

Policy and Procedure

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| Name: | Critical Incident Policy and Procedure |
| Approved by: | The Dean of AIM Business School |
| Date Approved: | 3.07.2017 |
| Approved by: | Head of Compliance, Partners |
| Date Approved: | 3.07.2017 |
| Implementation Owner | Postgraduate Executive Officer |
| Maintenance Owner | Compliance |
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SECTION 1 – INTRODUCTION

PURPOSE

The Critical Incident Policy and Procedure demonstrates AIM Business School's commitment and pro-active approach to crisis planning and management. This policy and procedure establishes an ongoing structure for the development and regular review and testing of a crisis management and recovery plan to be adopted across all AIM Business School sites.

The purpose of this policy is to detail the system in place for managing a critical incident should it occur in association with a student's learning and assessment through AIM Business School.

AIM Business School's critical incident procedure:

- a) outlines the responsibilities of those involved in a critical incident;
- b) outlines the steps involved in responding to a critical incident; and
- c) provides a checklist of tasks to be performed as a result of a critical incident.

SCOPE

This policy and procedures applies to all campuses, Campus Response and Recovery Teams and the Critical Incident Team of AIM Business School.

SECTION 2 – POLICY

PRINCIPLES

AIM Business School will ensure that services and processes are in place to ensure:

- threats and potential crisis events are regularly identified and evaluated in order to strengthen AIM Business School’s preparedness for any such events;
- appropriate services are in place to support students and staff through any critical incidents or emergencies;
- appropriate plans are in place for managing a critical incident, crisis or emergency; and
- resources are made available for recovery from a critical incident, crisis or emergency, supporting AIM Business School community to resume normal business as soon as possible.

CRITICAL INCIDENT MANAGEMENT FRAMEWORK

AIM Business School’s Crisis Management and Recovery Plan will be developed in accordance with the four major stages of risk management:

| Prevention | Preparedness | Response | Recovery |
|---|---|--|--|
| Availability of welfare and support services for general concerns with the primary aims of avoiding a critical incident and providing timely support in the event of a critical incident. | Strategies are in place to ensure that AIM Business School is well prepared to respond in the event of a critical incident. | AIM Business School’s critical incident management process is thorough and systematic to ensure reliability in the midst of a crisis and is dependent on the success of preparedness strategies. | Recovery from a critical incident will take time. It will continue to have an impact not only on those directly involved but also on the broader community for a significant length of time. AIM Business School’s Crisis Management and Recovery Plan will cover strategies to ensure support is in place and guarantee recovery. |

The Critical Incident Management Team will review the Critical Incident Management Framework annually, or post critical event and/or crisis. The aim of the review will be to update policy and all related procedures, processes and documents to improve future preparedness and response to critical incidents or crisis.

SECTION 3 – PROCEDURE

RESPONSIBILITIES

1. Critical Incident Management Team (CIMT):
 - a) the CIMT will develop the Crisis Management and Recovery Plan;
 - b) within the CIMT there is an initial assessment team referred to as the Crisis Assessment Team (CAT);
 - c) CIMT will meet annually to assess and review the Crisis Management and Recovery Plan, the adequacy of the existing system and resources; and

- d) CIMT will respond to critical events and will be support by CRRT.
- 2. Campus Response and Recovery Team (CRRT):
 - a) the CRRT will respond to critical incidents classified as minor, moderate or major events;
 - b) CIMT will review and confirm the membership of each campus' CRRT during CIMT's annual meetings;
 - c) CRRT members will be trained in all aspects of crisis management;
 - d) Crisis Management Recovery Plans will be developed and documented in Critical Incident Management and Recovery Manual; and
 - e) CRRT on each campus will meet, at least annually, to identify current threats and to review the adequacy and currency of their crisis plans.
- 3. Responsibility Matrix

| | Routine Events | Minor Events | Moderate Events | Major Events | Critical Events |
|--|----------------|--------------|-----------------|--------------|-----------------|
| Normal AIM Business School internal and management processes | ✓ | x | x | x | x |
| Campus Response and Recovery Team | x | ✓ | ✓ | ✓ | Support |
| Critical Incident Management Team | x | Support | Support | Support | ✓ |

SUPPORT THROUGH AN EMERGENCY SITUATION OR CRITICAL INCIDENT

Students requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential and free-of-charge support from the AIM Business School counselling service, regardless of whether such an incident relates to their study. Bookings (in person or via telephone) can be made via the Student Support Team at each campus.

