Australia Institute of Business & Technology (AIBT)

Critical Incident Management
Policy and Procedures

Version 1.2

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Purpose

The objective of this policy is for Australia Institute of Business & Technology (AIBT) to have a systematic process to deal and manage with critical incidents. This policy provides a well-organised framework for handling critical incidents in the college. It ensures that the college consistently recognise, record, respond to, and assess critical incidents in a systematic way.

This policy intends to minimise harm or risks to the college's students, staff and operations. It complies with Standard 6 of the National Code 2018.
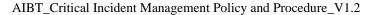
Scope

This policy applies to all students and all college staff including the CEO, compliance officer[1] and student support officer[2]. The roles and responsibilities of these persons are detailed in this policy.

Definitions

Term	Definitions
The college	Refers to Australia Institute of Business & Technology (AIBT)
CEO	Refers to Chief Executive Officer
National Code	Refers to National Code of Practice for Providers of Education and Training to Overseas Students 2018
Emergency	Refers to a situation that can arise either internally or from an external source, posing a potential negative impact on students, staff, or stakeholders within the college. It necessitates an immediate response. What sets an emergency apart is that it overwhelms or has the potential to overwhelm the usual resources available to address it.
Traumatic event	A traumatic event is characterised by a student and/or staff member personally experiencing or witnessing an incident that involves real, perceived, or threatened death, significant injury, or a threat to their own or others' physical and psychological well-being. In response to such an event, individuals may experience intense fear, a sense of helplessness, and profound horror, which can significantly impact their current state of being.
Critical Incident	A critical incident is an unforeseen and distressing event that poses a personal or professional threat, leading to intense stress, fear, or harm. It includes but is not limited to occurrences like the loss of life (including a student's relative or friend), significant harm inflicted upon a student (either physically or psychologically), incidents such as fires, bomb threats, severe criminal acts affecting students, virus outbreaks, or any other event that significantly disrupts the normal operations of a college and requires a departure from routine procedures.

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[1] The term compliance officer includes chief compliance officer and compliance officer(s).
[2] The term student support officer includes student support officer(s), administrative officer and LLN officer(s).

Policy

The college acknowledges that critical incidents can have significant negative effects on the physical and mental well-being of both students and staff. To prevent critical incidents from escalating, it is crucial to have effective planning, management, and coordination in place.

The college has the duty to establish a learning environment that is safe and secure for all students. The college staff undergoes appropriate training to efficiently manage critical incidents and provide proactive support to students affected by these events.

In case of any critical incidents, the compliance officer, any member of the critical incident team[3] or any college staff as designated by the compliance officer for this purpose, is responsible for documenting the details about the critical incident in the *critical incident record form* and share the relevant records with the compliance officer. The compliance officer shall maintain all records of critical incidents, including the *critical incident record form* and any additional related document or evidence.

Procedure

The following procedure describes the sequential measures that are required to be followed by college staff in the event of a critical incident.

Identify risk

- When a critical incident is identified or communicated to college staff, it is crucial for the college staff to promptly take action to assess the level of risk associated with the incident. This risk assessment will help college staff determine whether emergency services need to be involved.
- The table below offers examples and classifies the risk levels.

Risk level	Examples
Low (Emergency services not required)	• minor injury to the student or staff member • a verbal altercation between students or staff • intermediate IT system issues
Medium (Emergency services may be required)	• injury/illness that requires medical treatment • a physical altercation between students/staff – minor injury • threats to staff/students from an external source such as email or social media • missing adult student • missing staff member
Serious (Emergency service required)	• serious injury to staff/student • serious threats being made to staff/students • a student under 18 missing • reports of Homestay neglect/harassment

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[3] Refer to the section titled 'critical incident team'.

	• hacking of IT systems/interference with operations • use of drugs by student/staff on campus or drugs in possession on campus
Extreme **(Emergency services required)**	• death, threats of suicide, threats to the life of others, life-threatening injury • rape/sexual assault, serious physical assault, production of weapon/threats to use a weapon • bomb threat, fire, explosion, gas leak, or chemical hazards including asbestos • infectious disease/contamination

NOTE: This table must be considered as exhaustive and is subject to change and modifications. This table is merely indicative of the process of identification and categorisation of risk by the college.

Informing risk

- Once the risk has been identified, it is essential for college staff to promptly inform the compliance officer or student support officer of the incident, and they will categorise the incident as low, medium, serious, or extreme.
- For incidents classified as serious and extreme risks, college staff members shall inform the CEO, which would lead to the formation of the critical incident team.

Establishing a critical incident team (CIT)

- If the incident is classified as minor and can be successfully resolved through the collaboration between the compliance officer and student support officer, there is no requirement for the involvement of the Critical Incident Team (CIT).
- In the event of a serious or extreme incident, the compliance officer shall inform the CEO, and the CIT shall be formed.

