

## OPERATIONS POLICY - CRITICAL INCIDENT

<p><b>1. Policy Statement</b></p>	<p>This policy outlines the approach and responsibilities relating to the management of emergencies, disasters and critical incidents at SAE Institute Pty Ltd in Australia trading as SAE.</p>
<p><b>2. Purpose</b></p>	<p>The purpose of this policy is to assist SAE in preparing for and responding to emergencies, disasters and other critical incidents. The associated processes and guidelines are designed to assist with planning and implementation of an effective response.</p>
<p><b>3. Scope</b></p>	<p>All SAE staff, students, visitors to a campus and contractors working on a campus.</p>
<p><b>4. Associated Policies and Procedures</b></p>	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> <li>• Reciprocal Borrowing Policy</li> </ul>
<p><b>5. Associated Documents</b></p>	<p>This policy should be read in conjunction with the following documentation;</p> <ul style="list-style-type: none"> <li>• Critical Incident Record Form.</li> <li>• Critical Incident Communication Guidelines</li> <li>• Guidelines for Off Campus Meetings with students</li> <li>• Disaster Recovery Plan and Business Continuity Guidelines</li> </ul>
<p><b>6. Policy</b></p>	<p><b>6.1 Introduction</b></p> <p>Definition</p> <p>Critical incidents are traumatic events or the threat of such that occur suddenly and unexpectedly causing extreme stress, fear or injury. They may be an emergency or disaster, with effects on staff, students and the operations of SAE or some other physical event; a series of events; or a personal or psychological trauma that has severe immediate impact and potentially long-term effects on the individuals involved.</p> <p><b>6.2 Coverage</b></p> <p>A critical incident may occur:</p> <ul style="list-style-type: none"> <li>• On campus;</li> <li>• Off campus to members of SAE outside normal operating hours, and which may affect particular groups of the community e.g. a car accident that causes serious injury to a number of students, or an accident in residences;</li> <li>• To friends / acquaintances of particular members of SAE community e.g. death of a friend, known to other students.</li> </ul> <p><b>6.3 Responsibilities</b></p> <p><b>6.3.1</b> The Campus Manager has primary responsibility for the planning and implementation of risk prevention and safety strategies.</p> <p><b>6.3.2</b> The CEO has accountability for the oversight of the management of emergencies and critical incidents. In the event of a critical incident, the CEO must be informed as soon as possible.</p> <p><b>6.3.3</b> The Campus Manager has accountability for convening a Critical Incident Coordinating team, for ensuring an appropriate response in line with approved policies and procedures, and ensuring suitable records are kept and provided to the CEO.</p> <p><b>6.3.4</b> When emergency services have been notified, the Campus Manager has authority to issue instructions to evacuate all persons from the building or area. (The Campus Manager shall be indemnified against civil liability resulting from an evacuation of a building where personnel act in good faith and in the course of their duties).</p>

## OPERATIONS POLICY - DOCUMENT DELIVERY AND INTER-LIBRARY LOAN

	<p><b>6.4 Action Plan</b> Tasks to be undertaken prior to and in the event of a critical incident are detailed in the Critical Incident Procedure. These include actions that need to be undertaken about the event, the way in which the community is informed and any follow-up measures that need to be organised.</p> <p><b>6.5 Support</b> SAE is committed to supporting students and staff who have been involved in a critical incident and who have acted in good faith.</p> <p><b>6.6 Breach of Discipline or Conduct</b> Staff or students who refuse to comply with the directions of the Campus Manager or designated person during the conduct of their duties, shall be deemed to have committed a breach of discipline for staff or a breach of conduct for students.</p> <p><b>6.7 Privacy</b> SAE will act in good faith to respect confidentiality and privacy of persons involved in a critical incident, consistent with making a considered response with the best available information.</p> <p><b>6.8 Records</b></p> <p><b>6.8.1</b> Detailed records of a critical incident must be maintained throughout the critical incident management process. The Campus Manager or designated person will ensure that the records are stored on file in a secure location for future reference. This information may be required for external matters e.g a coronial inquiry, media interest and police involvement.</p> <p><b>6.8.2</b> Using the records kept, the Campus Manager or designated person will complete a critical incident report and file it in the secure location along with all supporting documentation.</p> <p><b>6.8.3</b> The ESOS Act 2000 requires that records are documented and maintained throughout a critical incident process.</p> <p><b>6.9 Review</b> A Critical Incident Report should be forwarded to the CEO for a review and evaluation and where relevant, may result in required improvements to policies or procedures.</p>
<p><b>7. Records</b></p>	<p>17 January 2011 policy implemented (approved by CEO &amp; Managing Director) 1 December 2011 policy to be reviewed.</p>

Authorising Officer : Prof. Z.Klich  
Review Date : 1 December 2011  
Approval Date : 17 January 2010