

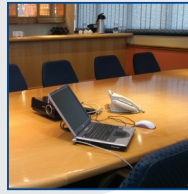


Complete Continuity[®] Training Academy Solutions

*Sharing a wealth of experience and practical
knowledge through all components of
business continuity training*



Our Business is Keeping You in Business



The speciality field of Business Continuity Management is a complex discipline that requires years of practice and experience before a practitioner can claim to be an expert. The last decade alone has seen a wealth of information on Business Continuity Management become available and standards have been published globally to ensure the efficient design and rollout of Business Continuity solutions in enterprises in all industries.

Standards are critical in the Business Continuity Management market as they provide for best practice implementations and serve as benchmarks, providing the criteria upon which measurement is based and the success of proposed plans judged. They are not, however, designed to provide the practical knowledge and sound understanding of best practices, including the business continuity life cycle required to successfully initiate, implement, maintain and measure an effective Business Continuity Management Programme.

To compensate for the lack of on-site expertise, many organisations appoint

under qualified and inexperienced people to run their Business Continuity Management Programme, simply because they have no other options. This results in financial experts, IT managers or even HR management personnel having to manage Business Continuity strategies with little or no training. A situation that can have serious consequences for business, in the event of a disruption, if the plans were not properly developed, implemented and tested.

As the premier Business Continuity Management service provider on the African continent, ContinuitySA offers

a wide range of effective Business Continuity training products to non-experts.

Far from the traditional introductory courses that offer attendees little in the way of practical knowledge they can apply in their workplace, let alone the knowledge to assist people in understanding Business Continuity Management as it applies to their organisations, ContinuitySA, through its Training Academy, has developed training programmes tailored to the needs of business professionals tasked with managing Business Continuity projects.

Complete Continuity[®] Training

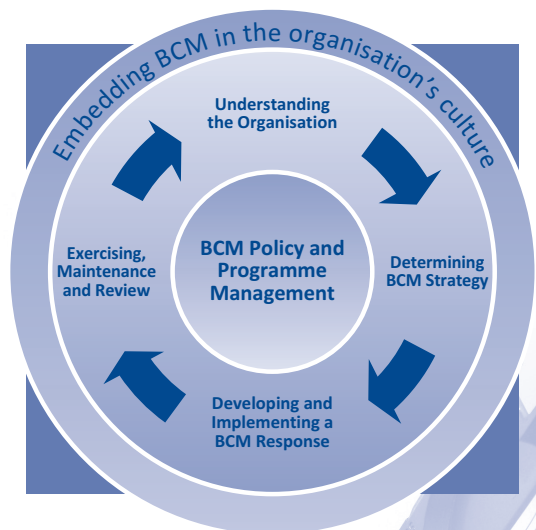
To cater more effectively for the real needs of business, ContinuitySA's Business Continuity Management Training Academy offers a range of training products that are both standardised and could be customised to the specific organisational requirements. The practical knowledge and the wealth of experience acquired over many years in the industry by ContinuitySA, has been included in all its training programme offerings.

The programmes cover all components of Business Continuity Management based on the recommended life cycle by the internationally recognised Business Continuity Institute (BCI) in the UK and the globally acknowledged and accepted British Standard; BS25999. (See diagram)

The entire business continuity life cycle is explored at different levels appropriate to the specific programme during the course of the programmes, using case studies, practical examples, exercises and suitable audio and visual aids. As a Gold Partner of the BCI, ContinuitySA has ensured the courses adhere to the principles and internationally accepted standards and ethics of the BCI. Two of ContinuitySA's Training Academy's formalised training programmes have been content approved by the BCI, assuring you of adherence to the highest content quality and alignment as prescribed by the BCI. Moreover, the facilitators, each of whom holds either an MBCI Member of the BCI, (second highest achievable level) or an FBCI (Fellow of the BCI, the highest achievable level) accreditation and have extensive knowledge and experience in this highly specialised field. Their experience has been developed during years of on-the-job practice and continuous development to ensure delegates are exposed to the latest, certified practices and methodologies being used in the field.

