



ASIA
ASTRAL SKILLS INSTITUTE OF AUSTRALIA
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Critical Incident Policy and Associated Procedures

Version 1.0



Critical Incident Policy and Associated Procedures

STATUS, DETAILS AND SUMMARY OF CHANGES

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VERSION CONTROL AND SUMMARY OF CHANGES

Version	Date	Description of Changes
1.0	01.10.2023	Introduction of the policy



1. Purpose

This policy and procedure outlines ASIA's approach to managing critical incidents, focusing on prevention, documentation, communication, and appropriate corrective action. In the event of a critical incident, ASIA recognizes the necessity of adequate infrastructure to ensure the provision of all requisite support services. This document delineates ASIA's policy, support mechanisms, and procedures for managing critical incidents, ensuring compliance with Standard 6 of the National Code 2018, Student Support Services.

2. Objective

This policy aims to ensure that ASIA:

- **Implements an effective response protocol for critical incidents:** This includes establishing clear procedures for reporting, assessing, and responding to critical incidents.
- **Provides appropriate support and counselling services to affected individuals:** This involves ensuring access to confidential and professional support services for those impacted by critical incidents.
- **Furnishes staff with appropriate training and informational resources:** This encompasses providing staff with the knowledge and skills necessary to identify, prevent, and respond to critical incidents effectively.
- **Identifies and prevents incidents and critical incidents:** This involves implementing proactive measures to mitigate risks and prevent incidents from occurring.
- **Allocates appropriate resources and builds relationships to manage incidents and critical incidents in compliance with ASIA's obligations and standards:** This includes securing necessary resources and establishing collaborative relationships with relevant stakeholders to effectively manage incidents.
- **Manages ASIA's reputation for the benefit of students, staff, and stakeholders:** This involves protecting ASIA's reputation by responding to incidents transparently and responsibly.
- **Evaluates the effectiveness, adequacy, and ongoing suitability of incident and critical incident responses:** This includes regularly reviewing and improving incident response procedures to ensure their continued effectiveness.

3. Legal Framework

Standard 6 of the National Code 2018, Student Support Services, mandates that Registered Providers facilitate international student adjustment to study and life in Australia,





enabling them to achieve their learning goals and satisfactory academic progress towards fulfilling course learning outcomes. This standard aims to ensure the availability of appropriate support services to ease the transition and provide necessary assistance to international students.

Compliance with Standard 6.4:

In accordance with Standard 6.4, this document constitutes TM's documented critical incident policy and procedures. It encompasses the actions to be taken during a critical incident, required follow-up procedures, and the maintenance of records pertaining to the incident and actions taken. A critical incident is defined by the National Code as "a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury."

4. Critical Incidents: Definitions and Examples

A critical incident, as defined by the National Code, is "a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury." It is important to note that even non-life-threatening events can qualify as critical incidents if they meet these criteria of causing extreme stress, fear, or injury. Examples of critical incidents include, but are not limited to:

- **Missing students:** The disappearance of a student can create significant stress and fear for staff, other students, and the wider community.
- **Severe verbal or psychological aggression:** Incidents of intense verbal abuse or psychological intimidation can be deeply traumatic.
- **Death, serious injury, or any threat of these:** These events are inherently traumatic and can have a profound impact on those involved.
- **Natural disasters:** Events like earthquakes, floods, or fires can cause widespread trauma and disruption.
- **Issues such as domestic violence, sexual assault, drug or alcohol abuse:** These sensitive issues can lead to critical incidents, particularly when they intersect with the educational environment.

This list is not exhaustive, and other situations may also qualify as critical incidents depending on the specific circumstances and their impact on individuals.

5. Principles of Dealing with Critical Incidents

5.1 Documenting Critical Incidents

Upon identification or report of a critical incident, an ASIA staff member will document the incident using ASIA's Critical Incident Report Form. This form, upon being reviewed by the





administrative manager or their designated delegate (see Clause 9), will then be used to report the incident to the Administrative Manager or the CEO/their designated delegate.

5.2 Critical Incident Team (Coordinating Group) Formation

Following a critical incident, the CEO (or their designated delegate) will convene a meeting with relevant staff to form a Critical Incident Team (CIT). The CIT typically consists of the CEO/designated delegate, administrative manager, and health and safety officer.

