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Name: COVID-19 Management Policy and Procedure

Endorsed by: Continuous Improvement and Management Committee

Date approved: 05 June 2020

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## PURPOSE

Benchmark College is committed to providing a safe and healthy environment and minimise the risk of COVID-19 transmission to employees and students. Benchmark College to adhere to the recommended guidelines from the Australian Government- Department of Health and local Public Health Units to slow the spread of the novel coronavirus (COVID-19).

Benchmark College is to implement hygiene practices for employees and students and provide current COVID -19 information to employees and students as it becomes available from the Australian Government- Department of Health and local Public Health Units.

## SCOPE

This document applies to all employees, students and visitors and the office or training rooms utilised by Benchmark College.

## RELEVANT STANDARDS, GUIDELINES, LEGISLATION & REGULATIONS

- Public Health Act 2010 – Section 7
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2017 (NSW)
- Work health and safety incident notification COVID-19 – Safe work Australia Fact sheet
- Cleaning to prevent the spread of COVID-19 – Safe work Australia Fact sheet
- Public Health (COVID-19 Spitting and Coughing) Order 2020
- Public Health (COVID-19 Self-Isolation) Order 2020 under the Public Health Act 2010
- Standards for Registered Training Organisations (RTOs) 2015 – Clause 8.5 and 8.6
- Smart and Skilled Contract Terms and Conditions (current)
- Smart and Skilled Operating Guidelines.

## RELATED DOCUMENTS

- Student Handbook
- Staff Manual
- Records Retention Policy and Procedure
- Student records
- Harassment, Bullying and Discrimination Policy and procedure
- Work Health, Safety and Environment Policy and Procedure.
- Complaints and Appeals Policy and Procedure
- Complaints and Appeals Register
- Complaints records
- Critical Incident Form
- Critical Incident Register

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## DEFINITIONS

COVID-19	<p>A new coronavirus known to cause respiratory infections and is most likely to spread from person-to-person through:</p> <ul style="list-style-type: none"> <li>• close contact with a person while they are infectious or in the 48 hours before their symptoms appeared</li> <li>• close contact with a person with a confirmed infection who coughs or sneezes</li> <li>• touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.</li> <li>• The symptoms of COVID-19 are similar to other colds and flus and include: fever; sore throat; cough; tiredness and difficulty breathing.</li> </ul>
Incident	An occurrence that has an adverse impact on people, including events that result in injury, illness, equipment failure, or “near misses” when there is potential for injury.
Personal information	Information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable. Common examples are an individual’s name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person <sup>1</sup>
Physical Distancing	Measure to minimise contact between people by keeping employees and students apart at least 1.5 metres, where possible and to ensure there is a 4 square meters in the workplace.
Reasonable measures	Benchmark College has put in place reasonable security safeguards and takes reasonable steps to protect the personal information held from loss and from unauthorised access, use, modification or disclosure, or other misuse <sup>2</sup>
Risk	In relation to any potential injury or harm, the likelihood and consequence of that injury or harm occurring.
Sensitive information	A type of personal information and includes information about: an individual’s racial or ethnic origin; health information; political opinions; membership of a political association, professional or trade association or trade union; religious beliefs or affiliations; philosophical beliefs; sexual orientation or practices; criminal record; genetic information; biometric information that is to be used for certain purposes; biometric templates <sup>3</sup>

## POLICY

Benchmark College is committed to protecting employees, students and visitors, business continuity and preventing the coronavirus’s spread. The objectives of this policy are to:

- Slow the spread of COVID-19
- Identify, assess and eliminate or minimise the risks of exposure to COVID-19 as far as is reasonably practicable.
- Protect employees and students in the office and training rooms from the risk of exposure to COVID-19 so far as is reasonably practicable.
- Implement measures to keep employees and students safe and to stop or limit the spread of COVID-19.
- Employees and Students are advised to speak to the Training and Engagement Manager or Trainer and Assessor about any concerns they have with the spread of COVID-19.
- Benchmark College provides hand soap dispensers and hand sanitiser in the training rooms and in the offices to promote a healthy college/workplace and we encourage our people to adhere to normal handwashing and hygiene practices.
- Staff members and students exercise personal responsibility for social distancing measures.
- Promote an appropriate standard of conduct.

<sup>1</sup> <http://www.oaic.gov.au/privacy/what-is-covered-by-privacy>

<sup>2</sup> [http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-guides/Data\\_breach\\_notification\\_guide\\_April2012FINAL.pdf](http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-guides/Data_breach_notification_guide_April2012FINAL.pdf)

<sup>3</sup> <http://www.oaic.gov.au/privacy/what-is-covered-by-privacy>

## PROCEDURE

This procedure relates to the management and response of Benchmark College to prevent and limit the spread of COVID-19.

### General measures for COVID-19

#### Hygiene

Good hygiene practices are designed to protect others from the risk of COVID-19 transmission and are promoted to employees and students.

