

### Policy & Purpose

This policy exists to guide the College in managing critical incidents internally or incidents external to the College that may have an impact on students of the College.

A critical incident is a traumatic event (or threat of such an event), either in Australia or elsewhere, that could affect a student's ability to undertake or complete their course.

Critical incidents could include:

- Death of a student or family member
- Abrupt onset of a serious physical or mental health issue
- Rapid escalation of an existing or chronic medical condition
- Injury requiring hospital treatment
- Involvement in a violent crime, either as a perpetrator or victim
- Domestic or sexual abuse
- Natural disaster impacting student
- Threat to safety of students, such as a fire on campus.

The College is required to:

1. Have and implement a policy and process for managing critical incidents that could affect overseas students (requirement of Standard 6 of the National Code).

Although there is a legislative requirement for this policy with regard to overseas students, the policy applies equally to all students.

### Definitions

**The College** means Lead College Pty Ltd

**Course** means any accredited qualification, unit of competency, skill set, course, or non-accredited program offered by the College

**National Code** means the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

**Staff member** means a person engaged by the College as an employee, contractor or consultant

**Student** means a person enrolled in one or more courses with the College

**Trainer** means a person engaged by The College as a trainer and/or assessor, including but not only in accordance with the SRTOs

### Policy – on-campus incidents

1. Where appropriate, emergency services (fire, police ambulance) are to be contacted by calling 000 in the first instance. If there is any doubt, call 000 for advice
2. In the case of any critical incident occurring on any campus of the College, the CEO and all other available members of the management team are to be contacted by phone immediately (after contacting emergency services)

3. The CEO or other management team member will immediately form a Critical Incident Team consisting of:
  - a. CEO
  - b. All management team members
  - c. Relevant campus manager
  - d. Other staff as determined necessary
4. The Critical Incident Team will meet as soon as practicable (depending on the urgency of response needed) to:
  - a. Create a clear understanding of the facts
  - b. Plan an immediate response
  - c. Plan any ongoing response or strategies
  - d. Allocate roles & responsibilities for ongoing tasks
5. Issues to be considered at the initial meeting include strategies for and nominating a member of the team responsible for:
  - a. Liaising with emergency services
  - b. Notifying significant persons (eg next-of-kin, other staff members or students)
  - c. Arrangements for informing staff members and students generally
  - d. Guidelines for staff members on how to respond to enquiries
  - e. Providing support (including counselling) for staff members and students
  - f. Managing media enquiries and other publicity (including social media)
6. The Critical Incident Team remains in place and meets at least daily until the incident has passed
7. Once the incident has passed, the Critical Incident Team must prepare and present to the management team a written report on management of the incident, including recommendations for any changes to how such incidents are to be handles in future.

#### Policy – off-campus incidents

1. In the case of any staff member becoming aware of a critical incident impacting any student of the College, the CEO and all other available members of the management team are to be contacted by phone immediately
2. The CEO or other management team member will immediately form a Critical Incident Team consisting of:
  - a. CEO
  - b. All management team members
  - c. Relevant campus manager
  - d. Other staff as determined necessary
3. The Critical Incident Team will meet as soon as practicable (depending on the urgency of response needed) to:

- a. Create a clear understanding of the facts
  - b. Plan an immediate response
  - c. Plan any ongoing response or strategies
  - d. Allocate roles & responsibilities for ongoing tasks
4. Issues to be considered at the initial meeting include strategies for and nominating a member of the team responsible for:
- a. Liaising with emergency services
  - b. Notifying significant persons (eg next-of-kin, other staff members or students)
  - c. Arrangements for informing staff members and students generally
  - d. Guidelines for staff members on how to respond to enquiries
  - e. Providing support (including counselling) for staff members and students
  - f. Managing media enquiries and other publicity (including social media)
5. The Critical Incident Team remains in place and meets at least daily until the incident has passed
6. Once the incident has passed, the Critical Incident Team must prepare and present to the management team a written report on management of the incident, including recommendations for any changes to how such incidents are to be handled in future.