

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 2018
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

4. Policy Statement

- 4.1 Le Cordon Bleu Australia (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 Delivery Partners. The Academic Registrar decides whether, and to what extent, the Delivery 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.
- 5.6 LCBA keeps records of critical incidents, including information obtained from external agencies as required.

STUDENT CRITICAL INCIDENT POLICY

6. Roles and Responsibilities

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

Roles	Responsibilities
Student Services Manager (campus-based)	<p>Is the designated Critical Response Coordinator contact for out-of-office hours emergency mobile phone.</p> <p>Responsible for the initial assessment and determination of response level.</p> <p>Takes appropriate actions to a current or potential Critical Incident. Deals with external agencies (e.g., emergency services or police) in managing the incident.</p> <p>Reports to internal and external agencies regarding the incident as required.</p>
Industry Engagement Manager	<p>If critical incident occurs at a WIL placement:</p> <p>Responsible for the initial assessment and determination of response level.</p> <p>Takes appropriate actions to a current or potential Critical Incident. Deals with external agencies (e.g., emergency services or police) in managing the incident.</p> <p>Reports to internal and external agencies regarding the incident as required.</p>
Academic Registrar	<p>Assembles the Critical Incident Response Team to address and manage the critical incident. Liaises with internal and external agencies and stakeholders as necessary.</p> <p>Advises progress of Critical Incident management to the Chief Operating Officer.</p> <p>Responsible for the maintenance of the Critical Incident Policy and Procedures, including formulating strategies to proactively prevent future incidents (e.g., staff training).</p>
Manager, Public Relations and Communications	<p>Liaises and manages media enquiries, if applicable.</p>
Critical Incident Response Team	<p>Responsible for the response to and management of critical incidents.</p> <p>Typically includes the Academic Registrar, National Student Services Manager, Campus-based Student Services Manager, Campus-based Program Manager, Public Relations and Communications Manager, counselling staff and heads of departments as required.</p>
Quality, Standards and Compliance Manager	<p>Manages the LCBA Risk Register in accordance with the Risk Management Plan; works with the Academic Registrar to ensure the continuous improvement of critical incident management.</p>

STUDENT CRITICAL INCIDENT POLICY

Roles	Responsibilities
Chief Operating Officer	Manages escalated issues related to the Critical Incident referred by the Academic Registrar. Actions relate to escalating the management of critical incidents and coordinating efforts with external agencies.

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
- Any powerful event which overwhelms a person’s usual ability to cope e.g., severe verbal or psychological aggression
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Missing student(s)
- Non-life threatening critical incidents:
 - Cyberbullying
 - Sexual harassment or assault
 - 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
- Personal Information and Privacy Policy
- Risk Management Plan
- 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

STUDENT CRITICAL INCIDENT POLICY

incident and assesses the situation to determine whether the incident 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.
- 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 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).

See Diagram 1 for overview

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 Academic 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 Academic Registrar.
- 9.2.2 The Academic Registrar determines whether a Critical Incident Response Team is required.
- 9.2.3 If required, the Academic Registrar assembles a Critical Incident Response Team and notifies the Chief Operating Officer 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 Academic Registrar updates the Chief Operating Officer of the response strategy.

STUDENT CRITICAL INCIDENT POLICY

- If the risks associated with the critical incident have not been sufficiently dealt with, the Academic Registrar escalates the incident to the Chief Operating Officer. The Chief Operating Officer will liaise with external agencies to address the incident as appropriate.

9.2.6 The Academic Registrar provides a final report of the critical incident to the Chief Operating Officer and the Quality, Standards and Compliance Manager.

9.2.7 The Academic Registrar updates the Critical Incident Register, observing the requirements of the Personal Information and Privacy Policy.

