

## STUDENT CRITICAL INCIDENT POLICY

### 1. Purpose and Objectives

- 1.1 The aim of the Student Critical Incident Policy is to provide a framework for the response to, and management of critical incidents, ensuring that the interests of students are managed appropriately.
- 1.2 The policy also ensures that involved staff and stakeholders are prepared and have clear protocols to follow in the event of a critical incident.

### 2. Scope

- 2.1 Critical incidents encompass instances where the safety and security of students enrolled with Le Cordon Bleu Australia (LCBA) are severely threatened.
- 2.2 The scope of this policy includes all students enrolled in LCBA Vocational Education (VET) and Higher Education (HE) programs in various settings e.g., on-campus, off-campus and online.

### 3. Legislative Context

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Regulation 2011 (Cth)
- Work Health and Safety Act 2012 (SA)
- Work health and safety Act 2011 (NSW)
- Occupational Health and Safety Act 2004 (VIC)

### 4. Policy Statement

- 4.1 LCBA is prepared to manage critical incidents in a way that protects the safety and well-being of students.
- 4.2 LCBA reviews past critical incidents to inform future responses.

### 5. Policy

- 5.1 LCBA takes steps to protect the safety and well-being of students involved in emergencies and critical incidents.
- 5.2 Staff involved in critical incident management are provided with sufficient training and resources to ensure appropriate action can be taken in cases of emergencies and critical incidents.
- 5.3 Students are made aware of the *Student Critical Incident Policy* and Emergency Contact List during their orientation program as per the *Student Welfare Policy*.
- 5.4 As required for the safety and well-being of the student/s concerned, LCBA follows the Critical Incident policy and procedures of its Co-Delivery Partners/Industry Partners. The Registrar decides whether, and to what extent, the Co-Delivery Partner/Industry Partner policy applies in each instance of a critical incident.
- 5.5 LCBA routinely reviews past emergencies and critical incidents and proactively manages the risk of future emergencies and critical incidents using the Risk Management Plan and Risk Register.

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- 5.6 LCBA keeps records of critical incidents, including information obtained from external agencies as required.
- 5.7 The Registrar facilitates training and reviews with staff to ensure relevant staff are trained in their role with respect to this policy and that continuous improvements are made.

### 6. Roles and Responsibilities

Roles, responsibilities, actions and communications within the management phases of a Critical Incident

Roles	Responsibilities
Student Services Manager (campus-based)	Is the designated Critical Response Coordinator contact for out-of-office hours emergency mobile phone. Assesses and determines the initial response level. Takes appropriate actions to a current or potential Critical Incident. Deals with external agencies (e.g., emergency services or police) in managing the incident. Liaises with internal and external agencies and stakeholders as necessary
Industry Engagement Manager	If a critical incident occurs at a WIL placement: Assesses and determines the initial response level. Takes appropriate actions to a current or potential Critical Incident. Deals with external agencies (e.g., emergency services or police) in managing the incident. Liaises with internal and external agencies and stakeholders as necessary, including industry partner
Registrar	Assembles the Critical Incident Response Team to address and manage the critical incident. Liaises with internal and external agencies and stakeholders as necessary. Advises progress of Critical Incident management to the Operations Manager. Maintains the <i>Student Critical Incident Policy</i> and Procedures, including formulating strategies to proactively prevent future incidents (e.g., staff training).
Marketing Manager	Liaises and manages media enquiries, if applicable.
Critical Incident Response Team	Manages and responds to critical incidents. Typically includes the Registrar, Campus Manager, Campus-based Student Services Manager and/or Industry Engagement Manager, Campus-based Program Manager, Marketing Manager, counselling staff and heads of departments as required.
Legal and Compliance Manager	Manages the LCBA Risk Register in accordance with the Risk Management Plan Works with the Registrar to ensure the continuous improvement of critical incident management.
Operations Manager	Manages escalated issues related to the Critical Incident referred by the Registrar. Actions related to escalating the management of critical Incidents and coordinating efforts with external agencies.

