



## Critical Incidents and Business Continuity Policy

<b>Version:</b>	V 1.0	<b>Approved By</b>	Board
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<b>Related Policy/Procedure:</b>	<ul style="list-style-type: none"> <li>➤ Critical Incidents and Business Continuity Plan</li> <li>➤ Risk Management Framework Policy</li> <li>➤ Risk Register</li> <li>➤ Health and Safety Policy (Staff and Student)</li> <li>➤ Student Support, Welfare and Wellbeing Policy</li> <li>➤ Bullying Harassment and Discrimination Policy</li> </ul>		
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# Critical Incidents and Business Continuity Policy

## Purpose

This Policy sets out how Lyons College will deal with critical incidents how to manage business continuity if there is an event which disrupts operations.

## Scope

This Policy applies to all Lyons College students, staff, contractors, volunteers and visitors.

## Policy

Lyons College considers “Critical Incident” to mean a traumatic event or occurrence which disrupts or has the potential to cause harm to staff, students or the operations of Lyons College in any way. A Critical Incident can occur on or off campus and may occur outside of Australia.

Under the *Education Services of Overseas Students Act 2000* and associated *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, Critical Incident is defined as:

*A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.*

Lyons College views the management of Critical Incidents as part of the Risk Management Framework, particularly by having major Critical Incidents included in the Risk Register. Lyons College also has a Critical Incidents and Business Continuity Plan which sets out the actions that need to be taken if certain Critical Incidents occur.

This policy is designed to ensure the safety of students, staff and any visitors to our campus and to enable Lyons College to ensure continued operations in the event of a Critical Incident occurring.

Types of Critical Incidents include, but are not limited to:

- Events causing serious injury or death to staff, students or visitors
- Any event causing serious injury or death to others which affects students and/or staff
- Sudden or unexpected death or suicide of a student or staff member
- Violence or threats of violence
- Actual or threats of physical or sexual assault
- Missing or abducted students and staff
- Risk of serious or life-threatening infection
- Accident or incident on campus causing death or injury
- Flooding, electrical issues or other building related events
- Natural disasters on or near campus
- Fire, explosion or bomb threats on or near campus
- Terrorist attack on or near campus

- Serious traffic accidents

A Critical Incident could also include any of the above when it occurs to outside of Australian and affects an international student.

### **Risk Mitigation**

Lyons College will have Risk Mitigation strategies in place as part of the Risk Management Framework, which will appear in the Risk Register. Lyons College will also have evacuation plans in place and ensure that they are visible and accessible to students, staff and visitors. The Health and Safety Policy (Staff and Student) will also provide a framework for safety on campus.

Lyons College will have a contact list for Critical Incident management purposes. The list will include contact details for:

- Emergency Services
- Local Authorities and Local Government
- Expert medical advisors
- Interpreter Services for non-English speakers
- Grief and/or trauma counselling services
- Religious or spiritual leaders
- Insurance providers who Lyons College has Policies with
- Consular or Embassy contacts for all international students and/or staff

### **Critical Incident Reporting**

All Critical Incidents must be reported. Lyons College will establish and maintain a Critical Incidents Register. Lyons College will retain the Critical Incidents Register for a minimum of 10 years after the Critical Incident occurrence or the staff or student no longer at Lyons College, whichever is longer. The Critical Incident Register must include following information at a minimum:

- Date of the Critical Incident
- Location of the Critical Incident
- The nature and details of the Critical Incident
- The names and details of all students, staff or visitors impacted by the Critical Incident
- The impact of the Critical Incident
- If the Critical Incident was reported to the authorities, the details of who it was reported to and when it was reported along with any reference numbers
- Details of any remedial action taken as a consequence of the Critical Incident
- Details of insurance claims as a result of the Critical Incident
- The outcome and conclusion of any remedial action taken as a result of the Critical Incident
- Any other relevant information or detail

### **Course Teach Out**

Lyons College will ensure that appropriate arrangements are in place for the teach out of students if a course is discontinued for any reason.

### **Course Discontinuation initiated by Lyon College**

In the event that Lyons College decides to discontinue an accredited course while students are still enrolled in the course, the following procedure will be undertaken:

1. The discontinuance of an accredited course must be approved by the Board on the recommendation of the Academic Board through a Discontinuation Proposal
2. Once approved by the Board, publicly available information regarding the accredited course being discontinued must clearly articulate that no further enrolments are available for this course. All marketing material will also reflect that this course is no longer available
3. No further enrolments will be allowed in the discontinued course once the Discontinuation Proposal is approved by the Board
4. A teach out plan must be approved by the Academic Board to ensure fair and equitable options are available for students currently enrolled to complete the course
5. Affected students are notified as per the Teach Out Plan of the course discontinuance, the timeline of teach out and their options to complete the course
6. Affected students should be notified at least 1 semester prior to the implementation of a Teach Out Plan
7. In the case where affected students are unable to complete their course of study through a Teach Out Plan, contingency arrangements will be made
8. In the case where affected students are unable to complete their course of study through a Teach Out Plan, contingency arrangements will be made through the Tuition Protection Service (TPS) framework to ensure that students are able to transition into the equivalent course at another provider.

In the event that Lyons College discontinues an accredited course, the Academic Board will recommend a Discontinuation Proposal is presented to the Board of Directors for approval. The Discontinuation Proposal will include:

- The reasons for discontinuing the course
- The Teach Out Plan
- Any impact on stakeholders
- The strategic and operational consequences
- Any financial impacts

The Board, in assessing this recommendation from the Academic Board, will consider whether the proposal and teach out plan is fair and equitable for affected students and does not unfairly disadvantage affected students from completing the course.

### **Course Discontinuation initiated by TEQSA**

TEQSA may make a regulatory decision to discontinue an accredited higher education course offered by Lyons College. If this occurs, the following will apply:

- i. If appropriate, a Teach Out Plan must be developed and approved by the Academic Board. This will be in line with any regulatory decision made by TEQSA
- ii. Affected students are notified of the Teach Out Plan, the timeline of teach out and their options to complete the course
- iii. Affected students should be notified as soon as reasonably possible of the discontinuance of the course and provided the Teach Out Plan
- iv. In the case where affected students are unable to complete their course of study through a Teach Out Plan, contingency arrangements will be made through the Tuition Protection Service (TPS) framework to ensure that students are able to transition into the equivalent course at another provider.

### **Teach Out Plan**

A Teach Out Plan must include:

- The number of students involved over the teach out period
- The proposed duration of the teach out period. The teach out period should be no longer than 2 years.
- How Lyons College will monitor the progress of students over the teach out period to ensure students will complete in time
- Details of the arrangements made for students to complete their course
- Communication with students: how and when information will be communicated; content of communication; arrangements for ongoing communication throughout the teach-out period

### **Transition Arrangements**

If a Teach Out Plan is not appropriate or unfairly disadvantages the student when discontinuing a course, then a transition arrangement will be made with a similar provider delivering the equivalent or similar course.

Lyons College should have arrangements in place for students to transition into the same or similar course with an appropriate provider. Where possible, formal agreements should be entered into with other providers for these transitional arrangements.

### **Critical Incidents and Business Continuity Plan**

Lyons College will develop a Critical Incidents and Business Continuity Plan. The Plan will outline the steps taken in the event of certain Critical Incidents occurring. The Plan will also provide details of who will be responsible for certain actions in the case of a Critical Incident occurring.

Annual safety review – Lyons will carry out a review of the procedures and general safety of its operations to ensure staff and student safety. Further, Lyons College will ensure it carries out random annual fire and evacuation drills to minimise the loss of life or injury in the case of evacuation need.