See Diagram 2 for overview

9.3 Critical Incident Management Review and Risk Management

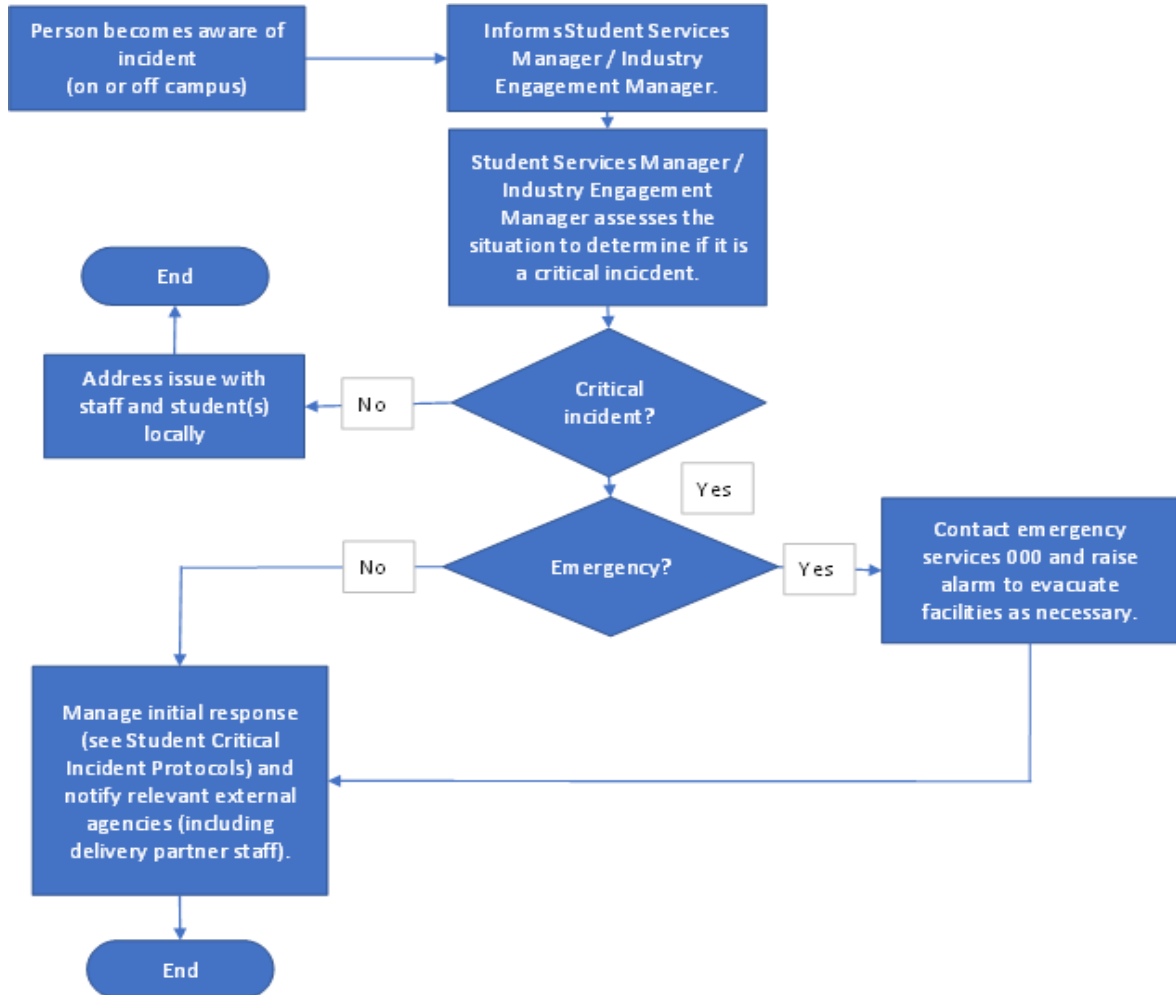
9.3.1 The Academic Registrar organises a debrief with the Critical Incident Response Team and external agencies to review actions taken and to ensure that all affected groups and stakeholders have been appropriately contacted, including the provision of or referral to sufficient and appropriate support to maintain student welfare.

9.3.2 The Academic Registrar liaises with the Quality, Standards and Compliance Manager to plan for any changes to policies or procedures based on the review conducted with the Critical Response Team.