Responsibilities of the Critical Incident Team:

- **Risk Assessment and Response:** Assessing hazards and situations requiring emergency action, analysing requirements to address these hazards, and determining appropriate response actions.
- **Liaison with Emergency and Other Services:** Coordinating 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) and other support services.
- **Communication with Affected Parties:** Contacting students' relatives and other appropriate individuals to provide information and support, requiring 24-hour access to their contact details.
- **External Liaison:** Communicating and collaborating with external bodies such as homestays, carers, or foreign embassies.
- **Counselling and Support:** Providing counselling and support services to students and staff indirectly involved in the incident.
- **Critical Incident Planning and Management:** Developing, implementing, and regularly reviewing Critical Incident Plans for each identified critical incident; disseminating planned procedures; organizing practice drills; coordinating appropriate staff development; and maintaining 24-hour access to contact details for relevant staff (e.g., Critical Incident Team leader, Administration Manager).

5.3 Devising Action Plan

The Critical Incident Team will develop and implement a comprehensive action plan to address the various aspects of a critical incident, including communication strategies. This plan will include:

Development: The team will collaboratively create a detailed action plan, outlining specific steps, procedures, and assigned responsibilities for managing the incident. This will involve identifying key stakeholders, available resources, and potential challenges. The plan will be





tailored to the specific nature of the incident and will be flexible enough to adapt to changing circumstances.

Dissemination: Once developed, the action plan will be clearly communicated to all relevant parties, including staff, students, parents/guardians, and external stakeholders. This will ensure everyone is aware of their roles and responsibilities and that consistent messaging is maintained. Multiple communication channels may be utilized to ensure effective dissemination.

Review: The action plan will be regularly reviewed and evaluated for effectiveness. This will involve gathering feedback from stakeholders, analysing the incident's impact, and identifying areas for improvement. The review process will inform future planning and ensure continuous improvement in critical incident management.

Staff Training and Development: Ongoing training and development will be provided to staff members involved in the implementation of the action plan. This will equip them with the necessary skills and knowledge to effectively manage critical incidents and communicate with affected parties. Training may include simulations, workshops, and debriefing sessions.

6. Incident Reporting and Response Procedures

(A) During Operating Hours:

- 6.1 Any critical incident involving a student or staff member must be immediately reported to the Administration Manager or CEO.
- 6.2 The Administration Manager/CEO will assess the severity of the incident and determine the appropriate course of action:
 - **Non-Severe Incidents:** If the incident can be resolved with available resources, the Administration Manager/CEO will initiate action to provide the necessary support.
 - **Severe Incidents:** If the incident requires external support, the Administration Manager/CEO will arrange for that assistance. If a student is incapacitated and unable to provide personal details to emergency services, the Administration Manager/CEO may do so on their behalf.
- 6.3 Based on the severity of the incident and ASIA policies, the Administration Manager, in consultation with the CEO, will determine whether other ASIA staff and family members need to be informed. Appropriate action will then be taken.
- 6.4 **ASIA's Responsibilities:** The registered provider is responsible for:
 - Maintaining a safe campus environment and advising overseas students and staff on personal safety measures.





- Providing information to overseas students on seeking assistance and reporting incidents that significantly impact their wellbeing, including critical incidents.
- Providing or referring overseas students to general safety and awareness information relevant to life in Australia (including electronic resources).

(B) Outside Operating Hours:

Students and staff must immediately report any critical incident involving a student to the Administration Manager or CEO.

The Administration Manager/CEO will then contact the Student Support Officer, who will access student records to verify details for emergency services if necessary.

The CEO/Administration Manager will determine and arrange any necessary care or support.

The CEO and Administration Manager, in consultation with ASIA's Solicitor if required, will determine whether other staff or family members need to be informed and will take the necessary action.

This revised version clarifies the procedures for reporting and responding to critical incidents, both during and outside of operating hours, and highlights the responsibilities of the registered provider.

7. Follow-up Actions

1. Complete any necessary follow-up actions, such as debriefing, counselling, and preventative strategies.
2. Inform all staff and students involved in the incident of all outcomes.
3. Document a recommended response to the critical incident and include it in the Incident Register.
4. Document any further follow-up required and assign responsibilities to appropriate staff.
5. Monitor the student's condition and provide adequate support during any treatment/convalescence period.
6. Coordinate the provision of any Institute-based resources required during any treatment/convalescence period.
7. Liaise with police and other emergency services personnel.
8. Advise and assist family members who travel to Australia to support the student with travel and accommodation requirements.





