

RTO-PR072

# **Student Support, Management & Critical Incident Procedure**

In this procedure the terms:

- RTO refers to Registered Training Organisation
- Learner includes a candidate, student, trainee, apprentice, participant and client
- “Standards” refers to the Standards for Registered Training Organisations 2015.

## **Procedure Objective**

To ensure that the Company through the actions of its Employees and Educators provide every student with the educational support the student needs to learn and maintain positive behaviour while ensuring a safe environment. Additionally, to ensure that where the safety of Students, Employees or Educators are put at risk, these situations are managed effectively.

## **1. Force Majeure**

### **1.1 Evacuation (Fire, Earthquake, Cyclone, Hazardous Substance or Bomb Threat)**

In the event of a fire, earthquake, cyclone, release of a hazardous substance or bomb threat that results in the need to evacuate the premises, Educators are responsible for safely escorting students out of the campus.

SH-PR009 Emergency Preparedness & Response Procedure shall be followed in the event of a fire, earthquake, release of a hazardous substance or bomb threat. In the event of a cyclone, SH-PR015 Cyclone Emergency Procedure shall apply.

### **1.2 Lockdown**

Lockdown occurs when isolating students, staff and visitors from a perceived threat of physical harm at the school site by confining people to classrooms or other school buildings.

All minors are enrolled with permission of a nominated parent or guardian. The enrolment form allows individuals to identify where court orders are in place which the Organisation needs to be aware of. This information will be passed on to Educators where relevant.

The Organisation provides for counselling and mentoring services where this information can be noted or identified.

Management shall determine the appropriate action of confrontation with the individual in question, contacting local police or emergency response.

Where a student who is minor refuses to leave with an individual, permission from the nominated parent or guardian must be sought and recorded by the educators and/or administration staff. Parents/Guardian shall be notified as soon as practicable in the event of a lockdown.

## **2. Student Behaviour**

All Students shall be given the code of conduct policy

### **2.1 Bullying, Harassment or Assault (sexual or physical)**

The Organisation must advise students that if they find themselves in a situation where they experience bullying, harassment or assault during a program, they must immediately inform:

- The Educator; and/or
- The Counsellor/Mentor, Quality & Compliance Manager or Group Manager of Training.

Educators or Staff who become aware of any bullying, harassment or assault of students must inform the Quality & Compliance Manager or Group Manager of Training to determine appropriate action.

Upon notification of sexual harassment during the Program, the Educator or Staff member will inform the Group Manager of Training who will follow departmental policy and procedures in conjunction with the IMT (see Child Protection in Public Schools policy).

### **2.2 Verbal Abuse or Intimidation**

If verbal abuse or intimidation has been observed or the educator or staff member has been notified by a student, there are measures that can be taken. These include, but are not limited to:

#### **2.2.1 Initial Verbal Warning**

This should be done one on one with the student in private, where the behaviour is clearly identified, e.g. *"John, this is a first verbal warning that (INSERT BEHAVIOUR "swearing to other students/using that word") is not appropriate. If you continue to (INSERT BEHAVIOUR), the next step will be a formal written warning or removal from class."*

#### **2.2.2 Formal Written Warning**

Verbal discussion with the student and a formal email or letter identifying the behaviour, reference to breach of Code of Conduct, explanation of possible further actions.

#### **2.2.3 Removal from Class**

Where the behaviour presents a gross breach of code of conduct or where previous actions above have not been effective, the student is removed from class. This can be done by an Educator but with approval from management. A formal written response must be provided in line with above, examples may include where bullying or abuse is consistent or where it is a gross abuse or where the nature of the verbal abuse is presenting as an obstacle to the ability of all students within the environment to continue to engage with the training and assessment.

### **2.3 Physical Assault on a Student or Staff Member**

Any instance where a student physically assaults another student or staff member will result in immediate removal from class, a formal written warning, development of an IEP and consideration in relation to cancellation of the student's enrolment.

Any physical assault on a student or staff member shall be handled in accordance with SH-PR013 Incident Reporting Procedure & SH-PR007 Incident Investigation, Corrective & Preventative Action Procedure.

### **2.4 Accident/Injury while on Campus**

All accidents/injuries shall be reported in accordance with SH-PR013 Incident Reporting Procedure & SH-PR007 Incident Investigation, Corrective & Preventative Action Procedure.

### **2.5 Destruction of Property**

Any instance where a student wilfully causes damage to Organisational property will result in immediate removal from class, a formal written warning, development of an IEP and consideration in relation to cancellation of the student's enrolment.

The process for management of this includes:

- Removal of other students from the area;
- Verbal notification to the student to stop the behaviour and identification that the behaviour is a breach of the code of conduct;
- Notification to management of the incident.

Upon completion of the damage, Educators should remove the student from training for discussion and further action.

It is recommended that the student speak with the Counsellor/Mentor or QCM to document the incident and liaise with the IMT on further actions.

### **2.6 Major Accident or Incident Resulting in Death on Campus**

Any major accident or incident shall be handled in accordance to SH-PR016 Notifiable Incident Reporting Procedure, SH-PR013 Incident Reporting Procedure & SH-PR007 Incident, Investigation, Corrective & Preventative Action Procedure.

Any incident resulting in a death on campus will trigger an Evacuation and be classified as a Critical Incident. The IMT is required to convene and determine the extent to which counselling and support services will be provided to Staff and Students. Support services should include but are not limited to:

- Review of directly affected Students and Staff for signs of Post-Traumatic Stress Disorder;

- Grief counselling services for all Staff and Students;
- Presentations by grief counselling services to affected Students & Staff.

