

CRITICAL INCIDENT POLICY

Policy Code: PCC - 001

Version: 1.0

Effective Date: 2nd April 2018

PURPOSE

This policy applies to all international students enrolled within a course or subject at the College and all potential international students (those looking to enrol in a course at the College), and provides a broad framework and set of principles regarding the admissions and enrolment process.

Definition of "College" – A.C.O.A.E. RTO. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to A.C.O.A.E. RTO.

Definition of "International students" – The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass

Scope:

- Campus
- Any location where College staff are engaged in College business
- Any location where students of the College are engaged in learning activities Disruption to operations of the College
- Information which has the potential to negatively affect the reputation of the
- All full time and part time staff, casual, contract and contract academic staff
- All students – domestic and international
- All visitors

POLICY STATEMENT

A Critical Incident: is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/ minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide
- Serious accident or injury
- Death or serious illness of a student's family or friends overseas (from their homeland)
- An absent or 'missing' international student whereby the student has not attended class and is not contactable for a certain period of time
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination
- Civil unrest
- Serious damage to essential facilities
- College in the media and/or wider community.

Where College staff witness an event that may be considered a critical incident, or where staff are aware of an event which may either indicate or escalate to a critical incident, the **Critical Incident Procedures** must be followed.

The following table provides a guide to determining the severity of critical incidents:

LEVEL OF RISK	DETERMINED BY	EXAMPLES
SEVERE (Emergency Services required)	College Manager OR Head trainer OR Student Services	<ul style="list-style-type: none"> • Death, suicide or threat of suicide, or life- threatening injury • Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons • Fire, bomb, explosion, gas/ chemical hazards, discharge of firearms • Threat of widespread infection
SIGNIFICANT (Emergency Services required)	College Manager OR Head trainer OR Student Services	<ul style="list-style-type: none"> • Severe occupational health and safety risk • Serious injury incurred by staff/student • Missing' international student • Activity where evacuation is required
MODERATE (Emergency Services MAY be required)	College Manager OR Head trainer OR Student Services	<ul style="list-style-type: none"> • OHS risk • Suspicious package left unattended • IT System crashes • Student suffers epileptic fit or psychological breakdown
MINOR (Emergency Services NOT required)	All Staff All First Aid Officers	<ul style="list-style-type: none"> • Minor injury • Plumbing blockages • Phone/Electrical failure • Computer system or network breakdown

Designated Officer

Any College staff member who is either a witness to, or first to be informed about an actual or potential critical incident is referred to as the 'Designated Officer'.

The Designated Officer is to assume responsibility for alerting the most senior College staff member available as soon as possible who, in turn, will re-assess the situation and convene a Critical Incident Team if deemed necessary.

The Designated Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc.), until such time as relieved by either the Critical Incident Team or Emergency Services.

Critical Incident Team

The Critical Incident Team is responsible for managing the College's **response** to any critical incident which is considered to have a severe or significant level of risk or in some cases, moderate level of risk.

This team is convened by the most senior member of staff available at the time of the incident and will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Once the team is convened, the most senior staff member available (e.g. College Manager and Student Services) becomes the Head of the Critical Incident Team, or assigns a suitable alternative to head the team.

The team will be composed of the following members of staff:

- College Manager (or nominee)
- Student Services (or nominee)
- Compliance Manager
- Other as deemed appropriate by the Head of the Critical Incident Team

Where Emergency Services assume management of the critical incident, the Critical Incident Team will liaise with the managing body (e.g. Police Service or Fire and Emergency Services) for a coordinated approach to any response activities.

