QAT Policy P031
Critical Incidents and Workplace Health & Safety

References: National Code 2018, Standard 6-6.8, 6.9.1; 6.9.2; 6.9.3
Work Health and Safety Act 2011

1.0 Purpose

This policy has been defined as a requirement to meet Standard 6.8 of the National Code, as well as QAT's duties under the Work Health and Safety Act 2011. It will also be available and followed by all QAT (Queensland Academy of Technology) staff members involved in ELICOS and VET courses.

This policy will also be made available to learners via the QAT website. A summary of this policy will be contained in the QAT student handbook and staff handbooks. All learners will be made aware of this policy during their course orientation/induction session.

2.0 Background

The requirement of a Critical Incident Policy is referenced in the National Code of Practice for Providers of Education and Training to Overseas Students 2018

National Code Standard 6 – Overseas Student Support Services

6.8 *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.*

6.9.1 *take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety*

6.9.2 *provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents*

6.9.3 *provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.*

3.0 Policy

3.1 Responsibilities

QAT is concerned that adequate contingencies are in place to protect the well-being of staff and students. Appropriate procedures must be followed in any emergency, whether large or small and staff and students must follow the directions of the designated official (fire-wardens, etc.). Failure to follow such instructions constitutes disobedience under QAT's definition of misconduct, and will result in disciplinary actions being taken.

3.2 Equipment

A medical kit, for minor incidents is kept at reception. All staff are advised of this policy at their induction, and are informed of all necessary information required to follow procedures properly.

A critical incident form must be completed by the person who witnesses the incident, and the details logged.

3.3 Workplace Health and Safety (WH&S)

While QAT management has overall responsibility for maintaining and ensuring a safe working environment, as well as compliance with WH&S policy and procedures, all members of staff are individually responsible for ensuring and maintaining this environment. In addition, staff should make every reasonable effort to maintain a safe workplace by promptly reporting any injury or potential hazards and intervening where behaviour has the potential to cause damage or injury.

4.0 Procedures

4.1 Fire

- Fire alarms will sound in the building.
- Designated fire wardens for each floor must supervise the evacuation.
- Teachers must ensure that everyone leaves the classroom and evacuates the building in an orderly and timely manner, via the stairs.
- Teachers must take their class roll with them and check that all their students are present at the evacuation site.
- Teachers, under the supervision of the QAT fire wardens, will gather their classes outside at the designated evacuation site and at a safe distance from the building.
- If and when the fire brigade gives the all clear, teachers can escort their students back to class.

4.2 Medical Emergency

- QAT's resident First-Aid Officer (or their substitute) must be contacted and will supervise the situation.
- The injured or sick person must be placed in a secure and safe environment.
- If necessary, an ambulance must be called.
- If the injured or sick person is a student (and depending on the severity of the incident), then a member of staff will accompany the student to the hospital.

4.3 Serious Infection

- If an epidemic breaks out, students and staff will be advised to remain at home, and consult a doctor, if they show any recognised symptoms of the disease.
- Students or staff who show such symptoms at work will immediately be asked to take leave and seek medical assistance. They will also be advised to avoid all contact with students and staff.
- Depending on the severity of their condition, the person may also be isolated and an ambulance called.

4.4 Emergent Physical Threat

- Any emergent physical threat to students or staff must be dealt with calmly and promptly.
- In the first instance, the Executive Director and/or the Director of Studies must be contacted immediately.
- A rapid assessment of the situation will take place.
- If the situation cannot be defused by the Directors, the police will be called.

- The Directors will, as much as possible, calm and secure the situation in the meantime.

4.5 Reporting a Critical Incident

- The member of staff who witnesses the incident must complete the *Critical Incident Report Form*, and log details of the incident on the Admin Compliance Drive. A copy will be kept on the student's file.
- The member of staff will follow up the incident by communicating with the student or representative, until the affected student's welfare is satisfactory. Follow-up notes will also be logged.

4.5 Critical Incident Prevention

- QAT management must be made aware of any injuries or potential hazards. This may be done by reporting such issues either verbally and directly to management staff or by filling in a *Maintenance and Hazard Report Form* (located at Reception) or *Critical Incident Form*. In addition, management will make every reasonable effort to ensure members of staff are made familiar with policies and procedures relating to WH&S, initially by providing them with copies of this document.

- Initial responsibility for the reporting of any injury lies with members of staff who are either present when an injury occurs or have the injury reported to them directly by non-staff members. A member of staff should stay with any injured person and have another person relay a message either to the WH&S Officer or management. Staff should also endeavour to prevent any further injury by removing any hazard or moving people away from any hazardous areas.

- A WH&S Officer should be a member or staff with a current First-Aid Certificate. Experience and training in WH&S should also be sought. Other members of staff with training in first-aid or WH&S should make an assessment regarding what action needs to be taken to prevent any further injury or whether to administer first-aid to an injured person.

- Staff should follow up on any unresolved issues relating to WH&S.

- See the QAT Workplace Health and Safety Guidelines for more information.

6.0 Forms

Critical Incident Report Form
Maintenance and Hazard Report Form
QAT Workplace Health and Safety Guidelines

7.0 References

Work Health and Safety Act 2011

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Version history

Date	Author	Status	Version	Reviewers
2009	J. Hunt	Implemented	1.0	M Wang
26.03.12	J Hunt	Implemented	2.0	M Wang
12.10.12	W Fitzgerald	Implemented	1.0 (WH&S)	M Wang
09.07.13	A.Black/K. Rose	Redrafted/Additions	3.0	M Wang
09/10/13	A Black	Added footer	3.1	J Hunt
14/08/18	J Hunt	Amended references and footer	3.2	R. Campbell