

1. Purpose

The purpose of this policy is to ensure that the Ultimate Institute of Australia has a critical incident policy and procedure that covers 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, in compliance with 'Standard 6 – Student Support Services' of the National Code.

2. Related Standard

Standard 6 (The National Code 2007)

3. Scope

This policy applies to all students studying at Ultimate Institute of Australia.

4. Definitions

A Critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury.'*

Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

Death (Including death of a dependent residing in Australia) - Accidental, Suicide, Result of an injury or terminal illness, or Murder.

Critical Incident Policy



Serious Illness which causes the deterioration of the student/staff member's health over time.

Serious Injury which prevents or severely affects the student's ability to continue with or complete the course.

Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.

5. Policy

Ultimate Institute of Australia will ensure that any critical incident that occurs is documented, reported and action taken by the Ultimate Institute of Australia where required.

6. Procedure

Where a Critical Incident is identified the following procedure must occur. As part of the reporting process the Administration Manager will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

Reporting

- When a staff member feel a critical incident has occurred they are required to contact emergency services where required and contact the Training Manager immediately.
- A 'critical incident report' (Appendix A) 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 Administration Manager and given to the CEO of Ultimate Institute.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident.

- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Ultimate Institute to notify DET and 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).

Consultation of Action Plan

- The Training Manager will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
- Where required, a meeting with appropriate staff/students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to:
 - Assessing risks and response actions
 - Liaison with emergency and other services
 - Contact with students' relatives and other appropriate contacts
 - Liaison with other external bodies, such as home stays, carers or foreign embassies, and
 - Counselling and managing students and staff not directly involved in the incident
 - Media Management (Where required)
- Where appropriate Ultimate Institute may be required to provide support to the family in the form of:
 - hiring interpreters
 - making arrangements for hospital/funeral/memorial service/repatriation
 - obtaining a death certificate
 - assisting with personal items and affairs including insurance issues
 - assisting with visa issues

Follow up and Review of Critical Incident

Where a critical incident has occurred and reported to DET and DIBP, Ultimate Institute will conduct a follow up and a review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed
- All staff and students involved in the incident have been informed of all outcomes from the incident

Critical Incident Policy



- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff

7. Resources and Forms

Critical Incident Form

8. Revision history

Revision	Date	Description of modifications
1 1.0	June 2015	Policy created and approved
2 1.1	August 2016	Updated and approved
3		

Critical Incident Policy



Appendix A

Critical Incident Report

Name	
Role within Ultimate Institute	
Date of critical incident	
People involved in the critical incident (and their role within Ultimate Institute)	
Description of critical incident	
Emergency Service involved	<input type="checkbox"/> Yes (Police / Ambulance / Fire) <input type="checkbox"/> No
Follow up required for people involved in critical incident	<input type="checkbox"/> Medical <input type="checkbox"/> Counselling <input type="checkbox"/> Police Statements <input type="checkbox"/> Notification to family <input type="checkbox"/> Other Details of follow up: _____ _____ _____ _____
Reported Critical Incident to	

Name

Signature

Date