P17 – Critical Incidents Policy and Procedure

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Purpose

The purpose of the Critical Incidents Policy and Procedure at Australian Skills Management Institute (ASMI) is to ensure a structured, effective, and sensitive response to any traumatic event or crisis affecting our community. This policy is designed to protect the well-being of our students, staff, and their families by providing clear guidelines for managing critical incidents, ensuring timely communication, and delivering appropriate support and resources. Through adherence to this policy, ASMI aims to maintain a safe and supportive environment, mitigate the impact of such incidents, and continuously improve our response strategies to uphold the highest standards of care and compliance with regulatory requirements..

Scope

This policy and procedure apply to all students, staff, and stakeholders of ASMI, encompassing both on-campus and off-campus environments. It covers a wide range of critical incidents, including but not limited to:

- Traumatic events or threats that cause extreme stress, fear, or injury.
- Missing students.
- Severe verbal or psychological aggression.
- Death or serious injury.
- Natural disasters.
- Other significant events affecting the safety and well-being of the College community.

The policy outlines the roles and responsibilities of the staff, the process for reporting and managing incidents, and the procedures for providing support and communication. It ensures that all critical incidents are handled in compliance with the Standards for Registered Training Organisations (RTOs) 2025 and the National Code Standards 5 and 6, ensuring a coordinated and effective response to protect and support all affected parties.

Definitions

Within this document, the following meanings apply:

Term	Definition
Critical Incident	A traumatic event or threat thereof, occurring within or outside Australia, which results in extreme stress, fear, or injury. Examples include, but are not limited to: ✓ Missing students ✓ Severe verbal or psychological aggression ✓ Death or serious injury ✓ Natural disasters ✓ Other significant incidents impacting the safety and well-being of the College community
Emergency Services	External agencies such as police, fire brigade, ambulance, and other relevant authorities that provide immediate assistance during emergencies.

PRISMS	The Provider Registration and International Student Management System, used to report incidents involving international students to the Department of Home Affairs and the Department of Education.
Counseling Services	Professional support services provided to help individuals cope with the emotional and psychological impact of a critical incident.
SMS	The Student Management System used by Oxley Institute to store and manage documentation related to critical incidents.
Critical Incident Team	A group of designated College staff, led by the CEO, assembled to manage and respond to critical incidents.

Policy

1. Oxley Institute adheres to a comprehensive Critical Incident Policy and Procedure.
2. Critical incidents may transpire either on or off-campus.
3. The policy ensures that both students and College staff receive appropriate support and information throughout the management of critical incidents.
4. Oxley Institute employs critical incident plans and conducts reviews upon the resolution of each incident. Improvements are enacted as necessary, utilising the Critical Incident Report Form.
5. All pertinent stakeholders are promptly notified in an appropriate manner.
6. The Institute extends support to students' families when deemed appropriate.
7. All staff members uphold professionalism and sensitivity in their response to critical incidents.
8. The CEO bears responsibility for implementing and assessing the effectiveness of this policy, in accordance with regulatory guidelines.
9. This policy aligns with the requirements outlined in the Standards for Registered Training Organisations (RTOs) 2025 and the National Code Standard 5 and Standard 6.

Definitions

A critical incident encompasses traumatic events or threats thereof, whether occurring within or outside Australia, resulting in extreme stress, fear, or injury. Examples include missing students, severe verbal or psychological aggression, death, serious injury, natural disasters, and various other qualifying incidents, including non-life-threatening ones.

Procedure

1. All Students and staff members receive this policy and procedure, with its implementation discussed during staff induction and student orientation.
2. Staff members and students are instructed to immediately contact the CEO upon identifying an incident as critical.
3. In the absence of the CEO, International Business Development Manager or Head of Operations can be contacted. Emergency services should be contacted immediately if necessary, followed by informing the CEO.
4. The CEO initiates the procedure, utilising the Critical Incident Report Form.
5. A Critical Incident Team, led by the CEO, is formed to manage the incident, comprising appropriate College staff.
6. The Critical Incident Team is tasked with:

   a) Collecting factual information, including times, individuals involved, locations, circumstances, and outcomes.

   b) Accessing student College files for pertinent information.

   c) Analyzing and assessing collected facts.

   d) Formulating a comprehensive plan to manage the situation.

   e) Directly and indirectly contacting affected students.

   f) Liaising with emergency services.

   g) Communicating with students' families.

   h) Providing support to the families in the event of a death.

i) Liaising with embassies, the Department of Home Affairs, and/or the Department of Education.

j) Coordinating with staff members.

k) Preparing formal communications.

l) Responding to inquiries.

m) Abiding by team decisions.

n) Offering counseling to staff and students involved.

o) Liaising with internal and external parties.

p) Engaging external professional services when necessary.

q) Ensuring management aligns with the College Privacy policy.

