

5-MINUTE INCIDENT PROTOCOL

When an ordinary classroom incident suddenly becomes serious, stop improvising and switch to process.

1. STABILISE	Stop the escalation. Keep your tone neutral. Prioritise immediate safety.
2. STOP THE ARGUMENT	Do not keep debating, threatening or trying to win the moment. Move to the next appropriate step.
3. RECORD THE FACTS	As soon as practical, write down what happened, who was present, what was said or done, and what response you took. Keep it factual.
4. PRESERVE WHAT MATTERS	Do not delete relevant messages, photos, documents, learner work or other information connected to the incident.
5. ESCALATE CORRECTLY	Follow your school's Code of Conduct and reporting process. Serious safety, misconduct, injury, threat or complaint issues may require HOD, SMT, SGB or other formal intervention.

REMEMBER: Not every incident needs every step. When the situation becomes a serious professional or safety issue, move from improvisation to the appropriate process.

RESPOND > CONSEQUENCE > RECORD > ESCALATE > PROTECT

General professional guidance only. Always follow applicable law, provincial requirements and your school's Code of Conduct.

The Silent Authority - Educate | Empower | Protect