These two formalised training programmes have the following accreditation merits:

1. Isett Seta in South Africa (full accreditation at levels 5 and 6 respectively)
2. Bota in Botswana
3. MQA in Mauritius



Complete Continuity® Training Programmes

Complete Continuity® Training Academy Solutions offers the following programmes:

- Executive Programme
- Awareness Session(s)
- Customised Training
- Complete Continuity® Training
- Complete Continuity® Practitioners Programme

Executive Programme

(Half-Day), aimed at providing Operational Executives with a high level awareness of BCM.

The purpose of the Business Continuity Executive Programme is to provide Operational Executives with a high level awareness of BCM.

The Executive Programme may include the following:

- ContinuitySA Company overview
- What is BCM

- Examples of disasters /incidents
- BCM Drivers, local and international
- BCM Lifecycle Synopsis
- Crisis Management Planning
- Testing & Exercising
- BCM Maintenance and Audit
- The roles and responsibilities of typical BCM teams

Awareness Session(s)

(Two-Hours), aimed at providing delegates with a high level awareness of key BCM concepts and principles including an overview of the roles and responsibilities required by various individuals involved in the BCM programme.

The purpose of the Business Continuity Training Awareness Programme is to build and embed a sustainable Business Continuity Management (BCM) culture within your organisation. Through this, you will ensure that BCM becomes an integral part of the organisation's strategic and day-to-day business as usual operational management.

The Session(s) may include the following:

- ContinuitySA Company overview
- What is BCM
- Examples of disasters /incidents
- BCM Drivers, local and international
- BCM Lifecycle Synopsis
- Crisis Management Planning
- Testing & Exercising
- BCM Maintenance and Audit
- The roles and responsibilities of typical BCM teams

Customised Training

Customised training: We also provide training on any topic related to BCM as per client request.

In order to satisfy the diversity of its client's Business Continuity Management training requirements, ContinuitySA offers several course configurations in addition to its Complete Continuity® offerings. Corporate customers are therefore able to request the training they require, as determined in consultation with Consultants. These customised courses can vary in length and depth, for audiences of any size, as required by the client.

The short courses have been very successful in addressing Business Continuity Management awareness in executives and senior management. Similarly, the company can develop training courses for any topics relating

to Business Continuity Management, and tailor course content to suit client's specific needs, from operational, personnel and to senior executives.

Some of the topics that the customised training programmes can include are as follows:

- Enterprise Risk Management
- Operational Risk Management
- Corporate Governance
- BS25999
- Maturity Assessment
- BCM for IT Professionals
- IT Facilities Design
- Disaster Management
- Incident Management (Crisis Management)
- Emergency Management

Complete Continuity® Training

The Two-Day is aimed at delegates who require a comprehensive overview of what BCM is all about and what is involved in its implementations.

The purpose of the Complete Continuity® Programme is designed to include all aspects of Business Continuity Management (BCM), providing an overview to those looking for an understanding of the issues involved in BCM.

In addition to understanding what Business Continuity Management is, the course also edifies delegates as to what is entailed to assist them in making better management decisions relating to Business Continuity. While not venturing into practical details because of the brevity of the course, this programme arms those responsible for managing Business Continuity Management

Programmes with the theory they need to understand the processes and desired outcomes.

The Two-Day Complete Continuity® Programme includes all aspects of BCM:

- Course Overview
- BCM Introduction
- BCM Trends and Drivers
- Policy, Programme Management
- Embedding
- Understanding the Organisation
- Determining BCM Strategies
- Developing the response
- Exercising, Maintaining and Reviewing
- The roles and responsibilities of typical BCM teams



Delegates attending either the two-day or five-day programmes will receive a **FREE GIFT!**

Our Business is Keeping You in Business

Complete Continuity® Practitioner Programme

The Five-Day is designed to equip and empower the BCM practitioner in any organisation in all aspects of implementing, managing and maintaining an effective BCM framework in their respective environments.



