

**Jubaiha Center**

**Address:** Queen Rania Street, Burj Complex, 1st floor, Office 102

**Phone:**

JO: +962 7 7772 6032

UK: +44 20 8840 4383

**Email:** info@jubaihacenter.com

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## **BUSINESS CONTINUITY PLAN**

### **1. INTRODUCTION**

Jubaiha Center is dedicated to safeguarding the continuity of its academic, administrative, and operational functions in the face of disruption. This Business Continuity Plan (BCP) provides a structured approach to maintaining service delivery and protecting stakeholders during unforeseen incidents such as disasters, emergencies, or major system failures.

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### **2. PURPOSE**

The purpose of this plan is to:

- Minimise the impact of disruptions on students, staff, and operations.
- Maintain critical business functions and services during emergencies.
- Facilitate rapid recovery and restoration of normal operations.
- Protect institutional data, assets, and reputation.

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### **3. SCOPE**

This BCP applies to:

- All teaching and administrative departments.
- All delivery methods, including online and on-campus programmes.
- All categories of staff, including contractors and external service providers.

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### **4. RISK IDENTIFICATION AND ANALYSIS**

Key threats include:

- Fire, flood, and severe weather conditions.
- IT and data breaches or system failures.
- Utility outages (electricity, water, internet).
- Pandemics and public health emergencies.
- Staff shortages due to strike, illness, or resignations.
- Risks are assessed based on:
- Probability of occurrence.
- Severity of impact on operations.
- Recovery Time Objectives (RTOs) and required contingency measures.

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## 5. CRITICAL FUNCTIONS AND RTOs

Critical Function	RTO	Responsible Role
Online Learning Systems	4 hours	IT & Learning Resources Officer
Student Support Services	6 hours	Student Services Lead
Academic Delivery	24 hours	Academic Director
Assessment and Certification	48 hours	Registrar
Finance and Payroll	72 hours	Finance and Operations Manager

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## 6. RESPONSE TEAMS AND STRUCTURE

### Business Continuity Team (BCT):

- Principal (Lead Coordinator)
- Academic Director
- Registrar
- IT & Digital Infrastructure Officer
- Quality Assurance Manager

### Responsibilities:

- Activate BCP protocols and manage response efforts.

- Coordinate internal communication and stakeholder briefings.
- Liaise with emergency services and external regulators where necessary.
- Document incident details and oversee recovery progress.

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## **7. COMMUNICATION STRATEGY**

- Immediate alerts are issued via email, SMS, and internal messaging systems.
- Updates are posted on the website and student platforms.
- Contact lists for staff, students, and emergency services are updated quarterly.
- Clear and transparent communication is maintained throughout the incident.

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## **8. RECOVERY AND RESTORATION**

- Alternative venues, platforms, and schedules are identified and mobilised as needed.
- IT backups are restored from secure cloud storage or local backups.
- Academic timetables are rescheduled, and learning time is recovered through blended delivery.
- Incident debriefing is conducted to identify lessons learned.

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## **9. TRAINING AND TESTING**

- Annual BCP drills are conducted involving all departments.
- Scenario-based exercises simulate different emergencies and test response protocols.
- Feedback from tests informs plan updates and refinements.

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## **10. DOCUMENTATION AND MONITORING**

- All incidents are documented in the Business Continuity Register.
- Recovery effectiveness is evaluated post-incident.
- BCT meetings are held at least once per year to review procedures and preparedness.

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## **11. POLICY REVIEW**

- This plan is reviewed annually or following a major disruption or change in operations.

**Approved by:**

Director General, **Jubaiha Center, Jordan**

**Date:** 28 October 2025