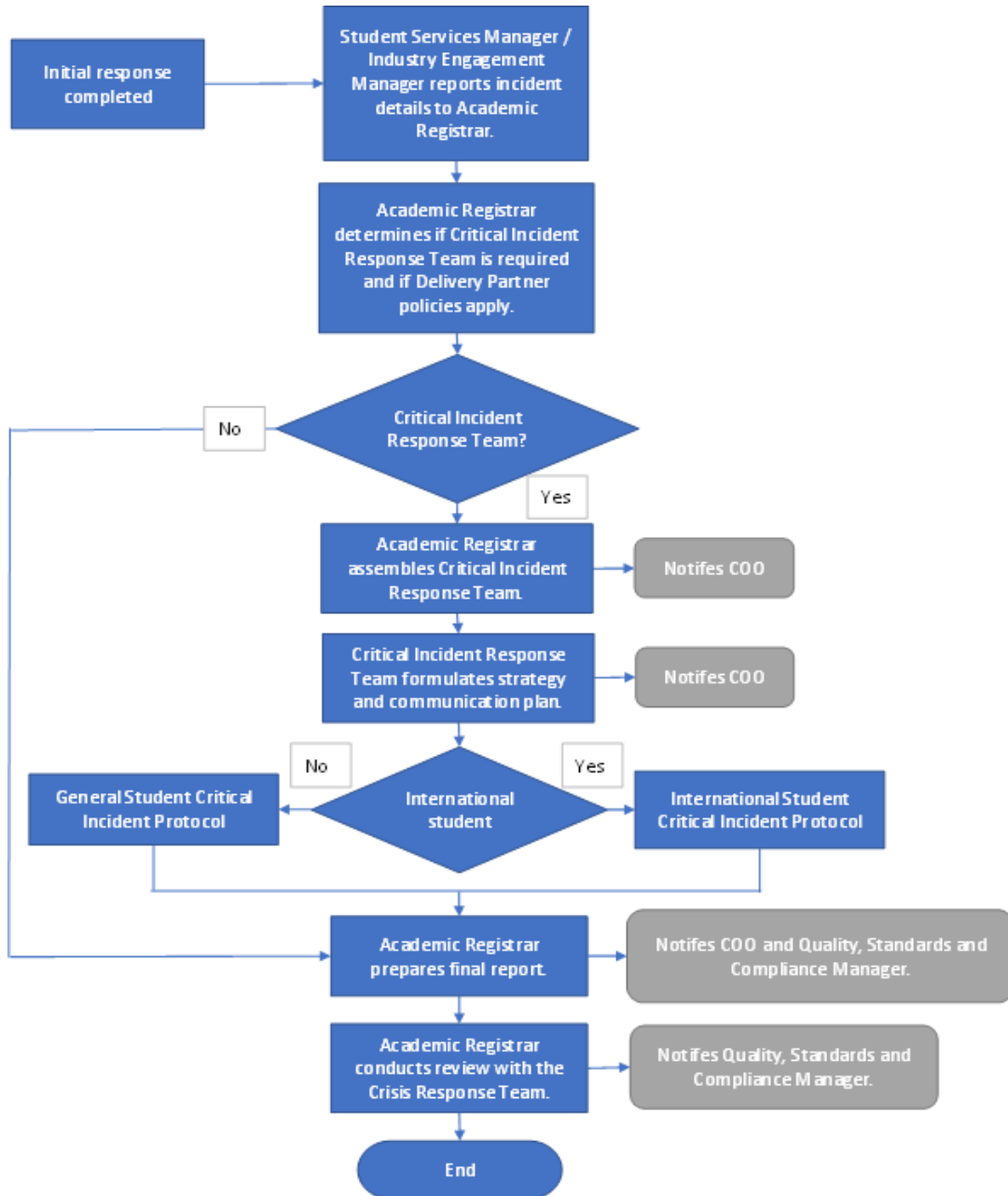
STUDENT CRITICAL INCIDENT POLICY

Diagram 1: Identification of a Critical Incident and Initial Response Diagram (9.1)



STUDENT CRITICAL INCIDENT POLICY

Diagram 2: Critical Incident Ongoing Management (9.2)



10. Summary of changes since last review

Authored by	Description
Academic Registrar	Editorial changes only – adopted new policy template