This Practitioner Programme is designed for those requiring a more in-depth, hands-on approach. It is an intensive and comprehensive programme designed to include all aspects of Business Continuity Management (BCM) required by managers and business continuity practitioners responsible for the implementation, management and maintenance of an effective Business Continuity Management programme.

The Programme is further explored through classroom case study exercises. The focus of the training programme is on the practical application of sound Business Continuity principles using the wealth of how-to knowledge resident within ContinuitySA. The course supports the theory taught with practical exercises, providing an insight into the realities of designing and implementing continuity programmes in the real world.

The Five-Day Complete Continuity® Practitioner Programme includes all aspects of BCM in depth:

- Awareness and introduction
- BCM History
- BCM Drivers
- BCM Lifecycle Synopsis
- Project Initiation and Programme Management
- Embedding BCM into the organisation
- Understanding the organisation
 - Business Impact Analysis
 - Risk Assessment
 - Continuity Requirements Analysis
- BCM Strategies
- Developing and Implementing BCM Response
 - Emergency Management
 - Incident Management (Crisis Management)
 - Damage Assessment
 - Management Plans
 - Business Continuity Plans
 - IT Continuity Plans
 - Common Data
- Exercising, maintaining and reviewing BCM arrangements
- BS25999-2 specifications
- The roles and responsibilities of typical BCM teams



Complete Continuity® Training Academy solutions will be facilitating the CBCI Registration process at no additional cost to delegates attending our five day Complete Continuity Practitioners Programme. (Standard terms and conditions apply)

The benefits of the Complete Continuity® Programmes

1. **Manage what you understand.**

It is impossible to manage any field of business, especially one as complex as Business Continuity Management if you do not understand the subject and the value it must deliver to the business. Effective Business Continuity Management needs to be focused on delivering the capability to restore or continue the most critical business operations in the event of an emergency. This is not something that can be done without effective training.

2. **Experienced facilitators.**

The courses are facilitated by active Business Continuity Management practitioners, meaning that the skills imparted are based on those applied in real-world scenarios. Moreover, the fact that the facilitators hold either MBCI or FBCI certification means the course adheres to the strictest standards and the highest ethics in the Business Continuity market.

3. **Practical.**

Using practical real-world case studies also ensures attendees are able to apply their knowledge instead of walking away with a head full of theory.

4. **Compliant with global standards.**

The courses are based on the BCI's Good Practice Guidelines and complies with British Standard BS25999.

5. **Value through experience.**

ContinuitySA has developed and conducted standard and customised training courses for several years, continually improving them to meet the changing needs of its clients throughout South Africa, Africa and the Middle East. The result is the assurance of value delivery to all delegates.

Effective Business Continuity Management on the African continent will only be a reality when business leaders and managers have the requisite skills and understanding to support and drive effective and workable projects. To facilitate broader Business Continuity education in Africa, ContinuitySA has created its locally developed Complete Continuity® Training programmes. Delegates will be exposed to best practices tempered by practical exercises, delivered by experienced experts, which they can take back and immediately apply in their own business environments.

"This is a very insightful course, that opens up a lot of new unexpected areas, both from an IT and a Business perspective. This is a field definitely worth exploring!!"
Annemarie Mentz (University of Pretoria)

The course was excellently conducted, with superb theoretical and practical knowledge.
Faustin Kezirahebi (Bank of Tanzania)

For scheduled programmes or further information on the programmes offered by ContinuitySA's Training Academy please contact Faith Mdiniso on +27 11 554 8000 or training@continuitysa.co.za

Enrolment Form

Standard Programmes and Associated Fees

Standard Programme fees identified below exclude VAT. A 10% discount is awarded for early registrations. An additional 10% discount is awarded for bulk bookings.