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### 7. Definitions

‘Critical incident’ is an incident in which there is a high likelihood of traumatic effects. Critical incidents are typically sudden, powerful events which are outside the range of ordinary human experiences. Examples of a critical incident:

- Death (including deaths of a dependent):
  - Accidental
  - Suicide
  - Result of an injury or terminal illness
  - Murder
- Serious illness or injury or any threat of these (including coma, permanent or temporary incapacity, or diagnosis of a life-threatening state)
- Natural disaster
- Pandemic
- Any powerful event which overwhelms a person’s usual ability to cope e.g., severe verbal or psychological aggression, including bullying and cyberbullying
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Missing student(s)
- Sexual harassment and /or sexual assault (SASH)
- Accidents that led to temporary disability

‘Emergency’ is defined as an event, actual or imminent which occurs on or off-site; endangers or threatens to endanger life, property or the environment; and requires a significant and coordinated response.

### 8. Related Documents

- Emergency Contact List (for students)
- Critical Incident Register
- General Student Critical Incident Protocols
- International Student Critical Incident Protocols
- LCBA Privacy Policy
- Risk Management Plan
- Sexual Assault and Sexual Harassment Policy
- Student Welfare Policy

### 9. Procedure

#### 9.1 Identification of a Critical Incident and Initial Response

- 9.1.1 The Student Services Manager, or the Industry Engagement Manager if the incident occurs at a Work Integrated Learning (WIL) placement, is alerted of an incident and assesses the situation to determine whether it is a ‘Critical Incident’ as defined in this policy.
- 9.1.2 If emergency assistance is required, the Student Services Manager, or the Industry Engagement Manager if the incident occurs at a WIL placement, immediately contacts emergency service/s (e.g. Police/Fire/Ambulance) by telephoning 000 and raises the alarm to evacuate facilities as necessary.

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- 9.1.3 The Student Services Manager, or the Industry Engagement Manager if the incident occurs at a WIL placement, determines what external agencies (including relevant Co-Delivery Partner staff) need to be informed.
- 9.1.4 The Student Services Manager, or the Industry Engagement Manager if the incident occurs at a WIL placement, advises relevant emergency services/external agencies of the following information:
- time of the incident
  - location of the incident
  - nature of the incident (e.g. threat, accident, assault)
  - names and roles of persons involved, if known
  - any known contact details (e.g. witnesses, next of kin, hospital a person has been taken to, the police station responding to the incident).

### **9.2 Critical Incident Ongoing Management**

- 9.2.1 After assessing and/or implementing the initial response to a critical incident, the Student Services Manager, or the Industry Engagement Manager if the incident occurs at a WIL placement, provides the Registrar with all facts and assessments relating to the incident. The Student Services Manager, or the Industry Engagement Manager if the incident occurs at a WIL placement, continues to manage and monitor the situation, ensuring all additional information is captured and communicated to the Registrar.
- 9.2.2 The Registrar determines whether a Critical Incident Response Team is required.
- 9.2.3 If required, the Registrar assembles a Critical Incident Response Team and notifies the Operations Manager regarding the critical Incident.
- 9.2.4 The Critical Incident Response team formulates a strategy to further address and manage the Critical Incident (including formulation of a communication plan).
- If the critical incident relates to an International Student, the International Student Critical Incident protocol is enacted;
  - For all other student groups, the General Student Critical Incident protocol is enacted.
- 9.2.5 The Registrar updates the Operations Manager of the response strategy.
- If the risks associated with the critical incident have not been sufficiently dealt with, the Registrar escalates the incident to the Operations Manager. The Operations Manager will liaise with external agencies to address the incident as appropriate.
- 9.2.6 The Registrar liaises with Operations Manager and provides a final report of the critical incident to the Legal and Compliance Manager, and CEO.
- 9.2.7 The Registrar updates the Critical Incident Register, observing the requirements of the LCBA Privacy Policy.

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### 9.3 Critical Incident Management Review and Risk Management

- 9.3.1 The Registrar and Operations Manager debrief the Critical Incident Response Team and external agencies to review actions taken and to ensure that all affected groups and stakeholders have been appropriately contacted, including the provision of or referral to sufficient and appropriate support to maintain student and staff welfare.
- 9.3.2 The Registrar liaises with the Legal and Compliance Manager to plan for any changes to policies or procedures based on the review conducted with the Critical Response team.
- 9.3.3 The Registrar retains all written records as per Standard 6.8 of the National Code. Including remedial actions taken and outcomes, for at least two years or after the student is no longer an accepted student.

### 10. Summary of changes since last review

Authored by	Description
Registrar	Update to title changes and removal of reference to the Dean.
Academic Services Unit Manager	Update of workflow diagram



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### 11. Appendix 1: Critical Incident Identification, Management and Review Workflow

