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## Critical Incident

## Procedure Manual

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<b>Issue Date:</b>	<b>Issue History:</b>
November 2014	Initial Release (V1.0)
September 2015	Reviewed (V1.1)
October 2016	Reviewed and updated related forms (V1.1)

<b>Parent Policy Title</b>	<b>Critical Incident Policy</b>
<b>1.Procedure</b>	<p>Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the General Manager/Campus Director will confirm that the incident falls under the definition of a 'Critical Incident'.</p> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>➤ When a staff member feels a critical incident has occurred they are required to contact emergency services where required and contact the CEO and General Manager immediately.</li> <li>➤ If immediate action is required, then emergency services (police, ambulance or fire brigade as appropriate) are to be contacted and advised of the situation. All personnel are to be cleared from any dangerous area. Contact should be made with the family of any student involved</li> <li>➤ A 'Critical Incident Report' is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Director of Studies and General Manager/Campus Manager and given to the CEO.</li> <li>➤ The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident.</li> <li>➤ The <i>Educational Services for Overseas Students Act 2000 (ESOS Act)</i> requires the Director of Studies to notify Department of Education, Department of Employment and Department of Immigration and Board Protection (DIBP) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).</li> <li>➤ All Critical Incident Reports must be tabled in WHS and/or Risk Committee meetings for development of mitigation plans.</li> </ul> <p><b>During Operating Hours</b></p> <ul style="list-style-type: none"> <li>➤ Students and staff are required to notify any critical incident involving a student immediately to the General Manager/Campus Manager /Director of Studies /VET Education Director.</li> <li>➤ General Manager/Campus Manager/Director of Studies will consider the details and severity of the incident and determine what action needs to be taken.</li> <li>➤ If the incident is not severe and can be resolved with resources available General /Campus Manger, Director of Studies will initiate the action to ensure the appropriate level of support is provided.</li> <li>➤ If the incident is severe and warrants a level of support/assistance from external resources the General Manager/Campus Manager /Director of Studies /VET Education Director 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.</li> <li>➤ The General Manager with the Campus director/s will determine, based on the severity of the incident and in conjunction with Cambridge International College (CIC) Policies, whether other College staff and family members of the student/s involved need to be advised of the details of the incident. The CEO, General Manager and/or College Director/s will take the necessary action. All incidents will recorded and discussed in WHS and/or Risk Management Committee Meeting</li> </ul> <p><b>Outside Operating Hours</b></p> <ul style="list-style-type: none"> <li>➤ Students and staff are required to notify any critical incident involving a student immediately to the General Manager on his office number (24 Hours) or CEO</li> </ul>

	<ul style="list-style-type: none"> <li>➤ The General Manager will contact the Student Administration Manager/Director of Studies who will gain access to the records of the student/s involved to enable verification of details to any emergency services.</li> <li>➤ The CEO or General Manager together with the Director of Studies and/or VET Education Director will determine if there is any care or support required to be provided and make the necessary arrangements.</li> <li>➤ The General Manager/CEO will determine in conjunction with CIC Solicitor (if required) whether other College staff or family members need to be advised of the details of the incident. They will take the necessary action.</li> </ul> <p><b>Follow Up Action</b> The General Manager and/or Director of Studies will initiate the follow up as follows:</p> <ol style="list-style-type: none"> <li>1. Any required follow up such as de-briefing; counselling and prevention strategies have been completed.</li> <li>2. All staff and students involved in the incident to be informed of all outcomes from the incident.</li> <li>3. A recommendation in response to the critical incident is documented and included in the Incident Register.</li> <li>4. The Risk Management/WHS Committee mitigates the risk involved in future.</li> <li>5. Any further follow up required is documented and responsibilities allocated to appropriate staff.</li> <li>6. Monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalescence;</li> <li>7. Co-ordinate the provision of any College based resources required during any period of treatment/convalescence;</li> <li>8. Liaise with the police and other emergency services personnel;</li> <li>9. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;</li> <li>10. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file. This file is on the Student Management System - TEAMS.</li> </ol> <p><b>Concluding Steps</b> In the event of the death of a student, General Manager/Campus Director/CEO will ensure the following is undertaken:</p> <ol style="list-style-type: none"> <li>1. Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;</li> <li>2. Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;</li> <li>3. Organise the sending of a letter of condolence to the family;</li> <li>4. Ensure all administrative actions are followed up and completed e.g. adjust the student records database, process any tuition refunds, notify prisms etc.</li> </ol> <p><b>Public Relations</b> Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, CEO or General Manager, are the only authorised spokespersons to speak to media representatives on behalf of CIC.</p>
<b>Related Policy and Procedure:</b>	Student Support Policy Critical Incident Policy
<b>Related Forms:</b>	Critical Incident Report
<b>Procedure Owner:</b>	Director of Studies General /Campus Manager Director/VET Education Director
<b>Approved by:</b>	CEO Director of Quality Assurance

<b>Approved Date:</b>	November 2014
<b>Definition (if any)</b>	Critical Incident: An event that may result in a crisis which is extremely important because of being or happening at a time of special difficulty, trouble, or danger, when matters could quickly get either worse or better