

School Examinations

Incident/Emergency Management Plan - UAE

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Purpose and scope of the document

The British Council has the duty of care to all candidates taking exams under its supervision. The candidates can face minor to major medical emergencies during an examination. The examination centres need to be ready to manage such medical emergencies.

In the emerging situation of Covid-19, the guidelines provided here are to be followed.

Duty of care – British Council policy

The British Council has the duty of care to all examination candidates which means that we aim to take all steps which are reasonably possible to ensure their health, safety and well-being. Legally, the British Council must abide by relevant health and safety and employment law, as well as the common law. We also have a moral and ethical duty not to cause, or fail to prevent, physical or psychological injury, and must fulfil our responsibilities regarding personal injury and negligence claims

In general, terms exercising our Duty of Care may include (depending on circumstances):

- Ensuring a safe examination environment.
- Providing information, advice, training and support.
- Ensuring appropriate policies and procedures are in place.
- Ensuring that examination candidates and others involved in our activities understand their own responsibilities.
- Carrying out risk assessments where appropriate to identify hazards and risks and putting in place control measures for these measures that are both reactive – providing a response in case of incidents and emergencies – and proactive – identifying and mitigating risks.
- Where we are working with partners or other organisations, ensuring clarity about where responsibility for duty of care lies, and seeking assurance that the other organisation has adequate measures in place to exercise this.

Management of medical emergencies - British Council policy

This section focuses on the requirements for managing examination day emergencies covering:

- Pre-examination readiness of the venue.
- Management of examination day medical emergency for candidates and staff.

Examination venue

- Designated first aid/ isolation area.
- Call a fully equipped ambulance that can arrive at the venue in a short period of time.
- First aid box as per corporate guideline.
- Wheelchair to facilitate movement of those who are unable to move on their own.
- List of trained first aid staff members.
- Ensure there is at least one trained first aid staff member available in venue on daily basis.

Candidates

Pre-examination day

All candidates will be contacted prior to examination day to inform them of the safety precautions that will be taken on examination days and on the mandatory self-declaration form.

The communication will cover the following policy:

Candidate should not attend the examination if they are:

- Under 14-day compulsory quarantine, stay-at-home order, medical surveillance or a self-quarantine order, as specified by local government.
- Have been in contact with any person suspected to be exposed to coronavirus.
- Have a cold, fever, are short of breath or have flu-like symptoms.

If any of the above applies, candidates will not be able to take the examination, and they should contact their school coordinator or the British Council to follow up on their examination administration and seek immediate medical help.

Examination day

Before the examination

Upon arrival at the examination venue, candidates will be required to:

- Wear mask/glove - candidates should attend the examination venue wearing a face mask that covers the mouth and nose. They may be requested to remove this for identification purposes.
- Keep 2m distance from other candidates and staff.
- Undergo a temperature check at the point of entry and sign the declaration form.
- Undergo sanitisation spray.
- Clean hands upon arrival with hand sanitiser.
- Candidates in Abu Dhabi will have to show the Alhosa app on their mobile phones to be allowed entry into the examination venue. This is a mandatory regulation under the directive of the local authorities.

If a candidate arrives at a British Council venue with a temperature in excess of 37.5 degrees Celsius, the following must be followed:

- The venue staff will make two to three (2 -3) attempts of temperature checking to confirm final temperature – candidates will be guided to the designated area before re-checking the temperature.

If the temperature is still in excess of 37.5 degrees:

- Candidate will not be allowed to enter the premises and will be advised to return home and self-isolate or seek medical help.
- Details of candidates will be logged.
- The candidate will be asked to email the school coordinator to follow up on examination administration process. Private candidates are to email the British Council (information@ae.britishcouncil.org).
- The school coordinator / the British Council Exams Officer will forward the Special Consideration Form to the Examining Board for affected candidates who were not admitted to examination venue.
- Candidate will be asked to take PCR test and report to British Council Exams team in order to sit for remaining exams.

During the examination

If a candidate shows Covid-19 symptoms or falls ill during the examination, the process provided below should be followed:

Minor emergency, injury or possibility of an infected Covid-19 candidate:

- Venue supervisor to:
 - Stop the exam on the clock for the relevant candidate.
 - Call assigned first aid staff.
 - Ensure social distance and adequate crowd control during the examination.
- Venue staff to escort the candidate to the isolation room. Venue staff must wear face masks and gloves when approaching the candidate and maintain 2m distance.
- Venue supervisor to resume the exam for the rest of the candidates.
- Trained first aid staff, with mandatory personal protection equipment, should follow a temperature check and if the temperature is found to be in excess of 37.5 degrees, advise the candidate to return home and self-isolate or seek medical help.
- If the candidate is under 18, he/ she will be kept in isolation room. Guardian should be contacted immediately.
- Venue supervisor to report case to Exams Venue Manager, who in turn will escalate to the management team.
- An incident report is to be filled in and the exam board to be informed as per the agreed procedure.
- Venue supervisor to follow Examining Board's guidance on handling questions papers/scripts for affected candidates, including sealing and despatching.

In case of normal temperature and if the candidate is able to, she/he can resume their examination:

- Venue supervisor to start the candidate's exam on her/his return to the examination hall and give appropriate extra time to cover the time spent for the provision of first aid.
- Venue supervisor should:
 - After the candidate has returned to the room and before the examination restarts, mark on the candidate's work where the interruption happened, if possible.
 - Note the time and length of the interruption.
 - Allow candidates the full working time for the exam.

