

<b>Operational Procedure</b>	
<b>Critical Incident</b>	
<b>1. Purpose</b>	This procedure supports the Critical Incident Policy and guides SAE Institute Pty Ltd trading as SAE Creative Media Institute (SAE) on management of critical incidents.
<b>2. Scope</b>	Each critical incident is unique. The aim of this procedure is to provide a general framework to be followed at each campus where the critical incident occurs. While compliance with these procedures is expected the safety of all involved parties is the first priority of SAE's Critical Incident Procedure.
<b>3. Associated Policies and Procedures</b>	<p>This procedure should be read in conjunction with the following policies and procedures;</p> <ul style="list-style-type: none"> <li>▪ Critical Incident Policy</li> <li>▪ Code of Conduct</li> <li>▪ Business Continuity Plans</li> <li>▪ Navitas Media Policy</li> <li>▪ Student Support Policy</li> <li>▪ International Student under 18 Policy</li> </ul>
<b>4. Associated Documents</b>	<p>This procedure should be read in conjunction with the following documents;</p> <ul style="list-style-type: none"> <li>▪ Critical Incident Communication Guidelines</li> <li>▪ Critical Incident Report Form (Internal form on Tickit on Demand)</li> <li>▪ Contact Information for relevant staff on campus.</li> </ul>
<b>5. Policy</b>	<p><b>5. Roles and Responsibilities</b></p> <p>The General Manager has the overall responsibility for the oversight of emergencies and critical incidents. In the event of a critical incident, the General Manager must be informed as soon as possible.</p> <p>Campus Managers are responsible for:</p> <ul style="list-style-type: none"> <li>▪ implementation of this procedure within their campus</li> <li>▪ identifying potentially critical incident circumstances, assessing and controlling of risks effectively in regard to their campus</li> <li>▪ implementing, monitoring and maintaining risk control measures for critical or potentially critical incidents in regard to their campus</li> <li>▪ monitoring the effectiveness of critical incident risk control measures and rectifying or reporting any deviations from procedures</li> <li>▪ consulting with employees on critical incident practices or any proposed changes</li> <li>▪ ensuring employees are trained and competent in how to behave during a critical incident</li> <li>▪ ensuring the wellbeing of students and staff following a critical incident</li> <li>▪ implementing disaster recovery and business continuity measures where relevant</li> </ul>

- keeping the General Manager informed.

Staff and students are responsible for:

- adhering to the code of conduct and any other health and safety policies and procedures on campus.
- not placing themselves or others at risk of injury
- reporting to the Campus Manager 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.

Critical incident affecting one person's psychological welfare will be handled within SAE's student and staff support services. Any incident that causes physical injury or affects a group of people will be handled in accordance with the procedure described below.

Any emergency situations and when welfare arrangements are disrupted for a student under 18 years of age are considered critical incidents and will in the first instance be handled by the National Manager of Student Experience (NMSE) and the relevant Campus Manager (CM). They must as soon as practical contact the legal guardian and arrange for appropriate welfare arrangements for the students. After hour contact details will be provided in orientation material.

### 5.1 Preparation

Tasks to be undertaken in the event of a critical incident include:

#### Preparation Before an Event

Ensure professional staff development on each campus.

- Participation in critical incident workshops
- First Aid training
- Occupational health and safety training

#### Knowledge of Legal Obligations and Issues

e.g. Standard 6: The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

Provide staff awareness of critical incident matters

e.g. through staff meetings, referring to policy and procedures

## 5.2 Action Immediately following an reportable incident

Staff Member receiving the news:

- immediately contacts the Campus Manager or any available manager on campus.
- takes any emergency action that is feasible in order to prevent or minimise the consequences of the incident

Campus Manager or representative 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 General Manager as soon as practicable

## 5.3 Coordinating Team Allocating Roles And Responsibilities For Tasks

The coordinating team allocates individuals specific roles and responsibilities.

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.

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.

The coordinating team will meet 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.

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.

Any press management will be dealt with through delegation of the General Manager .

## 5.4 Records

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

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).

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.

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

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).

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.

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 Insurance and Legal Matters

The Campus Manager will provide to the General Manager or delegated authority any documentation that may be required for insurance claims or legal action.

### 5.6 Critical Incident Report

The Campus manager and the coordinating team shall prepare a critical incident report and send it to the General Manager, including any suggestions for improved practice.

### 5.7 Review

The General Manager reviews the Critical Incident Report and initiates any action considered to improve policy or processes.

## Administrative Information and Version Control

Date	Summary of Changes	Approved by
17 Jan 2011	Procedure implemented	CEO and General Manager
4 October 2016	Procedure rewritten to broaden the scope	General Manager
1 December 2017	Added requirement for international students under 18.	Academic Board