



QIBA Critical Incidents Policy – COVID19

This Policy meets the requirements of Standard 6.8 of the National Code 2018, “*The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the student’s ability to undertake or complete a course, such as but not be limited to incidents that may cause physical or psychological harm*”.

Overview

QIBA is committed to managing critical incidents or potential critical incidents to ensure the safety of all staff, trainers and students. In the event of a critical incident, the appropriate infrastructure and procedures will be in place to ensure the provision of all necessary support services.

Definition of a Critical Incident

A critical incident is a traumatic event or the threat of a traumatic event that occurs either within Australia or within the student’s home country and which causes extreme stress, fear or injury. The incidents termed critical are very diverse but include such events as:

Within Australia

- Missing student
- Fire/storm/natural disaster
- Assault/shooting
- Domestic violence, sexual assault, drug or alcohol abuse
- Pandemic

Home Country

- Missing relatives especially parents or siblings
- Natural disaster
- Political change
- Acts of war or other conflict
- Religious persecution
- Pandemic

This list is not designed to limit the definition but to show that these events are of major impact and consequence.

Critical Incident – COVID19

Until such time as advice is received by the Department of Health that the coronavirus contraction risk has reduced and the situation has stabilised, we must recommend:

1. Travel Restrictions
 - a. New Enrolments
 - i. All students must have been in Australia for at least 14 days prior to their scheduled intake date. If they have travelled overseas within 14 days they must be deferred to a later intake.
 - ii. Return Travel evidence will be required.
 - b. Current Students/Staff/Trainers
 - i. It is ill-advised for anyone to travel overseas at this time unless absolutely necessary. This includes overseas travel during scheduled breaks.



- ii. If a current student travels overseas during the coming months they cannot return to class within 14 days following their return.
 - iii. If a staff member or trainer travels overseas during the coming months they are not to return to work within 14 days following their return.
 - iv. If a student has been in close contact with someone who has returned from holidays in the last two weeks with flu symptoms or possible virus infection; they are required to self-isolate for 14 days.
 - v. If travel has taken place return travel evidence will be required to include the date of return.
 - vi. Prior to returning to the campus medical advice must be received.
2. All students/staff presenting with random flu symptoms (PY/VET/ELICOS) self isolate.
- a. Due to the current situation QIBA cannot allow access to the campus if a student/trainer/staff member has flu or respiratory symptoms.
 - i. If a student/trainer/staff member arrives at the campus with flu or respiratory symptoms they will be asked to leave the campus and to self-isolate for 14 days.
 - ii. QIBA strongly advises the person attends a local facility to be tested for COVID19 virus or seek medical advice from a GP prior to returning to the campus.
 - iii. The person at risk is to remain self-isolated for 14 days or until they can provide medical documentation stating they have tested negative for COVID19 and/or they are fit to return to work/study.

Protocol on Campus

QIBA recommend all students/trainers/staff members practice safe hygiene at this time. QIBA encourage the following.

- Stay at home if unwell.
- Masks may be worn in class.
- Wash hands thoroughly and often with soap and water, especially after coughing and sneezing, before and after eating, and prior to entering the classroom.
- At all times cover your nose and mouth when coughing or sneezing.
- Avoid touching your eyes, nose or mouth, especially with unwashed hands.
- Avoid shaking hands and other forms of touch.
- Be aware of others on campus including the staff and keep a safe distance where possible.
- Where possible, spread out in the classroom and limit the sharing of desks

When available, QIBA will provide antibacterial cleaner in the classrooms and at the Student Services Hub. At present there is a shortage of supplies in all locations.

Professional Year Program – Internship Component

Internship Host Companies

Due to COVID19, there is a possibility that a students Internship may be impacted. One of two scenarios may take place.

1. Host Company closing for business due to COVID19
 - a. If a PYP Intern has been exposed to someone with the virus at a Host Company the Intern will need to be tested for the virus (COVID19). The Intern must remain self-isolated until they have been given the all-clear from pathology.



- b. The PYP Interns placement hours will be deferred until the company re-opens or until another placement is sourced (whichever comes first).
2. Host Company is not allowing outside visitors for Site Inspections and/or mid-internship visits
 - i. QIBA will use the digital platform ZOOM to perform the Site Inspections. We will arrange and send a Zoom Invitation to the Host Company and they will use the Zoom application on a mobile device; allowing the supervisor to walk around the site showing the areas for inspection.
 - ii. For mid-internship visits QIBA will use the digital platform ZOOM to conduct individual interviews to monitor the progress of the Intern. Again QIBA will arrange and send a Zoom Invitation to the Host Company and to the Intern (individually) and they will use the Zoom application on a mobile device.