9. Maintain detailed records of the incident in the student's file, arranged in chronological order. This file is located at reception.

8. Concluding Steps

Following a critical incident, the Administration Manager/CEO will ensure affected students receive appropriate support to resume their studies and/or work. This support may include, but is not limited to:

- **Academic Support:** Assistance in catching up on missed coursework, flexible learning arrangements, and access to tutoring or academic advising.
- **Additional Training:** If necessary, supplemental training will be provided to address any knowledge or skill gaps resulting from the incident.
- **Intervention Strategies:** In suitable cases, targeted interventions will be implemented to address specific needs, such as counselling, stress management techniques, or other relevant support services. The goal is to facilitate a smooth transition back into the student's academic pursuits.

Conversely, in the event of a student's death, the CEO/Administration Manager will:

1. Contact the family to determine their wishes regarding repatriation of the body, personal effects, religious observances, etc.
2. Coordinate the repatriation of the body and personal effects according to the family's wishes and Australian regulations.
3. Send a letter of condolence to the family.
4. Ensure all administrative actions are taken, such as updating student records, processing tuition refunds, etc.

9. Critical Incident Reports and Log

A Critical Incident Report as well as a log is a crucial document for recording and managing critical incidents. It provides a formal record of the event, enabling a thorough investigation, analysis, and appropriate follow-up actions.

Reporting Procedure:

1. **Initial Report:** As appended in 5.1, the staff member directly involved in the incident, or the staff member who first becomes aware of the incident, is responsible for preparing a report using a Critical Incident Form. This should be done as soon as possible after the incident occurs. Additional papers should be used if necessary.





2. **Review and Verification:** The completed report will be reviewed and verified by the Administration Manager or their designated delegate. This step ensures the accuracy and completeness of the information provided. The Administration Manager's verification is particularly important in cases where the initial reporter may be significantly impacted by the incident.
3. **Submission to CEO:** After review and verification, the Administration Manager will submit the report to the CEO or their designated delegate. This ensures that senior leadership is aware of the incident and can provide oversight and guidance for subsequent actions.

Content of the Report:

The Critical Incident Report should be as detailed and comprehensive as possible, providing a clear and accurate account of the event. Essential information to include:

- **Date, Time, and Location:** Precise details of when and where the incident occurred.
 - **Description of the Incident:** A clear, factual account of the incident, including the sequence of events.
 - **Individuals Involved:** Identification of all individuals directly involved in the incident, including their roles and contact information. This includes victims, witnesses, and any staff members involved.
 - **Injuries or Harm:** Details of any injuries or harm sustained, including physical injuries, emotional distress, or property damage.
 - **Immediate Actions Taken:** Description of any immediate actions taken in response to the incident, such as first aid, emergency service notification, or security measures.
 - **Witnesses:** Names and contact information of any witnesses to the incident.
 - **Contributing Factors:** Any identifiable factors that may have contributed to the incident.
 - **Recommendations:** Any recommendations for preventing similar incidents in the future.
4. **Recording the incident in the log:** A summary of each critical incident, including the actions taken and recommendations issued, shall be recorded in the Critical Incident Log (located in OneDrive). The Administration Manager/CEO or their designated delegate shall be responsible for maintaining said log. Entries in the Critical Incident Log shall be utilized for training, preventative measures, and continuous improvement initiatives.





10. Public Relations/Media Release

In the event of a critical incident with public relations implications, only the CEO/ Administration Manager is authorised to speak to media representatives on behalf of ASIA.

11. Review Processes

This policy and associated procedures will be reviewed biennially by the compliance team/academic manager.