Good hygiene requires employees, students and visitors to:

- avoid touching their face, eyes, nose and mouth
- have no intentional physical contact, for example, shaking hands and patting backs
- avoid sharing any personal items including stationary, where possible.
- dispose of tissues hygienically, e.g. in closed bins
- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- clean and disinfect shared equipment after use

#### Cleaning

The Office and Training rooms utilised by Benchmark College will have increased cleaning of frequently touched areas and surfaces, and shared amenities with detergent or disinfectant. This includes door handles, benchtops, kitchens, tabletops and desks, bathroom fixtures, toilets, water taps, lunchrooms, photocopiers, reception desks, sign-in stations and desktop equipment including keyboards and telephones.

#### Physical Distancing

Staff members are advised to maintain a distance of at least 1.5 metres from other people, where possible. This includes in areas such as the lunchroom, visiting a colleague at their desk or walking in the hallway. Staff members are also encouraged to minimise personal contact with other staff members and students.

#### Visitors

Visitors who are meeting with employees are required to record their name, contact details, the name of the person they will be meeting and the time they came in and out.

#### Regular Communication

The CEO and Training and Engagement Management via email, SMS, print or verbally provide employees and students with:

- information regarding advice and directives from the Australian Government Department of Health to reduce the spread of COVID-19.
- adequate information and training in relation to COVID-19 measures, including good hygiene practices, physical distancing, and appropriate cleaning and disinfection practices.
- advise on the requirements and expectations applicable to students for face-to-face classes.

#### WHS Plan for COVID-19

A program of WHS activities will be carried out and continually reviewed by the Chief Executive Officer in response to the COVID-19 virus pandemic. This covers the following:

- provision of information to employees/students;
- review of workplace design and standard work methods;
- practices to practice social distancing, hygiene and the limit the spread of COVID-19;
- wellbeing of employees/students; and
- utilising helplines and phone line support - New South Wales Public Health Unit: 1300 066 055; and
- response planning.

## Sick Leave Arrangements

- Employees who have cold and flu symptoms are advised to request sick leave.
- If an employee has been diagnosed with COVID-19, they can return to the office only after they have fully recovered, with a doctor's note confirming negative test and recovered. The staff member must provide the doctors letter to and notify the Chief Executive Officer in writing.
- If an employee or student has come in close contact of a person with a positive COVID-19 diagnosis, they will be advised to undergo a COVID-19 test and self-isolate. They can return to the office only after having a doctor's note confirming negative test. The employee must notify the Chief Executive Officer in writing.

## Responsibilities

**Employees/ Students** – They are responsible to:

- adhere to safe work practices, instructions and rules.
- stay home if unwell with cold and flu symptoms.
- If someone presents feeling unwell with signs of a cold, they are not to attend class/ visits, and request that they seek medical attention.
- immediately report any suspected case of COVID-19 infection or exposure to the Benchmark College Head Office, Chief Executive Officer or Trainer and Assessor
- behaves in a manner which ensures individual health and safety and that of all other employees/students;
- encourage fellow employees/students to create and maintain a safe and healthy work environment; and
- cooperate with all other employees/students to contribute to a healthy and safe environment

**Compliance Manager and Training and Engagement Manager** –They are responsible to:

- provide employees with latest information about COVID-19 and the prescribed actions relevant to prevent spread of the virus and report any known or possible exposure and/or infection.
- ensure that the workplace under their control is safe and without risks to health; and
- place signs at entry points to instruct staff members, students, and other visitors/clients not to enter the premises if they are unwell or have Covid-19 symptoms.
- restrict number to one person per 4 square meters, where possible.
- ensure that the behaviour of all persons in the workplace is safe and without risks to health; and
- identify hazards, assess risk and implement control strategies to minimise risk of exposure to, and the spread of, COVID-19 to people and premises.
- Keep hand hygiene facilities properly stocked and in good working order.

**Chief Executive Officer** – They are responsible to:

- identify hazards, assess risk and implement control strategies to minimise risk of exposure to, and the spread of, COVID-19 to people and premises;
- ensure the relevant legislation and regulations that apply to the working conditions and the work environment are observed and enforced;
- ensure that WHS processes are effectively implemented in their areas of control and support supervisors and hold them accountable for their specific responsibilities.
- encourage consultation in addressing health and safety issues;
- design and maintain a safe office and training rooms;
- develop and implement safe systems of work;
- promote and maintain the WHS policy and procedure; and
- provide adequate safety information, training and supervision.

## Response to COVID-19 Exposure in the Office or Training Rooms.

### Response to when a person is showing symptoms of COVID-19 whilst in the Office or Training Rooms:

#### Notification

- Student must notify their Trainer and Assessor who will then report to the Training and Engagement Manager and/or Chief Executive Officer in person or over the phone only.
- Staff member must notify the Chief Executive Officer in person or over the phone only.

