



TRAINING &
EDUCATION

Critical Incident Policy and Procedure

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Critical Incident policy and procedure	April 2019/V1.0	PEO and/or the CEO and/or nominee	Ensure compliance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Education Services for Overseas Students Act 2000 (ESOS Act)

| RTO No 0137 | CRICOS Code 01774A |

Policy and procedure scope

This policy applies to the study program of international students when a critical incident occurs.

Policy procedure purpose

This document outlines the procedure that the organisation undertakes in the event of a critical incident to ensure compliance with Standard 6.8.

Policy statement

The PEO and/or the CEO and/or the delegate will manage all Critical Incidents. Noting that:

- The incident form is to be used to record any and all incidents
- Outcomes, and all other records associated with an incident, are to be documented and placed upon the student's file, including, as necessary, all actions taken to support the student and their course progress
- The registered provider is to hold critical incident records for a minimum period of two years

Student support for managing Critical Incidents includes but is not limited to:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life-threatening events.

The Critical Incident actions and resolution process is detailed in the procedure but as a minimum includes:

- Information privacy provisions
- Relevant legislation
- Other regulatory requirements
- A step by step process for managing the incident

Procedure

Recording and documenting process for Critical Incidents - At each applicable step of the Critical Incident process, all details will be recorded in

writing. A copy will be placed in student and/or staff file and in the Critical Incident Register.

In the event of a Critical Incident, undertake the following steps:

- Contact Student Support administration either via phone or in person
- Explain the incident
- Call police and or ambulance if required
- Incident is to be recorded by administration and when/where possible using the incident report form including seeking written incident reporter statement(s)
- Include what, where and how (if possible)
- Liaise with the Department of Home Affairs or other government agencies/organisations as necessary and as appropriate
- Determine consequences, determine controls
- Meet with management to outline action plan
- Identify options
- Assess options
- Develop an agreed action plan centred on education needs and timeframes
- Put in place those agreed plans
- Analyse and evaluate plans
- Follow up and monitor
- Compare outcome against previously agreed action plans
- Contact parents and guardians and advise school of outcomes
- Complete final report
- PEO/CEO and/or nominee to action reporting
- Place final report on file

Legislative/statutory requirements

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#)
- [National VET Data Policy](#)
- [Privacy Act 1988](#)
- [Other privacy jurisdictions](#)

Associated documents

National Code 2018 Factsheets

[General Factsheet](#)

[Standard 1: Marketing information and practices](#)

[Standard 2: Recruitment of an overseas student](#)

[Standard 3: Formalisation of enrolment and written agreements](#)

[Standard 4: Education Agents](#)

[Standard 5: Younger overseas students](#)

[Standard 6: Overseas student support services](#)

[Standard 7: Overseas student transfers](#)

[Standard 8: Overseas student visa requirements](#)

[Standard 9: Deferring, suspending or cancelling the overseas student's enrolment](#)

Standard 10: Complaints and appeals

Standard 11: Additional requirements

Measure of policy effectiveness

- That all critical incidents are recorded, monitored and actioned appropriately
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Requirements and Risk Management

Students are subject to Attendance and Academic Progress requirements during the course of their study.

This policy assists appropriate treatment of Critical Incident decisions

Note

Any variations to this policy and associated information will be provided to individuals in writing and will be deemed to have been approved by the PEO and/or the CEO.