### **3. Disclosure of Abuse**

Where a Student discloses to an Educator or Staff member of any abuse, the Educator or Staff member is required to provide this information to the Group Manager of Training or QCM such that advice can be sought on the most appropriate actions.

### **4. Illegal Objects/Substances Onsite**

In the event that illegal objects such as weapons, drugs or drug paraphernalia are found on campus, the RTO reserves the right to confiscate these items and alert police to their presence.

As such, response measure may include searching bags and lockers where there is a reasonable suspicion that such an object is in the possession of the student. It is always preferable for staff to request students to open their own bags and lockers for inspection. If the student is not sufficiently mature to make a reasonable and informed decision to permit a search of their possessions, the RTO should obtain the consent of the parent. If the student is sufficiently mature to make the decision and refuses permission, the search should not be conducted unless:

- Staff have reasonable suspicion that the student is in possession of a hazardous item such as a weapon or drugs; and
- The item poses an immediate threat to the safety and welfare of students and staff.

Consideration should be given to whether Police assistance should be sought to conduct a search.

Any search of a student's bag should be undertaken in a private setting away from other students and dealt with in a sensitive manner. Treating a student with respect, informing them of the reasons for the search and allowing them to be present with an independent observer, such as a member of staff, makes the process less intrusive and the student is more likely to cooperate.

### **5. Disclosure of Self-Harm or Intent to Self-Harm**

At no time can staff maintain absolute confidentiality with a student who has disclosed suicidal behaviour or NSSI.

Staff and Educators must follow the Department of Education School response and planning guidelines for students with suicidal behaviour and non-suicidal self-injury

Nominated Staff for notification within the Organisation are the Group Manager of Training, QCM or HR Manager.

Nominated Staff to be able to conduct Suicide Risk Assessment is Lauren Hollows; QCM.

## **6. Under the Influence Onsite**

The RTO has a policy in place where students can be asked to undertake a drug test where they present with symptoms that would reasonably indicate to an Educator to be under the influence and represent an immediate threat to the safety of themselves or other students if they remain on site under the influence.

Where a student discloses that they are under the influence or where a drug test confirms a positive result, the following actions will be taken:

- Results or disclosure will be placed in the students confidential file;
- Student will be removed from the class for the day;
- The student will need to undertake counselling with the student counsellor or Quality & Compliance Manager;
- An Individual Education Plan will be put in place to identify positive behaviours and support mechanisms.

Where the student is under the age of 18 years, the results will be shared with the nominated parent or guardian.

## **7. Leaving Campus without Permission or Notification**

Permission must be granted by parent or guardians, and Educators must be aware of students location at all times.

Written permission is sought prior to or upon enrolment from parent/guardians.

Verbal permission will be granted or denied by Educators based on the student's participation and progress within the course.

## **8. Unsafe use of Equipment or General Unsafe Behaviour**

Where students do not conduct themselves in line with OHS/WHS, the following process is applied:

- Informal verbal warning;
- Formal verbal warning (conducted one on one with student privately); "This is a formal verbal warning based on your decision to XXXX, we have to maintain a safe environment for you and everyone else, as well as apply safety standards. If you continue to XXX, then we have to remove you from practical training and issue a formal written warning.

Once the student has acknowledged the formal verbal warning, then the warning is to be documented via email or in a note on the students PowerPro profile.

## **9. Documenting Incidents & Issues**

Where an incident of student behaviour needs to be documented, or where students participate in counselling with the counsellor, QCM or Group Manager of Training, a file is created for the student in the Quality Drive/ Student Critical Incidents / Student Last Name\_student first name.

This folder has restricted access applied and only the Group Manager of Training, QCM and Counsellor have permissions to this folder and all information is to be treated as confidential.

Incidents as well as follow ups and debriefings need to be recorded and stored in the students file and within the Critical Incident Register.

Documentation should follow the templates and forms:

- Sample emergency and critical incident management plan for individual students.
- Critical Incident Reporting Form.

## **10. Debriefing**

The de-briefer helps individuals to explore and understand a range of issues, including:

- The sequence of events;
- The causes and consequences;
- Each person's experience;
- Any memories triggered by the incident;
- Normal psychological reactions to critical incidents;
- Methods to manage emotional responses resulting from a critical incident.

## **11. Procedure Review**

This procedure will be reviewed each year and as a standing item, include details of the date it was reviewed.

### **11.1 Procedure Additions or Amendments**

Separate to the mandated annual review, the procedure may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the procedure will be updated and relevant stakeholders advised.

## 12. Related Documents

- RTO-PO08 Assessment Appeals Policy
- RTO-PO09 Assessor Code of Practice
- RTO-PO10 Training and Assessment Policy
- SH-PR007 Incident Investigation, Corrective and Preventative Action Procedure
- SH-PR013 Incident Reporting Procedure
- SH-PR016 Notifiable Incident Reporting Procedure
- SH-PR009 Emergency preparedness and response procedure

## 13. Relevant Legislation

- Australian Psychological Society Code of Ethics 2007
- Children and Community Services Act 2004 (WA)
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity Act 1984
- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- National Vocational Education and Training Regulator Act 2011
- School Education Act 1999
- School Education Regulations 2000
- Workers Compensation and Injury Management Act 1981
- Working with Children (Criminal Record Checking) Act 2004
- Working with Children (Criminal Record Checking) Regulations 2005
- WA Vocational Education and Training Act 1996
- WA Vocational Education and Training (General) Regulations 2009
- Volunteers (Protection from Liability) Act 2002



## **14. Related Department of Education Policies**

- Duty of Care – VET for School Students Attending TAFEWA Colleges Program from Public Schools
- Emergency and Critical Incident Management
- Student Behaviour in Public Schools
- Keeping Our Workplace Safe Guidelines