CRITICAL INCIDENT POLICY

AND PROCEDURE

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Purpose:

KCBT Critical Incident Policy supports 'Standard 6 – Student Support Services' of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007, which states: "The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken."

Scope

The policy applies to Staff and students at Keystone College of Business and Technology (KCBT).

Policy

Staff at KCBT will work towards establishing a safe environment and take appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons. The intent of this policy is to ensure that critical incidents are appropriately recorded, and reported in a timely manner to ensure that any risks of recurrence are minimised as far as possible.

Definitions

What is a Critical Incident?

A critical incident is an incident, whether accidental or deliberate, that;

1. Involves a student, a staff member, or a member of the public; and
2. Occurs regardless of whether a staff member is present or witnesses the event and involves –
   2.1 Natural Disaster
   2.2 Drug and Alcohol abuse
   2.3 Domestic/ Racially-motivated violence/abuse
   2.4 Missing Students
   2.5 Student suicide attempt
   2.6 Student robbery/physical assault or other personal attack
   2.7 Acute illness (physical or mental)

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2.8 Death; or Risk of death;

2.9 Abuse, neglect or exploitation; or Risk of abuse, neglect or exploitation;

2.10 Serious harm or injury; or Serious risk of harm or injury;

2.11 Other incidents, including for example:

    2.11.1 Alleged criminal activity;

    2.11.2 Inappropriate sexual behaviour by a student;

    2.11.3 Property damage resulting in closure of a service, such as destruction of premises by fire;

    2.11.4 Emergency situation, e.g. bomb threats, hostage situations, natural disaster;

Procedure

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the CEO will confirm that the incident falls under the definition of a 'Critical Incident'.

1. If immediate action is required, then emergency services (police, ambulance or fire brigade as appropriate) are to be contacted and advised of the situation. All personnel are to be cleared from any dangerous area. Contact should be made with the family of any student involved

2. A 'Critical Incident Report' is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Director of Studies and General Manager/Campus Manager and given to the CEO.

3. The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident.

4. The Educational Services for Overseas Students Act 2018 (ESOS Act) requires the Director of Studies to notify Department of Education, Department of Home Affairs (DOHA) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

5. All Critical Incident Reports must be tabled in WHS and/or Risk Committee meetings for development of mitigation plans.

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Roles and Responsibilities

The Student Support Officer (SSO) should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of KCBT's enrolled students.

In the event of a Critical Incident Event the SSO (or CEO in the SSO's absence) shall;

- Assess the level of risk and type of Critical Incident and the required resource implications.
- Apply the appropriate intervention measures to the level of risk and type of critical incident.
- Report any relevant resource implications directly to KCBT Management or the CEO.

Interventions Measures

In identifying a Critical Incident Event the SSO shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

Prevention Measure

Where a potential Critical Incident can be avoided through risk identification and a report is submitted to KCBT Management. The SSO shall:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
- Establish the OHS, legal parameters and duty of care implications carried by KCBT.
- Identify students who may be at risk.
- Report any potential avoidance actions that may be implemented by KCBT Management.

Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred KCBT Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students; where enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.

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- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).
- Make direct contact with the SSO (or in their absence the CEO) and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.

Post Incident measures

Where a Critical Incident has occurred the SSO shall within 5 days, ensure that the following steps are taken in completing a written report to KCBT Management.

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students whom may have been involved or present during the Critical incident.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to KCBT management.

Management Review

Following the receipt of a Critical Incident report the CEO and KCBT management staff shall ensure that the report is reviewed at the next meeting and improvement items documented and filed for additional review within the Annual Internal Audit.

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