Major emergency when the candidate cannot be moved to the designated first aid area:

- Venue supervisor to:
 - Stop the exam on the clock for all candidates.
 - Call the assigned first aid staff.
 - Ask the rest of the candidates to observe examination rules and not to communicate with each other.
 - Ask venue staff to monitor the hall.
 - Ensure social distance and manage crowd control during the examination.
 - Guardian/ parent should be contacted immediately and informed that emergency services have been contacted.
- Trained first aid staff to call local emergency services (999 / 997) and follow instructions while waiting for an ambulance to arrive.
- Trained first aid staff to be fully covered through wearing face masks and gloves when approaching the candidate.
- If possible, open a window for ventilation.
- Keep the candidate from touching people, surfaces and objects and ensure they continue to cover their mouth and nose with the facemask, if possible.
- Once the candidate is taken out of the room, venue supervisor to resume the examination for the rest of the candidates. Venue supervisor should:
 - Mark on the candidate's work where the interruption happened, if possible, on their return to the examination room.
 - Note the time and length of the interruption.
 - Allow candidate the full working time for the examination.
- Venue supervisor to report case to Exams Venue Manager, who in turn will escalate to management team.
- An incident report is to be filled in and the exam board to be informed as per requirements of the exam board.
- Venue supervisor to follow Examining Board's guidance on handling questions papers/scripts for affected candidates, including sealing and despatching.
- Suspected case will be asked to take PCR test and report to the British Council Exams team.
- Affected candidate will be permitted to resume their examinations only on receiving a negative PCR test result.
- Special consideration form will be submitted for the candidate for affected exams until release of PCR test result.

In both the scenarios above, venue supervisor should:

- Maintain contact tracing records (candidates and staff) in case they were needed.
- Inform the other candidates and ask them to:
 - Monitor their health, including doing temperature checks twice daily.
 - Adopt good personal hygiene.
 - See a doctor immediately if they are feeling unwell.

After the examination

Candidates will be informed within their pre-examination communication that in case they are diagnosed with COVID-19 less than 14 days after taking the examination, they are requested to report this to the examination centre by email. This will help ensure we can communicate with other candidates and follow government advice.

In the above cases, if it is confirmed that the candidate was advised to take Covid-19 test, the process below should be followed while awaiting the PCR test result:

- All those whom he/she has been in contact with should self- isolate until the PCR test results are announced.
- The examination room should be closed and sanitised and no one allowed in until PCR test results are announced. There is no need to close the examination venue or send other candidates or staff home.
- (Candidate only): to provide medical certificate (a proof of negative PCR test result) before allowed to resume their examination.

Staff (including examination venue staff)

Upon arrival to the office

Upon arrival to the workplace, staff will be required to:

- Wear mask/glove - staff should attend the examination venue wearing a face mask that covers mouth and nose.
- Keep 2m distance from other candidates and staff.
- Undergo a temperature check at the point of entry and sign the declaration form.
- Undergo sanitisation spray.
- Clean hands upon arrival with hand sanitiser.

If a staff member arrives at a British Council with a temperature in excess of 37.5 degrees Celsius, the following must be followed:

- Refuse entry to the premises and advise him/her to return home and self-isolate or seek medical help.
- Log the details of the staff member.
- Inform Exams Venue Manager who in turn should report to Exams Management team.
- Exams Management team will inform HR and the incident management team for follow up actions.

Inside the examination venue

- If someone is feeling unwell, s/he should be taken to the isolation room for first aid.
- In case of minor incident:
 - Call assigned first aid staff.
 - Trained first aid staff to be wearing face masks and gloves should follow a temperature check and if the temperature is found in excess of 37.5 degrees, advise the staff member to return home and self-isolate or seek medical help.
 - Log the details of the staff member.
 - Inform Exams Venue Manager who in turn should report to Exams Management team.
 - Exams Management team will inform HR and the incident management team for follow up actions.
- In case of major emergency:
 - Call assigned first aid staff.
 - Trained first aid staff to call local emergency services (999/997) and follow instructions while waiting for an ambulance to arrive.
 - Trained first aider to be fully covered through wearing a face masks and gloves when approaching the affected staff member.
 - If possible, open a window for ventilation.
 - Keep the staff member from touching people, surfaces and objects and ensure they continue to cover their mouth and nose with the facemask, if possible.
 - Ensure social distance and manage crowd control during the examination.

In both minor and major emergency cases:

- People who shared the room and/or have been in contact with the individual must be advised to:
 - Monitor their health, including doing temperature checks twice daily.
 - Adopt good personal hygiene.
 - See a doctor immediately if they are unwell.
 - Inform HR immediately, and stay at home on sick leave even if the symptoms are mild.
- Deep cleaning and disinfecting will be carried out to disinfect the areas that have been visited by the person, who is suspected, after he has transferred out of the building.
- Inform Exams Venue Manager who in turn should report to Exams Management team.
- Exams Management team will inform HR and the incident management team for follow up actions.
- Maintain contact tracing records (candidates and staff) in case they were needed.
- Suspected case will be asked to take PCR test and report to British Council Exams team.
- Affected staff will resume assigned duties only after the release of a negative PCR test result.

Confirmed cases

If someone has been identified as confirmed case of Covid-19 at the workplace (candidate or staff), the case must be immediately reported to the government.

- Ministry of Health will advise on appropriate action or will enforce it based on their established protocols. This may include:
 - Quarantine of the patient in one of the dedicated COVID-19 hospitals.
 - Closure of premises for specific period.
 - Advise on self-isolation for those who has been in direct contact with the patient or for all staff attending the impacted premises.
 - Execute or advise on cleaning methods of facility.
 - Ask for contact tracing references to identify persons at the workplace who may have had close contacts with the confirmed case.