Continuous Improvement in Care Organisations
- › 1.2 Identify Key Continuous Improvement Frameworks
- › 1.3 Explore the Benefits of Continuous Improvement in Care
- › 1.4 Evaluate Barriers to Continuous Improvement Initiatives
- › 1.5 Implement a Continuous Improvement Cycle in a Care Setting
- › 1.6 Measure and Review Continuous Improvement Outcomes

• 2 Tools and Techniques for Implementing Continuous Improvement — 6 classes

- › 2.1 Assess Current Processes Using SWOT Analysis
- › 2.2 Identify Key Performance Indicators for Continuous Improvement
- › 2.3 Implement the Plan-Do-Check-Act (PDCA) Cycle
- › 2.4 Utilize Root Cause Analysis for Problem Solving
- › 2.5 Engage Stakeholders in Continuous Improvement Initiatives
- › 2.6 Evaluate Improvement Outcomes and Adjust Strategies

• 3 Measuring and Evaluating Improvement Initiatives in Care Services — 6 classes

- › 3.1 Identify Key Performance Indicators for Improvement in Care Services
- › 3.2 Collect Data Effectively to Assess Improvement Initiatives
- › 3.3 Analyze Data to Evaluate the Impact of Change in Care Settings
- › 3.4 Apply Benchmarking Techniques to Measure Improvement Success
- › 3.5 Develop Action Plans Based on Evaluation Results for Continuous Enhancement
- › 3.6 Communicate Findings and Recommendations to Stakeholders in Care Organisations

• 4 Engaging Stakeholders in Continuous Improvement Practices — 6 classes

- › 4.1 Identify Key Stakeholders in Care Organisations
- › 4.2 Assess Stakeholder Needs and Expectations
- › 4.3 Develop Communication Strategies for Engagement
- › 4.4 Facilitate Collaborative Workshops for Feedback
- › 4.5 Create Action Plans Based on Stakeholder Input
- › 4.6 Evaluate and Adjust Continuous Improvement Practices

• 5 Sustaining Continuous Improvement for Long-Term Success — 6 classes

- › 5.1 Identify Key Indicators for Sustaining Improvement
- › 5.2 Develop Strategies to Embed Continuous Improvement Culture
- › 5.3 Utilize Feedback Loops to Enhance Care Practices
- › 5.4 Monitor Progress: Tools for Effective Improvement Tracking
- › 5.5 Engage Stakeholders in the Continuous Improvement Process
- › 5.6 Apply Lessons Learned to Future Improvement Initiatives

• 1 Understanding Crisis Management Frameworks in Care Organisations — 6 classes

- › 1.1 Define Crisis Management and Its Importance in Care Settings
- › 1.2 Identify Key Components of a Crisis Management Framework
- › 1.3 Evaluate the Roles and Responsibilities in Crisis Response Teams
- › 1.4 Analyze Case Studies of Effective Crisis Management in Care Organisations
- › 1.5 Develop a Basic Crisis Management Plan for Your Organisation
- › 1.6 Implement Best Practices for Crisis Communication in Care Organisations

• 2 Risk Assessment and Business Continuity Planning — 6 classes

- › 2.1 Identify and Analyze Potential Risks in Care Organisations
- › 2.2 Evaluate the Impact of Risks on Care Services Delivery
- › 2.3 Develop Effective Mitigation Strategies for Identified Risks
- › 2.4 Create a Comprehensive Business Continuity Plan Template
- › 2.5 Implement Business Continuity Planning through Scenario Simulation
- › 2.6 Review and Revise Business Continuity Plans Based on Feedback

• 3 Crisis Communication Strategies in Healthcare Settings — 6 classes

- › 3.1 Identify Key Elements of Effective Crisis Communication
- › 3.2 Assess the Role of Stakeholders in Crisis Messaging
- › 3.3 Develop Tailored Communication Plans for Diverse Audiences
- › 3.4 Evaluate Real-Life Case Studies of Crisis Communication in Healthcare
- › 3.5 Create Crisis Communication Templates for Immediate Use
- › 3.6 Practice Delivering Key Messages During Simulated Crisis Scenarios

