



Registered Training Organisation: 45445

CRICOS Provider: 03728B

CRITICAL INCIDENT MANAGEMENT POLICY AND PROCEDURE

Policy code	CIMPP-001	Version 2.3	Effective date: January 2021	
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PURPOSE

This procedure has been developed to reflect St Basil's RTO practices that comply with "Standard 6 – Student Support Services" of the "National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students".

Standard 6 requires registered providers to have a documented critical incident procedure that specifies 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.

The procedure recognises that in most cases international students do not have close family available to care and provide support to them in Australia.

It is imperative that St Basil's RTO responds in a practiced and timely way with any critical incident involving an international student so that:

- Timely and regular information is relayed to families abroad
- Ongoing support is provided to a student in need, and
- Comprehensive records are maintained.

SCOPE

To articulate St Basil's RTO practices that will apply to onshore international students in compliance with the ESOS legislation. The critical incidents covered in this procedure may occur at the partner provider teaching locations, after hours and off-shore e.g. natural disasters.

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TERM	DEFINITION
Critical Incident	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving St Basil's RTO, its staff and/or students.
Critical Incident Team	The group of St Basil's RTO officers responsible for the strategic management of critical incidents.
Traumatic Event	<p>A traumatic event is not limited to, but could include:</p> <ul style="list-style-type: none">• Missing students• 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• Storms or natural disasters• Drug or alcohol abuse

ACTION REPORTING

- **By students** – all international students will be advised during orientation of the details of St Basil's RTO Critical Incident Management - International Students Procedure. Each student will be given a handbook which contains details of relevant Teaching Location emergency services contact persons and telephone numbers.
- **By staff** - all members of staff will be made aware of the Critical Incident Management - International Students procedure.
- **By the responsible St Basil's RTO staff member in the event of a missing student** – once staff are made aware that an international student has been missing from the College for 5 working days (no contact with staff (general or academic) and other students), the International Student Support or College Manager is to be notified.

PROCESS

During Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the Student Support or Training Coordinator.
- Student Support will consider the details and severity of the incident and determine what action needs to be taken.
- If the incident is not severe and can be resolved with resources available, Student Support or St Basil's RTO Training Coordinator 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 Training Coordinator and St Basil's RTO College Manager 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.
- The incident must be reported to the College Manager as soon as possible after the initial support has been provided. The details of the critical incident will then be evaluated for further action under the Incident and Emergency Management Procedure.
- Emergency Phone Number is only to be used by staff of St Basil's RTO. The Student Support Officer for all students (including International) will provide students with the contact person details for their teaching location.

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Outside operating hours

- Staff are required to notify any critical incident involving an international student immediately to the St Basil's RTO College Manager. NOTE: staff access only as noted above.
- International Student Support will provide students with the contact person details for their teaching location.
- The details of the critical incident will then be forwarded to St Basil's RTO College Manager for further action under the St Basil's RTO, Incident and Emergency Management Procedure.

FOLLOW UP ACTION

The College Critical Incident Team will:

1. Monitor the condition of and provide appropriate support to the international student/s through any period of treatment.
2. In conjunction with St Basil's RTO Management, ensure where appropriate that family members and other relevant people are kept informed of the condition of the international student.
3. Coordinate the provision of any St Basil's RTO based resources required during any period of treatment/ convalescence.
4. Liaise with the police and other emergency services personnel.
5. Advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements.
6. Ensure that detailed records are maintained of the incident.

CONCLUDING STEPS

In the event of the death of an international student, the College Manager will ensure the following is undertaken:

1. Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.
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 e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.

PUBLIC RELATIONS

Where the circumstances of a critical incident involving an international student/s (Training Locations) is considered to have some public relations implication, St Basil's RTO College Manager is the only authorised spokesperson to speak to media representatives on behalf of St Basil's RTO.

RESPONSIBILITIES

St Basil's RTO College Manager has responsibility for the implementation of this procedure.

Strategic Management:

The College Manager manages the organisational response, the continuity of business operations and contingencies, and the recovery and review phases.

Operational Management:

Such as the Student Liaison Officer who is the nominate staff member for their location), manage the incident scene until the arrival of Emergency Services in accordance with Incident and Emergency Management Procedure.

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POLICY BASE

- Education Services for Overseas Students Act 2000.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

ASSOCIATED DOCUMENTS

- Critical Incident Policy

FORMS / RECORD KEEPING

Records of the Incident/ accident forms part of the Critical Incident Plan record keeping system.

IMPLEMENTATION

The College Manager - International Student Procedure will be implemented throughout St Basil's RTO via:

1. Orientation
2. Website