Coronavirus (COVID-19) Plan and Procedures

Version 1.4

1. Contents

Coronavirus (COVID-19) Plans and Procedures

1. Purpose

This document is created according to "*Critical Incident Management Policy*" (at Extreme Risk Level). The plans and procedures for managing the impact of Coronavirus (COVID-19) are outlined in this document to ensure staff and students' health and safety.

In addition, as suggested by Australian Skills Quality Authority (ASQA), the College develops flexible approaches to handle/assist affected students[i]. The flexible approaches may include actions which are considered non-compliant in normal circumstances[ii, iii]. The approaches may include, but are not limited to, the change of delivery modes from Face to Face to Online Class for students in a period of students' self-isolation, variations to documented delivery strategies, the adjustment of student attendance requirements, the approval of study deferral/suspension and others[iv]. Although flexible approaches are allowed, the College aims to develop flexible approaches - such as - to be aligned with Education Services for Overseas Students Act 2000 (ESOS Act 2000) and National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Scope

This plans and procedures document involves all students and College personnel, including third parties who work on the College's behalf.

3. Definition

College: refers to Australia Institute of Business and Technology.

Student: is a student or trainee of the College.

UoC: Unit of Competency.

Head of School (HoS): is the Head of School, Lead Trainer, and School Manager.

Regulator: refers to Australian Skills Quality Authority (ASQA).

4. Relevant Documents to the policy and procedure

Critical Incident Management Policy

Critical-Incident-Ma
nagement-Policy.pd

Online Student Plan & Consent Form

Online Study
Plan_Consent Form

General procedure for supporting students impacted by Novel Coronavirus (COVID-19) via online classes

[PDF]
General procedure
for supporting stud

Deferral, Cancellation, and Suspension of Student Enrolment Policy and Procedure

[PDF]
Deferral-cancellatio
n-suspension-of-en

5. The plans

Not only does the COVID-19 outbreak represent a significant risk of operational disruption to the College but also results in the concerns of health disease. The virus has the potential to cause high levels of morbidity and mortality; therefore, the plans and procedures are developed to ensure that the staff and students are able to respond to the COVID-19 outbreak promptly and effectively.

The College establishes a three-stage plan to manage the COVID-19 outbreak:

(i)   the initial stage plan,
(ii)   the escalation stage plan, and
(iii)   the outbreak-stage plan.

5.1 The initial stage plan (individual student/staff affected level)

At the initial stage plan, the College aims to

1. increase the awareness of COVID-19 and encourage the best practice health care,
2. establish the College's Critical Incident Team and procedures to respond to initial virus-infected cases,
3. identify individual staff and students who are at risk of virus infection,
4. minimise transmission,
5. prepare flexible approaches to manage initial virus-affected cases,
6. report to Regulator of students' virus-affected cases

Reflecting flexible approaches, choices of countermeasure and decisions of implementation may vary from case to case across the College campuses (in different states). The activities required to support our community during the COVID-19 outbreak will involve state and territory governments, the Australian Government and many other health sector parties. Coordination and communication at the national level will be particularly important during our current active response. Refer to Clause 4.2 for online classes and flexible study activities/plans.

5.1.1 The initial stage procedures

1. *Increase the awareness of COVID-19 and encourage the best practice health care*

➢ The Marketing Department regularly searches and updates announcements and arrangements from regulators (e.g., ASQA) and other government departments (e.g., Department of Health) to all relevant parties.

➢ The Marketing Department can arrange handouts and the College's announcement materials both online and through physical channels.

➢ The Marketing Department is responsible for storing all related announcements and arrangements from both government department/regulators and College.

➢ All other relevant parties such as Schools, Human Resource (HR) Department, and Finance Department can provide additional information to assist the Marketing Department at Marketingrequests@aibtglobal.edu.au and j.casella@aibtglobal.edu.au.

2. *Establish the College's Critical Incident Team and procedures for staff and students to respond to initial virus-infected cases*

College's COVID-19 Critical Incident Team

According to the College's Critical Incident Management Policy, the Critical Incident Team and its procedures are established in order to ensure that the College can react to emergency situations swiftly and efficiently.

The below table shows the key personnel of the Critical Incident Team for COVID-19.