• 4 Crisis Response Coordination and Resource Management — 6 classes

- › 4.1 Assess Crisis Scenarios for Effective Response
- › 4.2 Identify Key Roles in Crisis Response Coordination
- › 4.3 Develop a Resource Management Plan for Emergencies
- › 4.4 Implement Communication Strategies During Crises
- › 4.5 Evaluate the Effectiveness of Crisis Response Efforts
- › 4.6 Conduct a Crisis Simulation to Test Coordination Skills

• 5 Post-Crisis Evaluation and Continuous Improvement — 6 classes

- › 5.1 Analyze Crisis Response Effectiveness
- › 5.2 Identify Key Learnings from Crisis Events
- › 5.3 Develop Improvement Action Plans
- › 5.4 Engage Stakeholders in Evaluation Process
- › 5.5 Implement Continuous Improvement Strategies
- › 5.6 Monitor and Review Post-Crisis Changes

• 1 Understanding Risk in Care Organisations — 6 classes

- › 1.1 Define Key Concepts of Risk in Care Organisations
- › 1.2 Identify Common Risks Faced by Care Organisations
- › 1.3 Evaluate the Impact of Risks on Care Delivery
- › 1.4 Analyse Risk Factors Specific to Different Care Settings
- › 1.5 Prioritise Risks Using a Risk Matrix Approach
- › 1.6 Develop a Risk Mitigation Plan for Care Organisations

• 2 Identifying Risks in Care Environments — 6 classes

- › 2.1 Define Key Terms in Risk Assessment for Care Environments
- › 2.2 Identify Common Risks in Care Settings through Case Studies
- › 2.3 Analyze the Impact of Identified Risks on Care Delivery
- › 2.4 Evaluate the Likelihood and Severity of Risks in Care Organizations
- › 2.5 Develop a Risk Identification Checklist for Care Environments
- › 2.6 Implement a Risk Reporting Framework for Ongoing Analysis

• 3 Analyzing and Evaluating Risks — 6 classes

- › 3.1 Identify Key Risk Factors in Care Organisations
- › 3.2 Gather Data for Comprehensive Risk Analysis
- › 3.3 Evaluate the Impact of Identified Risks
- › 3.4 Assess Likelihood and Severity of Risks
- › 3.5 Prioritize Risks for Effective Management
- › 3.6 Develop Actionable Strategies for Risk Mitigation

• 4 Developing Risk Response Strategies — 6 classes

- › 4.1 Identify and Prioritize Risks to Care Operations
- › 4.2 Analyze Vulnerabilities and Impacts on Care Delivery
- › 4.3 Develop Preventive Measures for Identified Risks
- › 4.4 Create Response Plans for High-Priority Risks
- › 4.5 Evaluate and Select Appropriate Risk Mitigation Strategies
- › 4.6 Implement and Monitor Risk Response Strategies in Practice

• 5 Implementing and Monitoring Risk Management Plans — 6 classes

- › 5.1 Identify Key Components of Risk Management Plans
- › 5.2 Develop a Risk Assessment Framework for Care Organisations
- › 5.3 Establish Monitoring Metrics for Risk Management Effectiveness
- › 5.4 Conduct Regular Reviews of Risk Management Plans
- › 5.5 Implement Communication Strategies for Risk Management Updates
- › 5.6 Evaluate and Adapt Risk Management Plans Based on Feedback

• 1 Understanding Business Continuity in Care Services — 6 classes

- › 1.1 Define Business Continuity in Care Services
- › 1.2 Identify Key Components of Business Continuity Planning
- › 1.3 Assess Risks and Impact on Care Services
- › 1.4 Develop Effective Continuity Strategies
- › 1.5 Implement Business Continuity Plans in Care Settings
- › 1.6 Evaluate and Improve Business Continuity Practices

• 2 ISO 22301 Standards and Frameworks for Care Organisations — 6 classes

- › 2.1 Define and Explain ISO 22301 Standards for Care Organisations
- › 2.2 Identify Key Components of the ISO 22301 Framework
- › 2.3 Analyze the Importance of Business Continuity in Care Settings
- › 2.4 Assess Risks and Develop Business Continuity Strategies
- › 2.5 Implement Procedures for Effective Communication During Disruptions
- › 2.6 Evaluate and Test Business Continuity Plans for Care Organisations

