

# No.3.1.8: Critical Incidents Policy and Procedure

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## Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 6.8; 6.9.1; 6.9.2; 6.9.3;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

## Purpose

The purpose of this policy and procedure is to manage critical incidents, ensuring, possible prevention, documentation, communication and appropriately corrective action by RTO.

## Objective

The objectives of this policy are to:

- a) identifying and preventing incidents and critical incidents;
- b) allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with RTO's obligations and standards;
- c) managing its reputation for the benefit of students, staff, and stakeholders; and
- d) evaluating the effectiveness, adequacy and ongoing suitability of its incident and critical incident responses consistent.

## Scope

This policy is applicable to the following stakeholders:

- RTO Staff
- RTO Students

## **General Processes**

### **1. Critical Incident Team**

RTO has a Critical Incident Team to assist the CEO in the prevention and management of critical incidents at RTO, or off campus in the case of student for whom RTO has undertaken care responsibilities.

The Compliance Manager is the critical incident team leader.

The Critical Incident Team also includes Workplace Health and Safety Representatives and Student Service Officers

### **2. The responsibilities of the Critical Incident Team**

- a) Risk assessment of hazards and situations which may require emergency action
- b) Analysis of requirements to address these hazards
- c) Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services and/or Department of Immigration and Border Protection.
- d) 24-hour access to contact details for all students and their families
- e) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Critical Incident Team leader, Compliance Manager
- f) Development of a Critical Incident Plan for each critical incident identified
- g) Assisting with implementation of Critical Incident Plans
- h) Dissemination of planned procedures
- i) Organisation of practice drills
- j) Coordination of appropriate staff development
- k) Regular review of Critical Incident Plans

### **3. Critical Incident Report**

A 'critical incident report' is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where applicable the report will be completed/verified by the Compliance Manager and given to the CEO.

The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident.

#### **4. During Operating Hours**

Students and staff are required to notify any critical incident involving a student or staff member immediately to the Compliance Manager / CEO.

The Compliance Manager /CEO 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 Compliance Manager / CEO 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 Compliance Manager /CEO 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 themselves.

Compliance Manager will determine, based on the severity of the incident and in conjunction with RTO Policies, whether other RTO staff and family members of the student/s involved need to be advised of the details of the incident. The CEO and Compliance Manager will take the necessary action.

The registered provider must:

- 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 personal security and safety
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

#### **5. Outside Operating Hours**

Students and staff are required to notify any critical incident involving a student immediately to the Compliance Manager or CEO.

Compliance Manager or CEO will contact the Student Support Officer who will gain access to the records of the student/s involved to enable verification of details to any emergency services.

The CEO or Compliance Manager will determine if there is any care or support required to be provided and make the necessary arrangements.

The CEO and Compliance Manager will determine in conjunction with RTO's Solicitor (If required) whether other staff or family members need to be advised of the details of the incident. They will take the necessary action.

## **6. Follow Up Action**

1. Any required follow-up such as debriefing; counselling and prevention strategies have been completed.
2. All staff and students involved in the incident have been informed of all outcomes from the incident.
3. A recommendation as to the response to the critical incident is documented and included in the Incident Register.
4. Any further follow up required is documented and responsibilities allocated to appropriate staff.
5. Monitor the condition of and provide adequate support to the student/s through any period of treatment/convalescence;
6. Coordinate 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 are maintained on the student's records of the incident. These records must be registered in date order and kept in the student file. This file is located at the Reception.

## **7. Concluding Steps**

In the event of the death of a Student, Compliance Manager / CEO 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, etc.

## 8. Public Relations/ Media Release

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

### Procedures

	Procedure Steps	Responsibility	Reference
1	Identify the critical incident/ traumatic event	All/any RTO staff	
2	Documenting the incident/event on critical incident form	All/any RTO staff	
3	Discussion/Reporting to the CEO	CEO	
4	Critical Incident form should manage the situation according to the guidelines provided in the "General Processes"  Form and information must keep for two years after the student completion of course.	SSO	

### Continuous Improvement

This procedure is designed to ensure that the needs, and feedback, of customers, staff, partners, industry contacts and regulatory bodies are recognised and encompassed in regular review and improvement of our service standards and the delivery of our courses across RTO to ensure management become aware of:

- Common threads relating to the compliance and quality assurance.
- Repeat issues
- Any general adverse trend that needs correcting

### **Confidentiality and Privacy Statement**

For more Information, please refer to our Privacy and Confidentiality Policy.

### **Publication**

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

### **Review processes**

The policy will be reviewed annually, and Compliance Manager will be the responsible person for this;