Please select the programme you wish to attend and the relevant programme dates will be sent through to you:

Complete® Continuity Practitioner (Five Days)

- Johannesburg – R 12,999.00
- Cape Town – R 12,999.00
- Botswana – P 11,900.00
- Mozambique – MZN 67,959.14
- Kenya – \$ 1,764.481

Complete® Continuity Programme (Three Days)

- Mauritius – Rs 35,000

Complete® Continuity Programme (Two Days)

- Johannesburg – R 5,830.00
- Cape Town – R 5,830.00
- Botswana – P 5,377.00
- Mozambique – MZN 30,170.25

CBCI Registration Facilitation

- Please tick should you wish to receive more information

Organisation name:

Postal address:

..... Post Code:

Tel: (.....) Fax: (.....)

VAT number:

Booking made by:

Title:

Email:

Cell: (.....) Office: (.....)

Send invoice to:

Name of approving manager:

Job title:

Purchase order:

Signature:

1st Delegate:

Title:..... First Name:..... Surname:

Job title:

Email:

Cell: (.....)

Office: (.....)

Dietary requirements:

2nd Delegate:

Title:..... First Name:..... Surname:

Job title:

Email:

Cell: (.....)

Office: (.....)

Dietary requirements:

General

- The facilitator will be an experienced member of the Business Continuity Institute (U.K.) and an active business continuity practitioner;
- Fees include lunch, refreshments and course documentation (dietary requirements are catered for);
- All delegates will receive a certificate of attendance;
- Courses will commence at approximately 08h30 and conclude at approximately 16h30 daily (map will be provided on registration);
- Certain provisions can be made for disabled individuals but please notify ContinuitySA prior to course commencement.

Terms and Conditions

- Payment can be made via electronic transfer or direct deposit into the ContinuitySA bank account validated by a faxed copy of the transaction slip. Cheque deposits will only be accepted up to 14 days prior to the start of the programme;
- An early bird discount of 10% off the standard course rate is offered if full payment is received ten working days prior to the programme commencement date;
- A further 10% discount will be offered on group bookings of five or more, if full payment is received ten working days prior to the programme commencement date;
- No credit or refund will be given to delegates who do not attend without giving prior notice.
- CBCI Registration Terms and Conditions are as stated on the CBCI Registration Form

Cancellations, Postponements and Substitutions

- Delegates may send a substitute delegate provided ContinuitySA has received such notice in writing at least two days before the programme starts;
- Delegates may transfer once, at no charge, to another course, providing ContinuitySA has received such notice in writing at least 10 days before the programme starts. Transfer inside of 2 days will be charged a late transfer fee of 20%;
- Delegate replacements will be accepted. However, only one person can attend any given programme;
- Delegates may cancel up to 10 working days before the programme takes place, however a 10% cancellation fee will be charged;
- Delegates canceling in less than ten working days before the programme commences will be charged a 20% cancellation fee.
- In the event that ContinuitySA should cancel or postpone a programme, delegate payments will be credited to a future rescheduled programme. This credit will be valid for up to one year from date of issuance. No refunds will be made and ContinuitySA shall assume no liability whatsoever in the event a programme is cancelled or rescheduled. However, a 100% refund will be given should ContinuitySA cancel a programme indefinitely, and no other alternative date(s) is provided within the one year validation period, but this is only applicable to programmes held outside of Gauteng, e.g. Cape Town, Durban, or any other African country.

Fax back to: +27 (0)11 554 8150 or email to:

training@continuitysa.co.za or register online at

www.continuitysa.co.za/services/trainingprogramme.html

Please note: Your place on the programme will only be confirmed after full payment has been received, and payment or proof of payment must be received by no later than three days prior to the first day of the scheduled programme otherwise delegates will not be permitted entry. Should you require an original VAT invoice to requisition payment, please notify us in advance to ensure payment has been received prior to the event.

Confirmation: All registrations will be deemed confirmed and subject to these Terms & Conditions