#### Isolate the Person

- If a person develops flu-like symptoms at work, separate the person by placing them in an area away from other staff member. Provide the employee with tissues, hand sanitiser and a face mask, if available, to cover their coughs and sneezes; and
- If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help; and
- Provide appropriate personal protective equipment (PPE) to anyone assisting the employee/student; and
- consults with the Australian Government Department of Health to instruct about the staff member to go home or to access medical assistance.

#### Notify Management

- The Chief Executive Officer to notify via phone call or in person the Group Managing Director and Chief Executive Officer, Mr. Christopher Campbell and the Deputy Group Managing Director and Group Chief Operating Officer, Ms. Gabriela Rodriguez about the suspected case.

#### Seek Advice and Assess the Risk

- The Chief Executive Officer calls the state helpline to seek government health advice if the symptoms are serious. Advice from the state public health unit will be followed and implemented.

#### Transport

- Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport\* to minimise exposure to others.
- They should not use public transport unless there is no other option. [\*Taxi would be preferred if the person does not drive to work or study]

#### Clean and Disinfect

- Identify, close off and clean and disinfect the areas, open outside doors and/or windows if possible, to increase air flow.
- All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.
- The Australian Government department of health may also provide Benchmark College with further information and advice about how and where to clean.
- There is no automatic requirement to close the entire Office and Training Rooms following a suspected or confirmed case of COVID-19. It may be unnecessary to close if the person has only visited parts of the campus or if Australian Government department of health officials provide advice that the risk of others being exposed to the virus is rated as low.

#### Identify and Tell Close Contacts

- The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.
- For the purposes of undertaking a workplace risk assessment and to assist the state and territory public health unit, the Directors will consider who the affected person may have had recent close contact with. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine.

**Review Risk Management Controls**

- Directors and the Chief Executive Officer will review the COVID-19 risk management controls, in consultation with the staff members, and assess and decide whether any changes or additional control measures are required.

**Response to when the workplace may have been exposed by a person who may have Covid-19 virus****Notification of confirmed case of COVID-19**

- Student must notify their Trainer and Assessor who will then report to the Training and Engagement Manager and/or Chief Executive Officer in person or over the phone only.
- Staff member must notify the Chief Executive Officer in person or over the phone only.

**Notify Management**

- The Chief Executive Officer to notify via phone call or in person the Group Managing Director and Chief Executive Officer, Mr. Christopher Campbell and the Deputy Group Managing Director and Group Chief Operating Officer, Ms. Gabriela Rodriguez about the possible exposure of the workplace to COVID-19.

**Seek Advice and Assess the Risk**

- The Chief Executive Officer to contact and seek government health advice by calling the state or territory helpline (See <https://www.health.gov.au/about-us/contact-us/local-state-and-territory-health-departments>)
- Follow the advice of the Australian Government Department of health.
- Alternatively contact the National Coronavirus Helpline on 1800 020 080 which operates 24 hours a day, seven days a week, may also be contacted. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.
- Keep a record of the current contact details for the person and make a note about the areas they had been in the workplace, who they had been in close contact within the workplace and for how long.
- SafeWork NSW regulator may also be able to provide specific WHS advice on the situation.
- There is no automatic requirement to close an entire campus following a suspected or confirmed case of COVID-19. It may be unnecessary if the person has only visited parts of the campus or if Australian Government Department of Health officials provide advice that the risk of others being exposed to the virus is rated as low.

**Clean and Disinfect**

- Follow the advice of public health unit and close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow.
- All areas, for example offices, bathrooms, kitchens and common areas and equipment or Personal Protective Equipment (PPE) that were used by the person concerned must then be thoroughly cleaned and disinfected.
- The state and territory public health unit may also provide further information about how and where to clean.

**Identify and Tell Close Contacts**

- Note: The Australian Government Department of Health will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.
- For the purposes of undertaking a workplace risk assessment and to assist the Australian Government Department of Health, the Directors will consider who the affected person/s may have had recent close contact with. If instructed by Public health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for self-isolation.



**Review Risk Management Controls**

- Directors will review the COVID-19 risk management controls, in consultation with the staff members, and assess and decide whether any changes or additional control measures are required.
- For any suspected and actual cases of COVID-19, the incident will be treated as a Critical Incident. Refer to the Critical Incident/Hazard Reporting and Investigation Policy and Procedure for more details.

**Work Health and Safety Incident Notification**

- The Chief Executive Officer must notify SafeWork NSW on 13 10 50 for any of the following situations:
  - a case of COVID-19 arising out of the conduct of the College or undertaking that requires the person to have immediate treatment as an in-patient in a hospital, and
  - any confirmed infection to which the carrying out of work is a significant contributing factor.

**What happens if Benchmark College is forced to close?**

- The decision to close our office and training facilities will be made, and advised, by NSW State Government or ASQA the Regulatory Authority. This may be due to a confirmed case of COVID-19 in the office or training rooms.
- Should closure occur, the Directors and the Chief Executive Officer to contact all affected classroom students, employees, suppliers and neighbours will be notified immediately via email and/or phone of the closure.

**Records Retention**

For information regarding records retention, please refer to the Records Retention Policy and Procedures.