7. In the event of a student's death or serious injury, the College assists the student's family in various ways, including visa, travel, and accommodation arrangements, and providing access to counseling services.

8. During the formulation of the critical incident plan, the team ensures all facts are considered, discusses possible management strategies, agrees on strategies, allocates tasks, determines timelines, reporting channels, review processes, and dissemination methods.

9. Each team member documents actions taken along with timelines, utilizing the Critical Incident Report Form.

10. The Department of Home Affairs and the Department of Education are informed in case of incidents involving international students' deaths or impacts on their attendance/course progress, utilizing PRISMS.

11. If the Student is an international student residing in College-arranged accommodation, their family or landlord is informed.

12. The agreed-upon plan is implemented in compliance with specified procedures.

13. All documentation related to critical incidents is stored in SMS.

14. Counseling is offered to all staff and students involved in the incident at various intervals.

15. Staff and students are encouraged to access counseling services through the CEO at any time.

16. Contact details for counseling services are included in all communications to parties involved in the incident.

17. The management of critical incidents undergoes a review upon completion, with improvement actions implemented as necessary.

18. Staff training is conducted as a result of identified improvement actions every year.

19. All improvement actions are recorded in accordance with ASMI's continuous improvement policy and procedure.

Record Keeping

1) Documentation of Incidents:

All critical incidents are documented using the Critical Incident Report Form, which captures detailed information including the nature of the incident, individuals involved, time, location, circumstances, and immediate actions taken.

Critical Incident Report Form: The Critical Incident Report Form is initiated by the CEO or the Chief Work Health and Safety Officer upon the identification of a critical incident. This form is used throughout the incident management process to record ongoing actions, decisions, and communications.

2) Centralised Storage:

All completed Critical Incident Report Forms and related documentation are stored in the students individual student file located in ASMI's Shared Drive> International Student> Student File and a copy shared in Shared Drive> Critical Incident> Student Name Folder. This ensures a secure and centralized repository for all records associated with critical incidents.

3) Access and Confidentiality:

Access to critical incident records is restricted to authorised personnel only, in compliance with the College's Privacy Policy. This ensures that sensitive information is protected and only shared with those directly involved in managing the incident or providing support.

4) Communication Logs:

Detailed logs of all communications with internal and external parties, including emergency services, affected individuals, families, and regulatory bodies, are maintained. These logs include the date, time, and content of each communication.

5) Review and Improvement:

Following the resolution of a critical incident, the Critical Incident Team reviews all documentation to assess the effectiveness of the response and identify areas for improvement. The outcomes of this review, along with any recommended actions, are documented and stored in the SMS.

6) Continuous Improvement Records:

Any improvements or changes to the policy or procedures resulting from the review of a critical incident are recorded in accordance with the College's Continuous Improvement Policy. This includes documentation of staff training sessions, updates to procedures, and any other actions taken to enhance the Institute's preparedness and response capabilities.

7) Regulatory Reporting:

In incidents involving international students that impact their attendance or course progress, the Department of Home Affairs and the Department of Education are informed through PRISMS. All correspondence and reports submitted to these regulatory bodies are documented and stored in the SMS.

By following these record-keeping procedures, ASMI ensures that all critical incidents are managed transparently, effectively, and in compliance with relevant regulatory requirements, while maintaining the confidentiality and security of sensitive information.

Related Documents

Policy and Procedures	
P06	Complaints and Appeals Policy and Procedure
P21	Student Code of Conduct
P14	Course Amendment Policy and Procedure

Other	
F56	Critical Incident Report Form
T20	Letter of Intention to Report
T21	Letter of Notification (Enrolment will be Cancelled)

T11	Letter of Notification (Enrolment will not be Cancelled)
T04	Letter of Refusal to Release
T05	Letter of Release

Document Amendments

Details	Version	Date
Initial document creation	1.0	18th August 2023
Minor Amendment to conform with 2025 Standards for RTOs	2.0	25th May 2025