



Policy & Procedure Critical Incident

Purpose

The purpose of this Policy & Procedure is to ensure that the RTO manages critical incidents or potential critical incidents that could affect a student's ability to undertake or complete the course in which they are enrolled are managed.

Definitions

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

Inputs

National Code 2018

Standard 6 - Overseas student support services

6.8 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

6.9 The registered provider must:

6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety

6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents

6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

Requirement

An RTO must have a documented policy and process for managing critical incidents and maintain a written record of any critical incident and remedial action taken. The RTO must also provide information to students on how to seek assistance for and report a critical incident.

Reference Documentation

Other reference documentation which relates to this P&P.

Tools & Templates

This P&P is supported by the Tools & Templates identified at each stage in the process.

Policy

IIA is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.

IIA ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.

The RTO Manager / CEO will be designated person who will manage critical incidents and will also be responsible for maintaining a written record of any critical incident and remedial action taken by IIA for at least two years after the overseas student ceases to be an accepted student.

Students will receive information about critical incidents in the Student Handbook, as well as during their orientation. This will include information on safety and awareness relevant to life in Australia and how to see assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.

IIA will ensure that appropriate post-incident support is provided as required.

IIA response to critical incidents will always be evaluated and improvements identified and implemented as required.



Immediate response (within 24 hours)

In response to a critical incident the RTO Manager is to:

- Assess situation and consider any risks to own safety before taking any action.
- Alert the most senior staff member available where a critical incident is occurring or is likely to occur.
- Take over temporary control of incident (where there is no threat to that person's safety).
- Contact emergency services ensuring that all details known about the incident are provided.
- Action evacuation procedures if required and provide first aid or medical assistance as needed.
- Develop and implement *Critical Incident Action Plan* for responding appropriately in a timely manner.
- Liaise with any other parties involved as required (e.g., police, doctors, hospital staff, embassies or consulates and other relevant professionals).
- Contact and inform parents and family members of those involved in incident.
- Provide an officially agreed response to the media and ensure other staff involved are aware of the appropriate response to the media.
- Keep appropriate and adequate records.

Tools & Templates: IIA - Critical Incident Action Plan

Output: Critical incident managed and recorded.

Responsibility: RTO Manager / CEO

Secondary response (48 - 72 hours)

In response to a critical incident the RTO Manager / CEO is to:

- Coordinate support, including counselling for those directly or indirectly involved.
- Review legal issues, including advising family of process/access to assistance as required.
- Provide staff and students with information about the critical incident including organising a debriefing for all students and staff who are closely involved with the incident.
- Restore IIA to regular routine, program delivery, and community life as soon as possible.

Output: Support provided to those impacted by the critical incident.

Responsibility: RTO Manager / CEO

Ongoing follow up response

As follow up to a critical incident the RTO Manager / CEO is to:

- Identify any other persons who have been affected by the critical incident and provide access to support services as required.
- Debrief staff and students on an ongoing basis as required.
- Where the incident results in a student's suspension or cancellation of studies, notify DET via PRISMS.
- Provide appropriate support in the event of a serious injury or death such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues.
- Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.
- Manage long term consequences such as insurance, inquests, and legal proceedings.

Output: Ongoing support is provided

Responsibility: RTO Manager / CEO

Complete critical incident report



On finalisation of the critical incident the relevant staff is to:

- prepare a *Critical Incident Report*
- Provide a copy of the critical incident report to the CEO.
- File copy of *IIA - Critical Incident Report*

Tools & Templates: IIA - Critical Incident Report

Output: Critical Incident Report completed and filed.

Responsibility: RTO Manager / CEO

Evaluate critical incident response

As soon as possible after the critical incident the CEO is to:

- Review the implementation of procedures and the effectiveness of the response.
- Document any changes required to procedures based on the review.
- Implement changes identified.

Output: Critical incident response evaluated.

Responsibility: CEO

Key Performance Indicator:

Achievement of the P&P will be measured by how effectively the IIA responds to any critical incidents that may affect students and staff.

Version history

Version	Date	Description of modifications
1.0	January 2024	Initial Draft
2.0	August 2024	Final