Staff requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential and free-of-charge support from the Employee Assistance Program (EAP), regardless of whether such an incident relates to their work. Details of the EAP provider for each campus location are held on Employment Hero.

EMERGENCY CONTACTS

Any student or staff member who requires immediate emergency assistance can call emergency services directly by dialling 000, or contact Student Support who will assist.

CRITICAL INCIDENT

A critical incident is defined as an adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation.

A critical incident is a traumatic event, or the threat of such (within or outside Australia), and causes extreme stress, fear or injury. It sits outside the normal range of experience of the individuals affected. This may include:

- serious injury
- major surgery
- missing students or staff
- sudden or violent death
- serious crime
- suicide or attempted suicide
- interruption to utilities (e.g. electricity, water) for an extended period
- verbal or physical abuse
- drug or alcohol abuse
- acts of terrorism
- fire
- natural disasters
- chemical hazards
- disruption to IT technology that impacts on the ability of AIM Business School and its providers to deliver its services for an extended period to students and staff, thus impacting on work completion.

Non-life-threatening events, such as missing students, and severe verbal and psychological aggression may still qualify as a critical incident.

Critical incidents may occur affecting one individual student, staff or visitor, small groups or large groups. Regardless of the number of individuals affected, care will be taken to address each affected party's needs and concerns in the event of a critical incident.

DIFFERENCE BETWEEN A CRISIS AND AN EMERGENCY

An emergency is a sudden, unexpected event that requires an immediate response from internal or external emergency services. A crisis is an adverse incident, or series of events that have the potential to seriously damage an organisations people, operations or reputation.

Emergency management is the development of a system to minimise the impact of a crisis on an organisation's people, operations and reputation, and to assist an organisation to recover from this event.

CRITICAL INCIDENT ASSESSMENT CLASSIFICATIONS

AIM Business School deems any crisis or emergency situation as serious. The level of response required to effectively deal with such events is relative, and depends largely on the magnitude of an event or incident – whether it has already happened or is at a high risk of occurring.

AIM Business School classifies critical incidents as follows:

| Classification | Impact |
|-----------------|--|
| Routine Events | No injuries are sustained and minimal disruption occurs to operations |
| Minor Events | Contained in-house but where minor injuries are sustained and medium financial losses are incurred |
| Moderate Events | Require containment with external assistance and result in high financial loss and lengthy disruptions to operations and/or injuries |
| Major Events | May involve prolonged loss of operations, major financial losses and/or injuries |
| Critical Events | May involve deaths and significant number of injuries, massive financial losses and/or injuries |

CRITICAL INCIDENT MANAGEMENT

Critical Incidents will be managed by one of the following:

1. The Critical Incident Management Team (CIMT) will be established and composed of senior executives:
 - a. CIMT will provide governance of and strategic input to crisis/emergency management and business continuity; and
 - b. CIMT will respond to critical incidents classified as critical events.
2. The Campus Response and Recovery Team (CRRT) will be established at each campus/site:
 - a. CRRT will respond to critical incidents classified as minor, moderate or major events.

