



EMPIRE
INSTITUTE OF EDUCATION

National Code 2007
Standard 6
Policy & Procedure





Student Support Services Critical Incident

Policy

This policy and procedure supports Standard 6 – Student Support Services of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007, which states:

The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

This procedure ensures that any critical incident that occurs is documented, reported and appropriately actioned by Empire Institute.

Scope

To articulate Empire Institute practices applicable to students and staff in RTO with the ESOS Legislation. The critical incidents covered in this procedure may occur at the teaching location or after hours.

Definitions

Critical Incident:	A traumatic event, which is likely to cause extreme physical and/or emotional distress involving Empire Institute, its staff and/or students.
Death:	Accidental, Suicide, Death as a result of injury or terminal illness, or Murder
Serious Illness:	Illness that causes the deterioration of student/staff member health, over time.
Serious Injury:	Illness that prevents or severely affects the student's ability to continue with or complete the course.
Traumatic Event:	A traumatic event that is not limited to, but could include: <ul style="list-style-type: none">• Missing student/s• Any fatality or serious injury• A serious traffic collision• Murder or suicide• Physical/sexual assault or domestic violence• Severe verbal or psychological aggression• Fire; explosion or bomb threat• A hold-up or attempted robbery• Serious threats of violence, and storms or natural disasters• Drug or alcohol abuse.



Procedure

Where a Critical Incident is identified, the following procedures must occur. As part of the reporting process, the Campus Officer and RTO Manager will confirm that the incident falls under the definition of a Critical Incident.

Reporting

- When a staff member feel a critical incident has occurred they are required to contact Emergency Services and the Student Support Officer immediately.
- If immediate action is required, then Emergency Services (police, ambulance or fire brigade as appropriate) are to be contacted and advised of the situation. All personnel are to be cleared from any dangerous area. Contact should be made with the family of any student involved.
- A Critical Incident Report is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Student Support Officer and given to the RTO Manager.
- The Critical Incident Report is to contain as much information as possible and indicate the people directly involved in the incident.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the RTO Manager to notify Department of Education, Department of Employment and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

Process

- During Operating Hours
- Outside Operating Hours
- Follow Up Action
- Concluding Steps
- Public Relations

During Operating Hours

- Students and staff are required to immediately notify any critical incident involving a student to the RTO Manager.
- RTO Manager will consider the details and severity of the incident and determine the action that needs to be taken.
- If the incident is not severe and can be resolved with the resources available, the RTO Manager will initiate the action to ensure the appropriate level of support is provided.
- If the incident is severe and warrants a level of support/assistance from external resources, the RTO Manager Director will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s, if the student involved is incapacitated and unable to provide these particulars themselves.
- RTO Manager will determine, based on the severity of the incident and in conjunction with Empire Institute Policies, whether other Institute staff and family members of the student/s involved need to be advised of the details of the incident. The RTO Manager will take the necessary action.



Outside Operating Hours

- Students and staff are required to notify any critical incident involving a student immediately to the RTO Manager on a mobile number (24/7 service).
- RTO Manager will contact the Administration Manager who will gain access to the records of the student/s involved to enable verification of details to any emergency services.
- RTO Manager will determine if there is any care or support required to be provided and make the necessary arrangements.
- RTO Manager will determine, in conjunction with Empire Institute Solicitor (If required), whether other Institute staff or family members need to be advised of the details of the incident. The necessary action will be taken.

Follow Up Action

RTO Manager will:

1. Ensure that any required follow-up such as de-briefing; counselling and prevention strategies have been completed.
2. Inform all staff and students involved in the incident of all outcomes from the incident.
3. Make a recommendation as to the response to the critical incident that is documented and included in the Incident Register.
4. Ensure any further follow-up required is documented and responsibilities allocated to appropriate staff.
5. Monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalescence.
6. Co-ordinate the provision of any Institute-based resources required, during any period of treatment/convalescence.
7. Liaise with the Police and other Emergency Services personnel.
8. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements.
9. Ensure that detailed records of the incident are maintained on the student's records. These records must be recorded in date order and kept in the Student File. This file is located at Reception.

Concluding Steps

In the event of the death of a student, the RTO Manager will ensure these steps are undertaken:

1. Contact the family and determine their wishes, including: repatriation of the body, personal effects, and religious observances.
2. Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations
3. Organise the sending of a letter of condolence to the family
4. Ensure all administrative actions are taken, including: adjust the student records database, process any tuition refunds, and notify PRISMS.

Public Relations

Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, RTO Manager is the only authorised spokesperson to speak to media representatives on behalf of Empire Institute.



Strategic Management

The RTO Manager under the leadership of the Chief Executive Officer manages responses, the continuity of business operations and contingencies, and the recovery and review phases.

Operational Management

Heads of Department (HOD), RTO Manager manages the incident scene until the arrival of Emergency Services in accordance with Occupational Health and Safety Procedures.

Document Control

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