



Procedure

Critical Incident

<p>1. Purpose</p>	<p>This procedure supports the Critical Incident Policy and guides the Institutions on management of critical incidents.</p>
<p>2. Scope</p>	<p>All SAE Institute and Qantm College staff, students, visitors to a campus and contractors working on a campus.</p>
<p>3. Associated Policies and Procedures</p>	<p>This procedure should be read in conjunction with the following policies and procedures;</p> <ul style="list-style-type: none"> ▪ Critical Incident Policy
<p>4. Associated Documents</p>	<p>This procedure should be read in conjunction with the following documents;</p> <ul style="list-style-type: none"> ▪ Critical Incident Communication Guidelines ▪ Guidelines for Off Campus Meetings with students ▪ Disaster Recovery Plan and Business Continuity Guidelines ▪ Critical Incident Report Form
<p>5. Policy</p>	<p>5. Roles and Responsibilities</p> <p>The CEO has accountability for the oversight of emergencies and critical incidents. In the event of a critical incident, the CEO must be informed as soon as possible.</p> <p>Campus Managers are responsible for:</p> <ul style="list-style-type: none"> ▪ implementation of this procedure within their Campus ▪ identifying potentially critical incident circumstances, assessing and controlling of risks effectively in regard to their campus ▪ implementing, monitoring and maintaining risk control measures for critical or potentially critical incidents in regard to their campus ▪ regularly monitoring the effectiveness of critical incident risk control measures and rectifying or reporting any deviations from procedures ▪ consulting with employees on critical incident practices or any proposed changes ▪ ensuring employees are trained and competent in how to behave during a critical incident ▪ ensuring the well-being of students and staff following a critical incident ▪ implementing disaster recovery and business continuity measures where relevant

Authorising Officer: Prof. Z.Klich
 Review Date: 1st December 2011
 Approval Date: 17 January 2011

<ul style="list-style-type: none">▪ keeping the CEO informed. <p>Staff and students are responsible for:</p> <ul style="list-style-type: none">▪ not placing themselves or others at risk of injury▪ reporting to the Campus Manager or CEO any critical or potentially critical incident and any significant matters which may have resulted from a critical incident▪ assisting the Campus Manager to identify hazards, to assess risks, and to implement risk control measures related to critical incidents▪ following established critical incident procedures▪ availing themselves of the support mechanisms in the event of exposure to critical incidents. <p>5.1 Preparation</p> <p>Tasks to be undertaken in the event of a critical incident include:</p> <p>5.1.1 Preparation Before an Event</p> <p>Ensure professional staff development for those working in the area, including:</p> <ul style="list-style-type: none">▪ Participation in critical incident workshops▪ St John’s Ambulance Certificate▪ Workplace health and safety training <p>5.1.2 Knowledge of Legal Obligations and Issues</p> <p>e.g. ESOS Standard 6 – Student Support Services requires the provider to have a documented critical incident policy and procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, and records of the incident and the action(s) taken.</p> <p>5.1.3 Provide staff Awareness of Critical Incident Matters</p> <p>e.g. through staff meetings, referring to policy and procedures</p> <p>5.2 Action Immediately Following an Event</p> <p>5.2.1 Staff Member receiving the news:</p> <ul style="list-style-type: none">▪ immediately contacts the Campus Manager▪ takes any emergency action that is feasible

5.2.2 Campus Manager Actions:

- Decides and initiates any emergency action, e.g. building evacuation, contacting emergency services
- Convene a coordinating team of staff
- Leads the coordinating team for their campus
- Plans and manages business continuity
- Informs the CEO as soon as practicable

5.3 Coordinating Team Allocating Roles And Responsibilities For Tasks

5.3.1 The coordinating team allocates individuals specific roles and responsibilities.

5.3.2 One person from the coordinating team will be appointed as the main point of contact for others – the hospital, relatives, friends, and other parties such as the consulate and police; that person will make it known to everyone involved that they will be available 24 hours a day.

5.3.3 The coordinating team will draw up a list of all those people who will need to be contacted about the situation and who it will need to have regular communication with over the period of response.

5.3.4 The coordinating team will meet sufficiently regularly throughout the period of response to ensure that all members of the team have up to date information about the situation, understand their respective roles and responsibilities and have the opportunity to debrief and provide each other with support on an ongoing basis.

5.3.5 The coordinating team will ensure that all staff have enough information to enable them to carry out their roles and responsibilities in relation to the incident. In particular, the coordinating team will discuss appropriate responses to be given to any staff and student enquiries about the incident. This response will achieve a balance between providing accurate information and respecting confidentiality. The Campus manager must agree to any responses given to parties outside of the coordinating team.

5.3.6 Any press management will be dealt with through delegation of the CEO.

5.3 Records

5.4.1 The Critical Incident Record Form will be initiated as soon as possible after the first response.

5.4.2 The coordinating team will ensure that accurate detailed records are kept throughout the response period and placed on a local file that is created for this purpose. This file may include information provided by the student or staff member when they arrived at the institution, (e.g. next of kin, emergency contact details, medical insurance provider, photo).

5.4.3 The records will include detailed documentation about each step taken in the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process.

5.4.4 Records related to critical incidents will ensure that reasonable steps are taken to ensure personal information is safe from misuse, loss, and unauthorized access.

5.4.5 Any third party that wishes to view the student's file or notes must be referred to the Campus Manager (as a warrant or other legal instrument may be required before release).

5.4.6 A note shall be placed on a student's file and recorded in the Student Management System if death has occurred, indicating the student is deceased.