Critical Incident Team			
Name	**Position**	**Responsibility**	**Explanation**
Ms. Fiona Kee	Head of Strategy	Emergency/Critical Incident Manager	Respond to Emergency situations that need swift decisions Prevent serious outbreak of COVID-19 infectious disease/contamination on all Campuses.
Mr. Muhammad Wajihullah	Head of Human Capital	HR Enquiry	Support Staff HR enquiries in Brisbane (e.g., self-isolation, sick leave, or work at home).
Ms. Nora Reyes	Senior HR consultant NSW & TAS	HR Enquiry	Support Staff HR enquiries in NSW and TAS (e.g., self-isolation, sick leave, or work at home).
Mr. Charles Dejsakultorn	Chief Compliance Officer	Critical Incident Coordinator & Compliance	Provide updated information regarding COVID-19 (from Regulator such as ASQA).

			Provide compliance suggestions regarding students' COVID-19 cases, if requested.
			Report to Regulator of students' virus-affected cases
			Provide coordination to the Critical Incident Team and all relevant parties.
Ms. Charlotte Chen	Senior Compliance Manager	Assistant Critical Incident Coordinator & Compliance	Assist in providing updated information regarding COVID-19 (from Regulator such as ASQA).
			Assist in Provide compliance suggestions regarding students' COVID-19 cases, if requested.
			Assist in Report to Regulator of students' virus-affected cases
			Assist in Provide coordination to the Critical Incident Team and all relevant parties.
			Assist in organising Critical Incident Team meetings
Ms. Josie Casella	Head of Marketing and Communications	Information organiser	Provide updated information regarding COVID-19
			Liaise with the Critical Incident Team for general enquiries on COVID-19 Ticketing System.
Mr. Kenneth Ng	Facilities and Procurement Manager	Facility management	Ensure necessary facility, equipment and supplies (e.g., hand sanitiser, masks, etc) are organised/provided.
Mr. Bobby Xu	Head of H.E.A.R.T. Services	Student Critical Incident Manager	Provide decisions of students' enquiries that are unable to be solved by Student Support Coordinator.
Mr. Jerry Wang	Student Support Coordinator (H.E.A.R.T Services)	Student Enquiry Coordinator	Receive and respond to students' enquiries regarding COVID-19.
			Ensure the orientation sessions are organised in a way to ensure health and safety of students
Ms. Fiona Lee	Senior Team Lead H.E.A.R.T. Services QLD	Student Enquiry Coordinator	Receive and respond to students' enquiries regarding COVID-19.
			Ensure the orientation sessions are organised in a way to ensure health and safety of students

Ms. Kristine Dowley	Student Support Coordinator (H.E.A.R.T Services)	Student Enquiry Coordinator	Receive and respond to students' enquiries regarding COVID-19. Ensure the orientation sessions are organised in a way to ensure health and safety of students.
Mr. Nick Wang	IT Contractor	ICT management	Provide advice and perform ICT related tasks.

The procedures of the College's COVID-19 Critical Incident Team

i) All staff and students must submit their enquiries to the Critical Incident Team at https://coronavirus.aibtglobal.edu.au/form (Ticketing System) or call the College's Emergency Hotline:
Staff: +61 405 647 107
Students: +61 468 691 910

ii) Staff who receives staff or students' enquiries must analyse the cases within 24 hours.

Staff (COVID-19 Ticketing System)

iii) Head of Human Capital and Senior HR Consultant NSW & TAS (referred to as HR team) must respond to staff enquires such as self-isolation and work at home within 24 hours (if the case is serious, as soon as possible).
   a. HR team receives staff enquiries and the team contacts staff supervisors for their approval.
   b. The 14-days self-isolation and work at home should be approved if needed to prevent the outbreak of COVID-19 among the College staff.
   c. In the event that staff supervisors reject staff enquiries, HR team can override the decisions of the supervisors to ensure the health and safety of all staff and students.
   d. In the event that HR team is unable to provide any decision, the enquiry must immediately escalate to Head of Strategy or Chief Compliance Officer.
   e. Head of Strategy can override the decisions of both staff supervisors and HR team to ensure the health and safety of all staff and students.

Staff (Emergency Hotline) +61 405 647 107

An Emergency Hotline has been established to ensure that staff can obtain a swift response in an emergency situation. This will increase staff morale and ensure their safety. However, the Emergency Hotline is not developed as a replacement of the staff COVID-19 Ticketing System unless staff is in an emergency situation where the internet is unavailable.

Students (COVID-19 Ticketing System)

iv) Student Support Coordinator (referred to as Student Support team) must respond to student enquires such as self-isolation and the request of online study within 24 hours (if the case is serious, as soon as possible).
   a. When Student Support team receives student enquiries, they must follow the procedures described in "*General procedure for supporting students impacted by Novel Coronavirus (COVID-19) via online classes*".

b. The 14-days self-isolation and study at home (online classes) should be encouraged and approved if needed to prevent the outbreak of COVID-19 among the College students.

c. In the event that students are unable to attend online classes, Student Support team must consult Student Support & Enrolment Manager for the decisions of deferral and suspension of Student Enrolment. The decisions are made based on "*Deferral, Cancellation And Suspension Of Student Enrolment Policy And Procedure*".

d. Head of Strategy can override the decisions of both Student Support Team and Student Support & Enrolment Manager to ensure the health and safety of all staff and students.

