

## CRITICAL INCIDENT POLICY

<b>Approving Authority</b>	Governing Board
<b>Purpose</b>	This policy outlines the policy and procedures for reporting and managing critical incidents.
<b>Responsible Officer</b>	Vice President
<b>Next scheduled review</b>	June 2021
<b>Document Location</b>	<a href="http://www.ozford.edu.au/higher-education/policies-and-procedures/">http://www.ozford.edu.au/higher-education/policies-and-procedures/</a>
<b>Associated documents</b>	Student Support and Services Policy and Procedures Occupational Health & Safety Policy and Procedures Deferral, Suspension or Cancellation of Enrolment Policy and Procedures Critical Incident Procedures

### 1. PRINCIPLES

Under Standard 6 of the ESOS National Code 2018, 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.

This policy will ensure 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 policy and procedures apply to critical incidents relating to the Institute's staff and students.

### 3. DEFINITIONS

#### *HES Framework*

Higher Education Standards Framework (Threshold Standards) 2015.

#### *ESOS National Code*

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

#### *PRISMS*

Provider Registration and International Students Management System (PRISMS). It provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

#### *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 was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime, supported by police or psychologist's reports; or
- where the Institute was unable to offer a pre-requisite subject.

#### *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 not limited to incidents that may cause physical or psychological harm.

Critical incidents are not limited to, but could include:

- medical emergencies involving a student or staff;
- critical illness of a student;
- unexpected Student/staff death;
- missing students;
- severe oral, written or psychological aggression;
- natural disaster;
- campus disturbance / riot;
- fire / explosion with injuries or significant damage;
- traumatic events that affect students; such as
  - Sexual Assault
  - Domestic violence
  - Mental Health Crisis
  - Drug / Alcohol Overdose

Non-life threatening events can be classed as critical incidents.

#### *Emergency Incident*

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

## **4. POLICY**

- 4.1 The Institute of Higher Education (herein referred to as the "Institute") recognises that planning for the management of a critical incident is essential to enable the Institute and its staff to meet the duty of care owed to its students.
- 4.2 The Institute is committed to providing a prompt and appropriate response to critical incidents. The Institute's Executive Management Team is responsible to cover the actions to be taken in the event of a critical incident and any follow up required.
- 4.3 All students at the Institute have the right to feel safe and to be safe. Staff members have a legal and moral responsibility to report and respond to critical incidences involving the students with whom they have contact with. The Institute is committed to 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 safety and wellbeing.
- 4.4 The Institute recognises that appropriate infrastructure must be in place to ensure that all necessary support services are provided in the event of and as a consequence of a critical incident. The support should extend beyond the time of the specific event to address any post events support needs.
- 4.5 The Institute will provide information to overseas students and staff about how to seek assistance for and report an incident that significantly impacts on students' wellbeing, including critical incidents.

- 4.6 The Institute staff will be made aware of the Critical Incident policy and procedures and be given appropriate induction, to understand the procedures to use in managing a critical incident.
- 4.7 As a follow-up action, the EMT will develop 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 including :
- 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.

## 5 QUALITY ASSURANCE

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

- 5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;
- 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 policy is welcomed by the listed Responsible officers of the Institute.

## 7 ACKNOWLEDGEMENTS

This policy was initially developed with reference to the following institution's policy:  
Oxford College, Critical Incident and Mandatory Reporting Policy, December 2013

## 8 VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	February 2014	Initial issue	CEO & President
2.0	June 2018	Internal review	GB
Related legislation/ regulation/standard	HES Threshold Standards 2015 ESOS National Code 2018		