
Critical Incident Policy

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Issue Date:	Issue History:
November 2014	Initial Release (V1.0)
September 2015	Review (V1.0)
October 2016	Reviewed and updated related forms (V1.1)
August 2017	Reviewed and revised (V1.2) Director of Quality Assurance removed
February 2018	Reviewed and revised (V2.0) 'Standard 6 – Overseas student support services'

Policy Title	Critical Incident Policy
Purpose	<p>This policy supports 'Standard 6 – Overseas Student Support Services' of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018 which states:</p> <p>“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.”</p>
Scope	<p>To articulate Cambridge International College (CIC) practices applicable to students and staff in compliance with the ESOS legislation. The critical incidents covered in this procedure may occur at the teaching location or after hours.</p>
Policy Statement	<p>CIC will work towards establishing a safe environment and take appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.</p> <p>CIC ensure that incidents must be appropriately reported and managed in a way that is responsive to the immediate circumstances of the incident, the rights of those involved, and the need to ensure that any risks of recurrence are minimised as far as possible. The intent of this policy is to ensure that critical incidents are appropriately reported in a timely manner. Further that reporting process provides for:</p>
	<ul style="list-style-type: none"> - Resolution of the immediate issues and fulfil external reporting obligations arising from a specific incident; - Consistent recording of circumstances relating to incidents; - Identification, evaluation and mitigation of systematic risks associated with services; and - Development and maintenance of a service culture in which the safety and wellbeing of clients, staff and other persons is actively managed and is subject to continuous improvement. <p>A critical incident is an incident, whether accidental or deliberate, that;</p> <ol style="list-style-type: none"> a) Involves a student, a staff member, or a member of the public; and b) Occurs regardless of whether a staff member is present or witnesses the event and involves – <ol style="list-style-type: none"> i. Death; or ii. Risk of death; or iii. Abuse, neglect or exploitation; or iv. Risk of abuse, neglect or exploitation; or v. Serious harm or injury; or vi. Serious risk of harm or injury; or vii. Other incidents, including for example: <ul style="list-style-type: none"> - Alleged criminal activity; - Inappropriate sexual behaviour by a student; - Property damage resulting in closure of a service, such as destruction of premises by fire; - Emergency situation, e.g. bomb threats, hostage situations, natural disaster

Related Policy and Procedure:	Student Support Policy Critical Incident Procedure
Related Forms:	Critical Incident Report
Policy Owner and Delegated Authority:	Campus Manager Director of Studies – Perth/Melbourne
Approved by:	CEO
Approved Date:	14 November 2014
Definition (if any)	
Critical Incident	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving Cambridge International College (CIC), its staff and/or students.
Death	Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.
Serious Illness	Illness which causes the deterioration of the student /staff member's health over time.
Serious Injury	Illness, which prevents or severely affects the student's ability to continue with or complete the course.
Traumatic Event:	A traumatic event is not limited to, but could include: 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, and storms or natural disasters; drug or alcohol abuse.