Note: If the College provides any other flexible approaches to students who are affected by COVID-19, the College will keep a record of the arrangement. For example, if the student is unable to attend online class, the College may provide alternate arrangements such as recorded classes (video files) and learning materials via portable storage devices.

Students (Emergency Hotline) +61 468 691 910

An Emergency Hotline has been established to ensure that students can obtain a swift response in an emergency situation. This will increase students' morale and ensure their safety. However, the Emergency Hotline is not developed as a replacement of the student COVID-19 Ticketing System unless students are in emergency situation where the internet is unavailable.

3. Identify individual staff and students who are at risk of virus infection

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly[v], [vi]. People with coronavirus may experience:

➢ fever
➢ flu-like symptoms such as coughing, sore throat and fatigue
➢ shortness of breath/difficulty breathing
➢ central or crushing chest pain
➢ suffering a seizure (fit)

4. Minimise transmission,

4.1 *Advice to students and staff*

If any student or staff who shows at least two symptoms described in 3. Or think that they have symptoms of COVID-19, they must:

1. not come to the College and are required to return home.
2. report to the College (if students) or supervisors (if staff)
3. immediately contact the Coronavirus Health Information Line for advice - 1800 020 080. The line operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.
4. seek medical attention for the treatment or COVID-19 testing.

If any student or staff has symptoms of COVID-19 described in 3. but is unable to receive immediate treatment or COVID-19 testing, they are temporarily required to be in-home isolation until medical attention/testing is undertaken.

Staying at home (in-home isolation/self-isolation) means you[vii]

- do not go to any public places such as, work, school, religious place, shopping centres, childcare or university.
- order food supplies online or ask someone to get food and other necessities for you and leave them at your front door.
- do not accept visitors; only people who usually live with you should be in your home.

If the symptoms become severe (e.g. shortness of breath or difficulty breathing), they should phone 000. Tell the ambulance staff that this is a home isolation case for COVID-19.

4.2 *Prepare trainers and students for online classes and flexible study activities/plans*

In order to ensure the smooth operation in the event of COVID-19 outbreak, the College will gradually change the delivery mode from face to face to Blending (Mixing between Online class and Face to Face). In the hope that the trainers and students can be familiarised with the system of online classes.

In during this COVID-19 period, students and staff may receive an impact due to the requirements of the College and/or governments, or have concerns of being inflected by COVID-19. The College may implement flexible study activities/plans for students and staff. The flexible study activities/plans may include, but not be limited to:

- Modifying a part of entire class/study plans including
    o Change of delivery methods – approach, date and time.
    o Change of assessment due dates
    o Change of assessment submission requirements
    o Change of the sequence of units to fit with staffs' and students' needs
    o Extending of students' study duration due to the impact of Covid-19 and/or lack of practical sessions (e.g., practical classes and/or work placement).
- Offering intensive/fast-track study modes
- Providing study sessions outside of working hours
- Providing flexibility class timetable for students and staff including
    o Extending the completion date of units of competency
    o Offering consultations/classes on the appointment basis
- Permitting deferment and extension in accordance with staffs' and students' circumstances
- Relaxing the requirements of certain College policies and procedures to ensure the safety of staff and students and meet with staffs' and students' circumstances.
    o Monitoring student course attendance and progress policy and procedure
    o Assessment policy and procedures
    o Etc.

4.3 Home-Isolation

All staff and students who arrive in Australia are required to self-isolate for 14 days[viii].

5. *Report to Regulator of students' virus-affected cases*

Student Support team must inform Chief Compliance Officer to report students' cases to the Regulator (e.g., ASQA) to ensure College compliance.

5.2 The escalation stage plan (the Campus affected level)

At the Escalation Stage Plan, the College aims to

➢ Minimise and prevent the spread of COVID-19

The plan is to enforce additional requirements in conjunction with those implemented at the initial stage plan. This is to ensure good health conditions for staff and students. The plan can be triggered due to and implemented due to the seriousness of COVID-19 outbreak in Australia. Alternatively, the College can trigger the escalation stage plan when a staff or student who is more likely to get infected or have been inflected by COVID-19 visits the College campus.

The criteria for "more likely to get infected".

- a staff or student shows clear signs of COVID-19 symptoms
- a staff or student has history of being in close contact with a COVID-19 patient.

