

# NEC CRITICAL INCIDENT POLICY



**New England College** is the trading name of **New England Institute of Technology Pty Ltd**

RTO No: 31943 | CRICOS No: 03113M | ABN: 40 135 331 494

**Reference:** Critical Incident Policy

**Document Name:** NEIT.STUDENT.POLICY.CRITICAL INCIDENT POLICY.V2.1

**Version:** V2.1

**Date:** 01.01.2017

**Status:** Published



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NEC Website: [www.nec.edu.au](http://www.nec.edu.au)

## NEC Campus:

### Brisbane campus

151 Wellington Road

East Brisbane, QLD 4169, Australia

## DOCUMENT CONTROL

### Version History

Version	Date	Details
V1.0		Archived – due to change in trading name
V2.0	01.02.2016	Archived (updated to new trading name New England College, header, footer, phone number, e-mail id)
V2.1	01.07.2017	Minor updates

### Review Process:

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Registration Authorities Providers of Education to Overseas Students, 2007

Next Review Due: **July 2018**



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## Overview

1.1 Providers of education to overseas students are required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.

1.2. The purpose of the *Critical Incident Policy and Procedures* is to identify the personnel, structures and procedures for managing a critical incident.

## Scope

2.1. This policy applies to all the College staff, students and visitors who have been exposed to a critical incident - either on-campus or off campus including staff on business related travel interstate or overseas.

2.2. Where the College staff witness an event that may be considered a critical incident, the policy and procedures should be followed.

2.3. Where staff is aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.

## Definitions

**Critical Incident:** is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Serious accident or injury;
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Death/suicide;
- Serious damage to essential facilities;
- Disruption to operations of the College;
- Information which has the potential to negatively affect the reputation of the College in the media and/or wider community.



## Designated Officer

Staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the senior most College staff member available as soon as possible. The Designated Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc).

## Responsibilities - Critical Incident Team

### Brisbane

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

1. Director: AJITPAL SINGH  
Tel: **07 3164 7070** | Mobile: **0415 204 383** | E-mail: [aj@nec.edu.au](mailto:aj@nec.edu.au)
2. Academic: Chris Jonkers  
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3. Administration: Matthew Skeers  
Tel: 0431301436 | Email: [matthew@nec.edu.au](mailto:matthew@nec.edu.au)

In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated Officer is in attendance, his role will be to act in the best interests of any student/staff member/visitor affected by the incident.

Any critical incident will be followed up and recorded in the NEC Critical Incident Report Form. Action will be taken to identify the cause of any incident with the express purpose of removing/minimizing the risk of the incident occurring again. All reports will be forwarded for NEC's management for review.

## Fire Evacuation Procedure

- Call 000
- Evacuation does not mean panic – remain calm
- Look out for the Evacuation Plans, exit signs and location of Fire Extinguishers.
- Evacuation plans are displayed at the following locations:
  - Every Classroom
  - Pantry Area
  - Automotive Workshop
  - Reception Area
  - Common Areas
- Remove obstructions from Emergency Exits.
- Evacuate the Building when the Fire Alarm sounds or when instructed to evacuate by a staff member or the designated officer.
- If evacuating in the event of a fire, close doors and windows to slow the spread of fire.
- Assist others who may need help.



- Remain Calm and move in an orderly fashion.
- Once a building is evacuated, you should not re-enter the building until permitted to do so, by the designated officer.
- After exiting the building proceed to the nearest Emergency Assembly Area.
- The main assembly area of New England College Brisbane is the parking area in front of the building.**
- The designated Officer should take the following actions:
  - Designate a person to supervise the Assembly Area.
  - Count heads as staff, students and visitors leave the building.
  - Do a final check of toilets, offices and store rooms.
- Knowing that no one is still in the building is the most important fact.
- If there is smoke, keep as close to the floor as possible. Smoke kills faster than fire.

## Follow up & Review of Critical Incident

Where a critical incident has occurred and reported to The Department of Immigration and Border Protection (DIBP), New England College will conduct a follow up and review of the specific critical incident.

This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident will be informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

Students and their families can access New England College's **Student Support Officer** at all times.

During a critical incident, New England College's Emergency Telephone Number becomes a Hot Line, where information can be received.

Where appropriate, New England College's website will be updated to keep students and families informed. Student's privacy will be upheld at all times.



**APPENDIX: Fire and Evacuation Plan for 151 Wellington Road, East Brisbane:**