5.4.7 A note shall be placed on the student's central file to the effect that the local area has created a file for the purpose of documenting the response to the critical incident.

5.5 Death of a Student

5.5.1 Funeral or Memorial Service

If the student dies and their body is to be cremated or buried in Australia, the coordinating team will arrange a funeral service and notify students and staff of the funeral. If the death occurs in a non-teaching period, the team may, in consultation with the student's friends, arrange a memorial service or appropriate ceremony in teaching time to enable students and staff to attend. The coordinating team will arrange for details about the service or funeral to be publicised appropriately in the Institution's community to enable staff and students to attend.

The coordinating team will ensure that it is aware of any specific religious and cultural practices related to the treatment, viewing and disposal of the dead, distinguishing if necessary between death by suicide and death by other causes. In acknowledgement of the diverse cultures and religions represented in the student population, the coordinating team will ensure that students are given the opportunity to grieve in ways that are congruent with their religion or culture.

The Australasian Police Multicultural Advisory Bureau provides a very useful resource at: <http://www.apmab.gov.au/guide/>

If the body is to be flown back to the student's home country, the team will arrange a memorial service. This will be done quickly so that relatives who have come to Australia can return home at their earliest convenience.

The coordinating team may arrange for the funeral or service to be recorded and for a tape to be given to the student's family (with translation if necessary). The team will also arrange for a condolence book to be signed by staff and students and given to the family.

5.5.2 Obtaining a copy of the death certificate.

The coordinating team will obtain a copy of the death certificate and any official reports relating to the incident e.g. medical records, police reports, coroner's reports. These documents will be necessary for repatriation and in the case of an insurance claim.

5.5.3 Arranging for repatriation

The coordinating team will establish in consultation with the next of kin, who will be responsible for the removal and transportation of the body.

5.5.4 Packing up student possessions

With the approval of and in consultation with the next of kin, the coordinating team will arrange for the return of the student's possessions, bearing in mind that if the possessions are sent home with the body, there is no extra charge. The coordinating team will consult with the student's family about the destination of possessions that aren't being sent home.

In consultation with the student's family or the executor of the student's estate, the coordinating team will assist in organising the payment of any outstanding bills and for the cancellation of services (e.g. bank account) and establish whether or not the student has a will.

5.5.5 The coordinating team will establish what costs should be met by the Institute if any, and what costs should be met by the family or the consulate.

5.5 Planning Ongoing Strategies

The coordinating team will discuss the tasks that will need to be performed in the weeks following an incident, and may make recommendations to the Campus Manager and CEO about

	<p>improvements to policies or processes.</p> <p>5.7 Debriefing and Support</p> <p>5.7.1 The Campus manager will ensure that there is an opportunity for all staff who play a significant role in the response to participate in a debriefing session. The debriefing session will also provide an opportunity for staff to talk about whether things could have been done better and what changes might need to be made to the processes for future critical incidents.</p> <p>5.7.2 The coordinating team may make recommendations to the Campus manager on ongoing support and counselling needs for students or staff.</p> <p>5.8 Follow Up and Review</p> <p>5.8.1 Posthumous Award and possible graduation for students: If a student who dies was in their final trimester of study, the Campus manager will investigate the possibility and appropriateness of them being awarded their degree posthumously, and inviting a family member, partner or friend to receive the award on their behalf at a graduation ceremony.</p> <p>5.8.2 Insurance and Legal Matters</p> <p>The Campus Manager will provide to the CEO any documentation that may be required for insurance claims or legal action.</p> <p>5.8.3 Critical Incident Report</p> <p>The Campus manager and the coordinating team shall prepare a critical incident report and send it to the CEO, including any suggestions for improved practice.</p> <p>5.8.4 Review</p> <p>The CEO reviews the Critical Incident Report and initiates any action considered to improve policy or processes.</p>
6. Records	<p>17 January 2011 policy implemented (approved by CEO & Managing Director)</p> <p>1 December 2011 policy to be reviewed.</p>

A critical incident (CI) is defined as: any incident where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and/or the community. Contents. 2.1 1 Preparing for critical incidents. 2.2 2 Managing critical incidents. 2.3 3 Restoring public confidence. 3 Characteristics of critical incidents. 3.1 Police response. 3.2 Community impact. 3.3 Review of critical incidents. 3.4 Decision making. 3.5 Decisions, errors and avoiding decisions. The Critical Incident technique gives them a starting point and a process for advancing organizational development through learning experiences. It helps them study "what people do" in various situations. Discover the world's research. critical incident " UK US noun [C] " HR, MANAGEMENT something that an employee did very well or very badly that affected the results of their work: "Some managers encourage employees to record their own critical incidents " Financial and business terms. Critical incident stress management " (CISM) is an adaptive short term helping process that focuses solely on an immediate and identifiable problem. It spans pre incident preparedness to acute crisis to post crisis follow up. The Critical Incident Technique (or CIT) is a set of procedures used for collecting direct observations of human behavior that have critical significance and meet methodically defined criteria. These observations are then kept track of as incidents, which are then used to solve practical problems and develop broad psychological principles. A critical incident can be described as one that makes a contribution"either positively or negatively"to an activity or phenomenon. Critical incidents can be The critical incident technique is a research process that invites respondents to identify events (incidents) they deem significant (critical) for a particular purpose, typically associated with job performance within an occupation. Researchers use data from participants"™ accounts to form categories of behaviors that contribute to the success or failure of a given purpose. History of the Critical Incident Technique.