Policy and Procedures

Organisational responsibility and commitment

QIBA is committed to ensuring that:

- a) risk reduction measures are in place and saved in the shared company drive for all staff to refer to.
- b) appropriate training and information resources are provided to staff via COVID19 response team memorandums and updated in staff newsletters.
- c) appropriate actions are taken during the time of threat to maximise the safety of staff, trainers and students. These are set out in the COVID19 advice on the QIBA website. Student directives are displayed on campus noticeboards and shared via social media.
- d) a designated response team manages the above mentioned threat and informs all staff, trainers and students of any updates or changes to operation.
- e) a designed team consisting of a minimum of one person per campus must update the COVID19 register to include any students/ trainers and/or staff at risk of exposure; those self-isolating; post travel; those testing negative; those living with others at risk and those who test positive to the virus if this is the case.
- f) appropriate post incident procedures are followed such as support and counselling services.
- g) an evaluation of the response to the critical incident is undertaken by the response team and that procedures are updated where improvements are identified.
- h) a written record of any critical incident and remedial action taken will be kept for at least two years after the student ceases to be an accepted student.

Risk reduction measures

QIBA will ensure that critical incidents are minimised through:

- a) Dissemination of this policy and critical incident procedures to all staff and students of QIBA.
- b) Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
- c) Ensuring that members of staff bring safety issues to the attention of the CEO or senior manager by completing an Incident Accident Report Form. Staff should provide the completed form to the CEO/Principal who will record and assess the risk and take action accordingly. In the case of students, concerns should be brought to any staff member who will complete the form on behalf of the student. Students may also bring their concerns to their student support officer.
- d) Regular COVID19 Response Team meetings will take place and outcomes and changes will be shared with staff, trainers and students.
- e) Management training and information including critical incident responses.



- f) Ensuring that at least 2 staff members of the QIBA have current training in First Aid.
- g) Staff who are undertaking travel for business related purposes should they experience any symptoms or avoidable exposure whilst interstate or overseas should contact the CEO or senior manager to discuss.

Designated person responsibilities

In the event of a critical incident, a Critical Incident Form will be completed and a designated person will be responsible for the prevention and management of the critical incident.

If the critical incident is to be managed over an extended period of time it may also be documented on the QIBA Risk Management Register.

A designated person is any QIBA staff member who either witnesses or is informed about an actual or potential incident. The designated person is required to inform the Principal/CEO as soon as possible of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site and allocate tasks to others (e.g. calling emergency services, alerting other staff, assisting with first aid, crowd control etc.). If the emergency services attend the incident, they will take over control of the critical incident upon arrival and the designated officer will take on the role of ensuring that the best interests of any student/staff member/visitor affected by the incident are met.

Critical incident documentation

The Critical Incident Report must include:

- a) Details of the incident including time, date, and location, nature of the incident and names and roles of persons involved.
- b) General control objectives for the incident as well as specific action items to be undertaken including communication and reporting. This also includes media management.
- c) Details of designated person involved.
- d) Any remedial action taken.

Critical Incident Follow Up

A range of strategies will be in place to ensure that the appropriate support and monitoring is provided following a critical incident. These strategies include:

- a) debriefing of staff and students including provision of accurate information;
- b) identifying staff and students who need to access support services to assist them in dealing with the critical incidents;
- c) identifying any other persons who may be affected by the critical incident and providing access to support services as required;
- d) arranging a memorial service as appropriate;
- e) monitoring the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder; and/or
- f) managing long term consequences such as inquests and legal proceedings.

Reporting

- a) Where the incident may affect the student's visa conditions or program of study, QIBA will notify the Department of Education as soon as practical after the incident.
- b) Where a student dies or sustains serious injury, QIBA will liaise with the student's family and provide support as required. QIBA will also notify all other relevant and authorised parties.



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- c) A review and evaluation of the response to the critical incident will be conducted by CEO. The purpose of the review and evaluation is to assess how well the incident was handled and to identify/minimise risks for the future.

Evaluation

Evaluation of the response to a critical incident will be carried out and documented. Any improvements will be documented and implemented as appropriate.

Records

Approved incident reports, registers, checklists and meeting minutes will be used to ensure communication and management of the incident as well as consistent and complete record keeping.