5.2.1 The Escalation Stage Procedures

1. Minimise transmission

As the situation of COVID-19 outbreak in Australia and College is escalated, the Critical Incident Team will implement one of the following actions below.

Staff

In order to reduce the risk of COVID-19 outbreak, the Critical Incident Team may:

a. Request staff to come to work at the campus in shifts (e.g., a staff may come to work on Monday, Tuesday and Wednesday whereas another staff may come to work on Thursday and Friday),
b. Request staff who are not necessary to be present at the Campus to work from home,
c. Temporarily close part of a campus or a whole campus to prevent outbreak[ix].
d. Request all staff who interact with COVID-19 infected staff to immediately self-quarantine,
e. Request staff to avoid participating in mass gathering events and travelling across states / overseas,

Student

In order to reduce the risk of COVID-19 outbreak, the Critical Incident Team may:

a. Change study timetables or the delivery modes of units of competency (UoCs), therefore

Note: If the school currently provides Face to Face study and students wish to change to online study, students can register through the COVID-19 Ticketing System.

If the class has already been changed to online study by the College, students are no longer required to register for online classes through the COVID-19 Ticketing System. Therefore, General procedure for supporting students impacted by Novel Coronavirus (COVID-19) via online classes will no longer apply.

b. Cancel face to face classes to prevent healthy students from being infected,
c. Decrease the size of the practical classes (face to face).
d. Temporarily close part of a campus or a whole campus to prevent outbreak.

2. Report to Regulator regarding the impact of COVID-19 on the College's operation

Chief Compliance Officer will report the impact of COVID-19 on the College's operation to the Regulator (e.g., ASQA) to ensure the College compliance. All relevant parties must corporate with Chief Compliance Officer to collect evidence of COVID-19 impact.

Chief Compliance Officer contacts public health authorities in the event of students and/or staff are confirmed to have coronavirus.

5.3 The outbreak-stage plan (the College affected level)

The plan is to stop the outbreak of COVID-19 in the College. At the outbreak-stage plan, staff and students in several campuses are identified to be COVID-19 patients.

5.3.1 The outbreak-stage procedures

Work from home

In order to prevent further influenced cases in the College, the Critical Incident Team will make an announcement and request students and staff to study/work from home. In some circumstance, if it is unavoidable, the staff who have no COVID-19 symptoms and are not required to be in the self-isolation can come to the office for the completion of their work.

Chief Compliance Officer will report the impact of COVID-19 on the College's operation to the regulator. Chief Compliance Officer contacts public health authorities in the event of students and/or staff are confirmed to have coronavirus.

Note: In this situation, the staff and students are encouraged to contact via email communication.

The Return of the staff and students to the College

According to the situation of COVID-19 outbreak and the advice from both regulators and public health authorities, the College will release an announcement to students and staff.

Note: In this situation, the College will use all necessary means of communication with staff and students.

6. Questions/Feedback

If you require any further information regarding this Policy, please email
c.dejsakultorn@aibtglobal.edu.au

7. Document version control

Approval and Review	Details
The policy is created by	**Chief Compliance Officer** Dr. Chalermlok Dejsakultorn **Head of Marketing and Communications** Josie Casella **Business Support Officer** Patcha Woranut
The policy is reviewed by	**Chief Compliance Officer** Dr. Chalermlok Dejsakultorn **Head of Strategy** Ms. Fiona Kee
The policy is approved by	**Chief Compliance Officer** Dr. Chalermlok Dejsakultorn
Document version reviewed	1.3

8. Endnote of the Policy and Procedure

[i] https://www.asqa.gov.au/news-events/news/update-covid-19-and-student-travel

Update on COVID-19 and student travel   Australian Skills Quality Authority (ASQA).zip

[ii]   https://www.asqa.gov.au/news-events/news/message-chief-commissioner-and-ceo-saxon-rice-regarding-coronavirus-outbreak

RE_ Students are
[iii] impacted by the Viru

[iv]   https://www.asqa.gov.au/news-events/news/message-chief-commissioner-and-ceo-saxon-rice-regarding-coronavirus-outbreak

Message from Chief Commissioner and CEO, Saxon Rice, regarding the Coronavirus outbreak.zip

[v]   https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#symptoms

[vi] https://www.healthdirect.gov.au/symptom-checker/tool
[vii]   https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#symptoms   &
https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-isolation-guidance_2.pdf

coronavirus-covid-1
9-isolation-guidanc

[viii] https://www.pm.gov.au/media/transcript-press-conference
[ix] https://www.who.int/news-room/q-a-detail/q-a-coronaviruses - It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).