

CRITICAL INCIDENT PROCEDURE

Approving Authority	Executive Management Team
Purpose	This procedure outlines the Institute’s process for reporting and managing critical incidents.
Responsible Officer	President and CEO
Next scheduled review	September 2026
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Critical Incident Policy Business Continuity Management Policy Child Safe Policy and Procedure Deferral, Suspension or Cancellation of Enrolment Policy and Procedure Occupational Health and Safety Policy Records Management Policy and Procedure Risk Management Framework Policy Student Support and Services Policy and Procedure Younger Student Policy and Procedure

1. PRINCIPLES

The Ozford Institute of Higher Education (hereafter referred to as the “Institute”) must have and implement a documented procedure 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 or if there is a child safe incident.

This procedure ensures that the Institute has:

- an effective approach in response to critical incidents as they occur;
- appropriate support and counselling services available to those affected;
- appropriate training and information resources provided to staff.

2. SCOPE

This procedure applies to all staff and all current and prospective students.

3. DEFINITIONS

Confirmation of Appropriate Accommodation and Welfare (CAAW)

A Confirmation of Appropriate Accommodation and Welfare (CAAW) is issued via PRISMS to confirm that appropriate arrangements have been made for the student's accommodation, support and general welfare. The period nominated must be at least the length of the student's Confirmation of Enrolment (CoE) plus 7 days at the end of the CoE or until the student turns 18.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident which requires immediate travel which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by police or psychologist's reports which could include but is not limited to:
 - involvement in or witnessing of an accident; or
 - a crime committed against the student; or
 - the student being a witness to a crime and this has impacted on the student.
- where the Institute was unable to offer a pre-requisite unit.

Notes:

- *misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;*
- *religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.*

Critical Incident

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. It includes but is not limited to incidents that may cause physical or psychological harm. Non-life threatening events can be classed as critical incidents.

Critical incidents are not limited to, but could include:

- Critical illness/serious injuries/medical emergencies involving a student or staff;
- unexpected Student/staff death;
- missing students;
- termination of welfare arrangement where the Institute can no longer take responsibility for the overseas underage student due to student refusing their approved accommodation or leaving their accommodation without notice, even after the Institute has exhausted all possible avenues of assisting the student to maintain appropriate arrangement;
- severe oral, written or psychological aggression;
- Traumatic events/threat/allegation that affect students;
 - Sexual assault
 - Physical and/or sexual abuse
 - Domestic violence
 - A child safe incident

- Mental Health Crisis
- Drug/alcohol abuse
- A child safe incident
- natural disaster
- riot; fire/explosion with injuries or significant damage on campus;
- campus disturbance / riot

Emergency Incident

A sudden, serious and urgent incident needing immediate Emergency Services support

Off-Campus Students

Students who are studying online or externally.

Provider Registration and International Student Management System (PRISMS)

Means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment).

Younger student

A younger student is a student who is under 18 years of age.

4. PROCEDURE

- 4.1 All staff will be made aware of the ***Critical Incident Policy and Procedure*** as part of the Institute's staff induction process.
- 4.2 The Institute will provide students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.
 - All students will be provided with information on what to do and who to contact in an emergency in the Institute's Student Handbook.
 - The Emergency Contact details for the Student Experience staff, who can support students, are made available in the Institute's Student Handbook.
 - Students will be provided with the ***Critical Incident Policy and Procedure*** on the Institute website.
- 4.3 A discussion on Critical Incident is covered during the Orientation.
- 4.4 Staff and students are informed that any critical incident must be reported to the Head of Marketing and Student Experience in the first instance. The Critical incident report must include the following details: time, location and a description and nature of incident. The names of students/staff involved, together with any relevant information that may be of assistance.
- 4.5 If the incident is determined as an emergency incident, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other occupational health and safety matters.
- 4.6 After receiving the incident report, the Head of Marketing and Student Experience will call a meeting of the Executive Management Team (EMT).