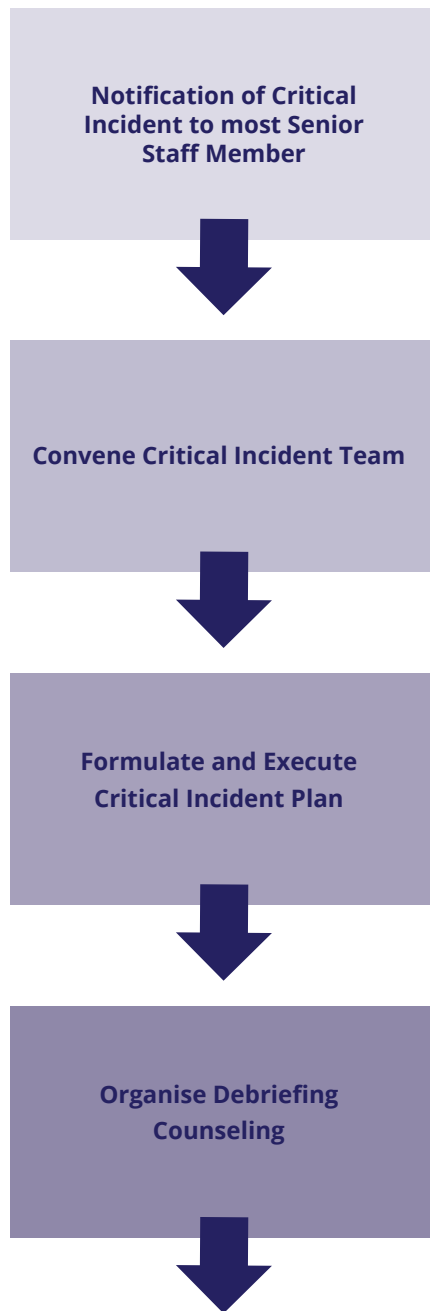
Where the College has assumed management of the critical incident, the Critical Incident Team will consult with and/or take instruction from the College Executive as necessary.

Responsibilities of the Critical Incident Team

The team's duties include, but are not limited to:

- preparing a Critical Incident Initial Report outlining details such as the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk
- reviewing the situation, setting priorities, allocating tasks/responsibilities and coordinating an immediate response including communications (to staff, students, families of those involved, helpers, and the media)
- organising ongoing response/follow up (including staff and student briefing, counselling, review and reporting)
- de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

This is summarised in the following diagram:



Note: This section only applies to student visa holder

ABSENT INTERNATIONAL STUDENTS

Where an international student is studying on a student visa, the College has a duty of care to ensure the student is safely in Australia and remains compliant with the conditions of their visa (where appropriate). As such, an international student may be classified as 'missing' if:

- The student is newly enrolled in an award course and due to start in their first study period on campus but has not arrived to their first week of classes.
- The student is a continuing student and has not re-enrolled in any subjects for the next study period and has not responded to any contact regarding enrolment by the end of the first week of that study period.
- The continuing student has enrolled in subjects but has not attended any classes on campus for two weeks without notice (at any point in the study period)
- It is brought to the attention of any staff member (academic or operational) that the student may be 'missing' either by another student, agent, or family member.

If an international student is classified as 'missing', the staff member responsible for identifying this situation is to immediately contact the College Manager, Compliance Manager and the Student Services. Steps will then be taken to contact the student directly and could **include (but are not limited to):**

- Phone calls
- Emails
- Formal written letters
- Home visits to the last known address

If the student's welfare is of concern, the College reserves the right to contact the listed next-of-kin and/or emergency contact in order to ensure the student is safe.

If the student has not responded to any contact after 7 days of being classified as 'missing', the student will be reported to the Department of Immigration and Border Protection (DIBP) through the PRISMS database and the student's next-of-kin or the Police may be notified.

Further information on the process when an international student has been classified as 'missing' can be found in the Critical Incident Procedure – Missing International Students.

DEFINITIONS

Health is the state in which an individual does not suffer from any disease or injuries as a result of work, work activities or the work environment.

Safety is the state in which the risk of harm (to persons), damage to property or the environment is limited to an acceptable level.

Student/Learner is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Study Period: A "study period" is defined in the National Code as "a discrete period of study" in a course, namely, semester, trimester, short course or as otherwise defined by the College as long as that period does not exceed 24 weeks". This will normally reflect the period during which the student can normally be expected to complete a group of units. A study period may also refer to the delivery period of an online subject.

FURTHER INFORMATION

Related procedures

- Critical Incident Management Procedure

Related Documents: Nil

Related Legislation: Education Services for Overseas Students Act 2000 (ESOS Act)

Guidelines:

Policy Author:	Compliance Manager
Policy Owner:	College, Manager, Student Services
Contact:	Student Services
Approval Body:	College Manager Date: 2nd April 2018
Policy Status:	Current
Responsibilities for Implementation :	<ul style="list-style-type: none"> • College Manager • Student Services and Retention • Compliance Manager
Key Stakeholders:	<ul style="list-style-type: none"> • Student Services and Retention • Compliance Manager • Campus Manager • All Staff • All Students