• 3 Risk Assessment and Management in Care Settings — 6 classes

- › 3.1 Identify Key Risks in Care Settings
- › 3.2 Assess the Impact of Identified Risks
- › 3.3 Develop Risk Mitigation Strategies
- › 3.4 Implement Risk Management Plans
- › 3.5 Review and Update Risk Assessments Regularly
- › 3.6 Communicate Risk Management Procedures to Staff

• 4 Developing and Implementing Business Continuity Plans — 6 classes

- › 4.1 Identify Critical Functions and Services
- › 4.2 Conduct a Business Impact Analysis (BIA)
- › 4.3 Develop Recovery Strategies and Solutions
- › 4.4 Create and Document the Business Continuity Plan
- › 4.5 Implement Training and Awareness Programs
- › 4.6 Test, Review, and Update the Continuity Plan Regularly

• 5 Training, Awareness, and Continuous Improvement in Business Continuity — 6 classes

- › 5.1 Identify Key Principles of Business Continuity Management
- › 5.2 Develop Effective Training Strategies for Care Organisations
- › 5.3 Design Engaging Awareness Campaigns for Staff and Stakeholders
- › 5.4 Implement Practical Simulations to Enhance Preparedness
- › 5.5 Evaluate Training Effectiveness and Gather Feedback
- › 5.6 Foster a Culture of Continuous Improvement in Business Continuity

• 1 Foundations of ISO 22301 in Care Organisations — 6 classes

- › 1.1 Define the Key Concepts of ISO 22301
- › 1.2 Identify the Importance of Business Continuity in Care Organisations
- › 1.3 Explore the Structure and Requirements of ISO 22301 Standard
- › 1.4 Assess the Benefits of Implementing ISO 22301 in Care Settings
- › 1.5 Analyze Real-World Case Studies of ISO 22301 in Action
- › 1.6 Develop a Basic Business Continuity Plan Framework for Care Organisations

• 2 Business Continuity Management Framework — 6 classes

- › 2.1 Define the Core Principles of Business Continuity Management
- › 2.2 Identify Key Components of the ISO 22301 Framework
- › 2.3 Assess Organizational Risks and Vulnerabilities
- › 2.4 Develop Business Continuity Policies and Objectives
- › 2.5 Implement Training and Awareness Programs for Staff
- › 2.6 Evaluate and Review Business Continuity Plans Effectively

• 3 Risk Assessment and Business Impact Analysis — 6 classes

- › 3.1 Identify Key Risks in Care Organisations
- › 3.2 Assess the Impact of Risks on Operations
- › 3.3 Develop a Risk Matrix for Care Services
- › 3.4 Conduct Business Impact Analysis (BIA) Fundamentals
- › 3.5 Prioritize Risks Based on Business Impact Findings
- › 3.6 Implement Strategies for Risk Mitigation and Response

• 4 Developing Business Continuity Strategies — 6 classes

- › 4.1 Identify Critical Business Functions
- › 4.2 Assess Risks and Vulnerabilities in Care Operations
- › 4.3 Establish Recovery Time Objectives for Key Services
- › 4.4 Develop Incident Response Plans for Care Scenarios
- › 4.5 Create Communication Strategies for Stakeholder Engagement
- › 4.6 Test and Evaluate Business Continuity Strategies Effectively

• 5 Implementing and Monitoring BCMS in Care Settings — 6 classes

- › 5.1 Identify Key Components of a Business Continuity Management System (BCMS)
- › 5.2 Develop Policies and Procedures for Effective BCMS Implementation
- › 5.3 Conduct Risk Assessments to Enhance BCMS in Care Settings
- › 5.4 Establish a Communication Plan for Stakeholder Engagement in BCMS
- › 5.5 Implement Training and Awareness Programs for BCMS Compliance
- › 5.6 Monitor and Evaluate BCMS Effectiveness Through Continuous Improvement