| Critical Incident | Description | Addressed by: |
|-------------------|--|--|
| Routine events | No injuries sustained and minimal disruption occurs to operations | Normal internal and management processes |
| Minor events | Contained in-house but where minor injuries are sustained and medium financial losses are incurred | Lead: CRRT |
| | | Support: CIMT |
| Moderate events | Require containment with external assistance and result in high financial loss and lengthy disruptions to operations and/or injuries | Lead: CRRT |
| | | Support: CIMT |
| Major events | May involve the prolonged loss of operations, major financial losses and/or injuries | Lead: CRRT |
| | | Support: CIMT |
| Critical events | May involve deaths and significant numbers of injuries, massive financial losses, major disruption to operations and/or have the potential to seriously damage the provider's reputation | Lead: CIMT |
| | | Support: CRRT |

NOTIFICATIONS FOLLOWING AN EMERGENCY OR CRITICAL INCIDENT

The CIMT and/or the CRRT managing the incident or scenario will make contact with the relevant people (the order will be determined by the specific circumstances):

1. **Police** - If necessary, liaise with the Police regarding notification to the student or staff member's family and other relevant matters.
2. **Next of Kin/Emergency Contact**
 - a) ensure that the next of kin are informed and updated on the current situation. Let them know AIM Business School will arrange or provide support to them. If necessary, interpreter services will be arranged for those families of a non-English speaking family;
 - b) if the student is in hospital or critically ill, appropriate transportation or accommodation may be arranged for members of the family; and
 - c) if a student dies or is critically ill, issues related to burial/repatriation and/or memorial service may need to be discussed with the family.
3. **Other Students/Staff** - Identify those students and staff who are closely involved with the student, ensuring that these people are aware of the support within and outside AIM Business School and encourage them to keep in contact with AIM Business School
4. **Hospital** - If necessary, contact the hospital to arrange any relevant matters.
5. **Counselling** - Contact Student Support to advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students and staff or to facilitate to referral to an external provider as required
6. **Legal Advice** - Help students to obtain legal advice, if needed. Information on free or low cost community legal services is available from Student Support.

COMMUNICATION

The CIMT is responsible for ensuring that up to date information about personal security and emergency contact numbers are published on the website, and that Emergency Procedures and Evacuation Plans are prominently displayed in the common areas and corridors of all AIM Business School campuses. The CIMT will also ensure emergency evacuation drills are held regularly.

The National Campus Manager is responsible for ensuring that the orientation program for students includes familiarisation with how to report an emergency and how to respond to an emergency situation.

The WHS Manager (or delegate) is responsible for ensuring that the induction program for staff includes familiarisation with the Critical Incident Policy and Procedures, how to report an emergency, and how to respond to an emergency situation.

REVIEW

A regular review of crisis management procedures will be conducted and reports made to the Executive Team as to the adequacy and currency of the Crisis Management and Recovery Plans at each AIM Business School site.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

| Word/Term | Definition |
|--|---|
| Critical Incident | An adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation; a traumatic event or threat of such which causes extreme stress, fear or injury. |
| Critical Incident Management Team (CIMT) | Is established and comprised of AIM Business School Dean, Directors and Executive Directors. The CIMT will provide governance of and strategic input to crisis management and business continuity. |
| Campus Response and Recovery Team (CRRT) | Is established and comprised of the Campus Director and nominated senior staff members located at each campus. The CRRT will respond to, assess and categories localised emergencies and critical incidents, and initiate activation of the CIMT. |

SECTION 5 – CHANGE HISTORY

CHANGE HISTORY

| Version | Approval date |
|---------|---------------|
| V1.0 | 08.06.17 |
| V2.0 | 16.06.17 |
| V3.0 | 29.06.17 |

APPENDIX I: EMERGENCY CONTACTS

| Campus | Contact | Name | Telephone No |
|-----------|--|----------------|--------------|
| Sydney | National Campus Manager | Dominika Ohana | 0427 990 298 |
| Brisbane | Customer Experience and Operations Manager | Katrina Lehrke | 0479 008 814 |
| Melbourne | Customer Experience and Operations Coordinator | Reza Mercado | 0459 896 781 |
| Adelaide | Customer Experience and Operations Coordinator | Kathy Wooller | 0459 885 348 |