4.7 The EMT will meet to discuss the incident, plan and determine a prompt and appropriate response and action plan by:

- Developing a clear understanding of the known facts.
- Assessing risks and response actions
- Planning an immediate response of the incident
- Appoint a delegate to deal with public enquiries. If required, a media management procedure may be included in the management plan to ensure the most positive and supportive response to the media. Only the President and CEO may speak to the media on behalf of the Institute.
- Determining action plan and allocating individual roles/responsibilities for ongoing tasks by devising a tasks schedule such as:
 - Liaison with police, emergency and other services
 - Establishing if there are any immediate impacts to welfare or support arrangements
 - Liaison with students' guardian/parents/carer if student is under the age of 18,
 - Liaison with students' next of kin/family members and other contacts such as agents,
 - Liaison with other external bodies, such as accommodation providers or foreign embassies,
 - Identify students and staff most closely involved and most at risk and, assess their needs, determine the nature and degree of support needed
 - Confirm access to emergency funds if necessary.
 - Provide appropriate support to student and family, for eg: arrangement for visits to hospital, arrangement for visit from/to family, hiring interpreters for overseas family, assist family to make contact with relevant departments for insurance/legal arrangements
 - In the event that the incident concerns allegation or disclosure of sexual abuse involving an underage student, the EMIT will refer to the ***Child Safety Policy and Procedure*** in planning its response.
 - In the event that the incident involves a death of a student, additional support to the family will include:
 - assisting with overseas family to obtain a visa to come to Australia;
 - making arrangements for funeral/memorial service/repatriation;
 - obtaining a death certificate;
 - assisting with personal items and affairs including insurance issues.
 - Provide appropriate support to other students. At a minimum, opportunities are provided for those involved to express and share with others the reactions that they had to the incident. Those in charge and those providing support also need extra consideration during this time.
 - Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
 - Counselling and managing students and staff not directly involved in the incident. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
 - Arrangements for further debriefing sessions for groups/individuals as required.
 - Determining and plan for ongoing feedback and regular meetings so that the EMT is continually in touch and working together.

- 4.8 The EMT will organise for reporting and recording of incident and actions taken. If the incident affects student's enrolment, the deferral, suspension and cancellation of enrolment policy and procedures will be applied.
- 4.9 The Institute will notify the Department of Education and Department of Home Affairs via PRISMS as soon as practical after the incident.
- 4.10 The Institute will report underage overseas students within 24 hours using the "non-Approval of Appropriate Accommodation/Welfare Arrangement" letter through PRISMS in the event that it terminates a CAAW where it can no longer take responsibility for the overseas students.
- 4.11 In the case of a student's death or other absence affecting the student's attendance, the incident will be reported via PRISMS.
- 4.12 The EMT will provide information and facilitate appropriate venues for its dissemination. A written bulletin will be provided if the matter is complex. Students and academic staff have a need to accept the reality of the event, and the inevitable discussions that follow are better based on fact rather than on rumour or supposition. It is important that rumours are discounted.
- 4.13 Once the event has been formally acknowledged - perhaps through meetings, a memorial service, or whatever is appropriate - the next step may well be to resume, as far as practicable, normal routines, so that any ongoing recovery strategies can take place against a background of predictability.
- 4.14 As a follow-up action, the EMT will set in motion a Critical Incident Action Evaluation Plan to review the management and response of the critical incident to address the underlying causes and various aspects arising from the incident by:
- evaluating and reviewing the plan;
 - creating and disseminating a revised plan and its procedures for future incidents;
 - updating and publishing relevant policy and procedures; and
 - organising appropriate staff development and training.
- 4.15 Changes to the plan, policy and procedures, including updated resources, will be made as soon as practicable following the review and evaluation.
- 4.16 At the conclusion of the incident management, all aspects of the incident and its management will be recorded on the student files and Critical Incident File in the form of a file note.
- 4.17 The EMT will report to the Audit and Risk Committee and the Governing Board on any significant critical incidents.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This procedure was initially developed with reference to the following:

- Deakin University, Critical Incident Management Policy, 2023 ([Critical Incident Management policy / Document / Deakin Policy Library](#))
- University of the Sunshine Coast, Critical Incident Management – Governing Policy, 2020 ([Critical Incident Management - Governing Policy | UniSC | University of the Sunshine Coast, Queensland, Australia \(usc.edu.au\)](#))
- UTS, Critical Incident Response Policy, 2023 ([Critical Incident Response Policy | University of Technology Sydney \(uts.edu.au\)](#))
- Ozford College, Critical Incident Policy and Procedure (see Ozford website)

8. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Initial issue	EMT
3.0	December 2020	Internal review	EMT
4.0	June 2023	Internal review	EMT
4.1	September 2023	Internal review – minor formatting changes and add external referencing	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019		

	The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 5 and 6 Victorian Child Safe Standards Child Wellbeing and Safety Act 2005
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Note: EMT = Executive Management Team