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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-029

Business Continuity Coordinator Practitioner Programme

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Course content

Why Attend

Departmental and site business continuity coordinators are the people who turn a corporate continuity programme into practical readiness on the ground. They maintain local plans, train colleagues, support exercises and help lead the local response when disruption occurs. Yet many coordinators take on the role alongside other duties with little formal preparation.

This Business Continuity Coordinator Practitioner Programme gives coordinators the knowledge, tools and confidence to perform their role effectively. Participants learn the continuity management life cycle, how to gather information for impact analysis, how to write clear and usable plans, how to raise awareness, how to take part in exercises and how to support response and recovery.

Course Methodology

• The programme combines short explanations with practical exercises using templates. Participants complete a mini impact analysis for a department, draft a departmental plan, design an awareness activity and take part in a tabletop exercise. Peer review helps improve plan quality.

Course Objectives

• Explain the business continuity management life cycle and key terms

• Describe the role and responsibilities of a continuity coordinator

• Gather information for business impact analysis and risk assessment

• Write clear, concise and usable departmental continuity plans

• Maintain contact lists, resources and plan documentation

• Raise continuity awareness among colleagues

Target Audience

• Departmental and site business continuity coordinators

• Newly appointed continuity champions

• Office and operations managers with continuity duties

Course content

- Facilities and administration staff supporting continuity

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Course outline

Detailed course outline

Day-by-day outline for Business Continuity Coordinator Practitioner Programme.

Day 1 - Foundations of Business Continuity

• 09:00-09:30 | Why business continuity matters to every department

• 09:30-10:00 | Key terms and concepts in continuity management

• 10:00-11:00 | The continuity management life cycle in practice

• 11:00-11:30 | Coffee break

• 11:30-12:30 | International standards and good practice in overview

• 12:30-13:00 | Role and responsibilities of the continuity coordinator

• 13:00-13:30 | Working with the central continuity team

• 13:30-14:00 | Self-assessment of departmental readiness

Day 2 - Impact Analysis and Risk Assessment

• 09:00-09:34 | Identifying the department's key activities

• 09:34-10:08 | Assessing impacts of disruption over time

• 10:08-10:42 | Recording recovery time objectives and minimum service levels

• 10:42-11:00 | Identifying people, technology, premises and supplier dependencies

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Identifying people, technology, premises and supplier dependencies (continued)

• 11:46-12:20 | Identifying local risks and single points of failure

• 12:20-12:53 | Validating information with managers

• 12:53-14:00 | Exercise: mini impact analysis for a department

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Day 3 - Writing Departmental Plans

- 09:00-09:34 | Structure of an effective departmental continuity plan
- 09:34-10:08 | Writing clear action checklists and procedures
- 10:08-10:42 | Contact lists, call trees and escalation routes
- 10:42-11:00 | Workarounds and alternative ways of working
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Workarounds and alternative ways of working (continued)
- 11:46-12:20 | Resource requirements and recovery locations
- 12:20-12:53 | Keeping plans short, current and accessible
- 12:53-14:00 | Workshop: drafting a departmental continuity plan

Day 4 - Awareness, Training and Exercises

- 09:00-09:30 | Raising continuity awareness among colleagues
- 09:30-10:00 | Induction and refresher training for staff
- 10:00-10:30 | Taking part in discussion-based exercises
- 10:30-11:00 | Supporting call tree and relocation tests
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Recording exercise lessons and actions
- 12:30-13:00 | Updating plans after exercises
- 13:00-14:00 | Tabletop exercise: a building access loss scenario

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Day 5 - Response, Recovery and Maintenance

- 09:00-09:39 | The coordinator's role during a real disruption
- 09:39-10:18 | Reporting incidents and escalating to the crisis team
- 10:18-10:57 | Coordinating local recovery and communication
- 10:57-11:00 | Post-incident reviews and lessons learned
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Post-incident reviews and lessons learned (continued)
- 12:06-12:44 | Annual plan review and maintenance cycle
- 12:44-13:22 | Supporting audits and programme reporting
- 13:22-14:00 | Personal action plan for the coordinator role

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Seminar dates

Available seminar dates

Live dates and pricing for Business Continuity Coordinator Practitioner Programme generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Geneva	Classroom	**€3,315**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
1 - 5 February 2027	Istanbul	Classroom	**€2,825**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Kuala lumpur	Classroom	**€2,425**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Madrid	Classroom	**€3,400**
3 - 7 May 2027	London	Classroom	**€2,915**

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Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Munich	Classroom	**€2,425**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Rome	Classroom	**€2,830**

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Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Vienna	Classroom	**€3,425**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Cape Town	Classroom	**€1,825**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Dubai	Classroom	**€2,845**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Geneva	Classroom	**€3,315**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Business Continuity Coordinator Practitioner Programme generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**