12. Associated procedures

Procedure Steps	Responsibility	Reference
1. Identify the critical incident/traumatic event	Any/all ASIA staff	
2. Document the incident by completing the Critical Incident Report Form and if needed, additional paper.	Any/all ASIA staff	
3. Report the incident to the CEO/Administrative Manager or their designated delegate	Any/all ASIA staff	
4. Organize Critical Incident Team Meeting and devise an Action Plan	CEO or their designated delegate, Admin Manager, Health and Safety Officer	
5. Discuss the action plan with/report the action plan to the CEO (when the CEO was absent in the meeting)	A member of the Critical Incident Team	
6. Manage the situation according to the guidelines provided in the " Incident Reporting and Response Procedures ".	Critical Incident Team	
7. Document the incident/event in the critical incident log	CEO, Admin Manager or their designated delegate	
8. The form and the log must be kept for two years after the student completes the course.	CEO, Admin Manager or their designated delegate	





Critical Incident Report and Follow-up Form

Part A: Documenting and reporting a critical incident

Section 1: Details of the incident					
Date of the incident:		Time:			
Location/Campus:					
Reported to:		Position title:			
Section 2: Details of the affected person (1)					
Name:		Student ID:			
Address:					
Contact No:		Next of kin:			
Email address:					
Overseas address:					
Section 2: Details of the affected person (2)					
Name:		Student ID:			
Address:					
Contact No:		Next of kin:			
Email address:					
Overseas address:					
Section 2: Details of the affected person (3)					
Name:		Student ID:			
Address:					
Contact No:		Next of kin:			
Email address:					
Overseas address:					
NB. Use the table on page 3 if more than 3 persons are affected.					
Section 3: Type of Incident					
<input type="checkbox"/>	Assault	<input type="checkbox"/>	Accident (vehicle)	<input type="checkbox"/>	Accident (other, e.g., electric)
<input type="checkbox"/>	Break-ins	<input type="checkbox"/>	Disaster (e.g., flood, storm..)	<input type="checkbox"/>	Drug
<input type="checkbox"/>	Family violence	<input type="checkbox"/>	Fire/gas leaks	<input type="checkbox"/>	Health emergency
<input type="checkbox"/>	Injury	<input type="checkbox"/>	Medical emergency	<input type="checkbox"/>	Police (e.g., arrest, detention)
<input type="checkbox"/>	Physical violence	<input type="checkbox"/>	Sex offence	<input type="checkbox"/>	Threat
<input type="checkbox"/>	Weapon attack	<input type="checkbox"/>	Other (specify): _____		
Section 4: Description of the incident (to be appended in the box below)					





Section 5: Immediate Action(s) Taken/Offered

<input type="checkbox"/>	None required	<input type="checkbox"/>	First Aid	<input type="checkbox"/>	Contacted emergency/000
<input type="checkbox"/>	Taken to hospital	<input type="checkbox"/>	Reported to the CEO/Manager	<input type="checkbox"/>	Contacted next of kin
<input type="checkbox"/>	Other (specify): _____				

Provide details of immediate actions taken/offered in the box below:

Section 5: Reporter staff and Witness

Staff name:		Position:	
Witness name:		Contact No:	
Staff Signature:		Date:	

NB. Once completed, this form must be sent to the Admin Manager/CEO or their designated delegate.

Section 6: Next Step(s) [To be completed by the Admin Manager/CEO/their designated delegate.]

<input type="checkbox"/>	No action required	<input type="checkbox"/>	CIT formed	<input type="checkbox"/>	Meeting organised
<input type="checkbox"/>	Action plan devised (follow-up actions are detailed in part B)				

Section 7: Recommendations to prevent similar incidents (by CEO/their designated delegate)



Additional space to include details of the persons affected by the incident:

Name	Address	Contact No



Critical Incident Report and Follow-up Form

Part B: Follow-up Actions and Conclusion of the Incident

Section 1: Summary of the Action Plan Devised			
Section 2: Was the Action Plan implemented as agreed? <input type="checkbox"/> YES <input type="checkbox"/> NO (If no, please detail why)			
Section 3: Critical Incident Outcomes			
<input type="checkbox"/>	Successfully addressed	<input type="checkbox"/>	NOT Successfully addressed (please detail why)
Section 4: Follow-up Actions			
<input type="checkbox"/>	Rehab support	<input type="checkbox"/>	After death support
<input type="checkbox"/>			No further support needed
Additional notes, if any:			
Section 5: Continuous improvement – was the summary recorded in the log?			
<input type="checkbox"/>	Yes, recorded	<input type="checkbox"/>	After death support
<input type="checkbox"/>			No further support needed