The Critical Incident Team

- The CIT is established in the event of a serious or extreme critical incident to effectively coordinate and manage the situation. The CIT comes into action when there is a significant risk posed to students, staff, the college (such as an entire campus or part thereof), and the surrounding community.
- The members of the CIT are assigned the responsibility of overseeing the incident either on-site or in collaboration with emergency services and any relevant external organisations.

  - CIT Composition
    - The CEO, in his capacity as the chairperson of the CIT, has the power to appoint CIT members which can be any college staff and, which includes a CIT secretary who is usually the compliance officer.
    - The CIT secretary assists the CEO by keeping records, including filing the *critical incident record form* following the incident. The compliance officer may designate any other college staff to fill out the *critical incident record form* if required.
    - The student support officer will be the CIT member who shall help keep the records of the meeting minutes.

- The composition of the CIT may vary depending on the seriousness of the incident, but it usually comprises college staff such as the CEO, compliance officer, student support officer, etc.
  - o CIT meeting
    - Upon the establishment of the CIT, the chairperson of the CIT will call for meeting(s).
    - During the meeting(s), the chairperson's responsibilities include but are not limited to, defining the objectives and agenda of the meeting (such as clarifying the extent of the critical incident, the duties of the CIT members, plan of action to manage the critical incident, etc), informing the emergency services, etc.
    - The chairperson assigns roles to CIT members, guides the team through the meeting agenda and objectives, reviews any relevant meeting records, and discusses the agenda for the next meeting (if applicable).
  - o Managing a critical incident

    The CIT has the authority to assign various tasks to employees, which may include, but are not limited to:
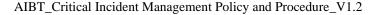   - Completing and submitting emergency statements/reports and notifying students/staff about emergency contact information for the incident.
    - Evacuating and assembling staff members at designated safe areas.
    - Barricading the incident site to prevent unauthorised individuals from entering.
    - Establishing a support team, if required, to assist affected students and staff.
    - Communicating and informing students and employees regarding the details of the incident.
    - Filing the *critical incident record form.*
    - Engaging in communication with external parties or relevant stakeholders.
  - o Review
    - Upon the conclusion of the incident, it is the responsibility of the CIT to conduct a debriefing for the college staff, providing a comprehensive overview of the event.
    - If applicable, the CIT may also present recommendations regarding the management of similar incidents in the future.
    - The CIT takes proactive measures to ensure appropriate follow-up with impacted students and staff, including offering counselling services.
    - The team conducts a comprehensive review of the incident, holds debriefing sessions with staff and students, and presents any relevant recommendations to the CEO for managing future incidents.

Mitigating future risks
- The college is committed to proactively identifying and assessing threats and potential crisis events to enhance preparedness. For this the compliance officer and any other college staff as designated by the CEO shall establish suitable plans, systems, and procedures to ensure a prompt and efficient response to any future critical incidents.
- The compliance officer and designated college staff shall ensure regular training for college staff towards preparedness in responding to critical incidents. This training includes:
  - o Familiarisation with their roles and responsibilities.
  - o First aid training to equip staff with necessary medical knowledge and skills.

- o Participation in simulations that simulate various emergency scenarios, enabling staff to practice their responses.
        - o Staff members are also trained on workings of a CIT, being a part of the CIT and thereby allowing them to take a leadership role in managing critical incidents effectively. By undergoing these periodic training sessions, college staff are better equipped to handle critical incidents and contribute to a safe and well-prepared response.
- The compliance officer will regularly monitor the availability of emergency preparedness resources and implementation of safety measures.
- The compliance officer and designated college staff shall ensure that the college:
    - o Establish lockdown procedures, including the provision of secure and lockable rooms or escape routes in case of an intruder or armed individual.
    - o Display emergency evacuation notices prominently, indicating the designated assembly points in the event of a fire or similar situations.
    - o Conduct regular drills to test the effectiveness of building evacuations.
    - o Clearly mark emergency exits and keep them free of obstacles.
    - o Regularly appoint and train emergency wardens (students and/or college staff) to handle emergencies.
    - o Appoint first aid officers (college staff) who hold current first aid certificates.
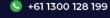   - o Store computer records backups off-site, ensuring their retrievability.

Monitoring and Feedback

The CEO shall monitor the implementation of the critical incident management plan, the institution of a critical incident team and review whether the college staff has carried out the roles and responsibilities assigned to them in case of a critical incident.

The compliance officer will undertake the responsibility of collecting valuable feedback from students and college staff members such as student support officers, trainers, and assessors, etc. The insights gathered will inform strategic decision-making, facilitate the improvement of the critical incident process and this policy. The feedback received will be shared with the CEO for evaluation and approval.

Continuous improvement

Upon collecting valuable feedback from students and college staff members, including the student support officer, trainers, and assessors, the compliance officer shall communicate the findings to the CEO. Subsequently, after discussing the proposed changes to this policy and the CEO granting his approval, the revised policy and procedure will be presented to all college staff. The CEO will ensure the revised changes are implemented throughout the college and updated information is shared with the college staff.

Version control

Approval	
Approved by	CEO
Version number	1.2
Previous version	-
Next review date	December 2024