



**EMPIRE**  
INSTITUTE OF EDUCATION

**National Code 2007**

**Standard 6**

**Policy & Procedure**





## Student Support Services Critical Incident

### Purpose

This policy is to ensure that Empire Institute of Education have the system of recording and taking actions on incidents.

### 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:

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

### 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.



### 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 the emergency services and the student support officer immediately.
- If immediate action is required, 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 ESOS Act 2000 requires the RTO manager to notify the 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 on 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 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 will initiate action to arrange that support. Personal details may be provided to the relevant emergency services, 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 Empire staff and family members of the student/s involved need to be advised of the details of the incident. The RTO manager will then 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 has 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.
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 in the administration office.

### 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) and the RTO manager manages the incident scene until the arrival of emergency services in accordance with Workplace Health and Safety Procedures.



## Document Control

<b>Policy ID:</b>	6.4
<b>Contact Officer:</b>	RTO Manager
<b>Policy Owner:</b>	RTO Manager
<b>Endorsed By:</b>	Chief Executive Officer
<b>Person Responsible for Implementation:</b>	RTO Manager
<b>Endorsement Date:</b>	May 2017
<b>Policy Circulation Date:</b>	May 2017
<b>Implementation Date:</b>	May 2017
<b>Next Review Date:</b>	May 2018
<b>Version:</b>	1.2
<b>Version Details:</b>	Date Written: Version 1.2 May 2017 Date Reviewed: Version 1.2 May 2017 Date Changes of Version: May 2017 Last Update Version: May 2017
<b>Latest Changes in Version Details:</b>	Minor updates on grammar and formatting of the policy and procedure.
<b>Version History:</b>	Version: 1.0 Nov 15 Version: 1.1 May 16 Version: 1.2 May 17
<b>For Staff Access Policy and Procedure Location:</b>	Empire Google Drive: National Code Policy and Procedure/Standard 6.4/Critical Incident Policy and Procedure