

1.0 Purpose

- 1.1 The purpose of this procedure is to define the system used to meet the requirements of:
- 2018 National Code of Practice-Standard 6

2.0 Scope

2.1 This policy/procedure applies to all international student of Accredited Training Centre of Australia.

3.0 Responsibility

3.1 The CEO, Campus Manager (s), Student Support and Administration Manager (s) and the Student Administration Officer (s), are responsible for implementation of this policy and to ensure that staff are aware of its application and implement its requirements and procedures

4.0 Definitions

4.1 *Critical Incident* – A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents are not limited to, but could 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
- any non-life threatening event that could still qualify as a critical incident

5.0 Policy Contents/Statements

5.1 Accredited Training Centre of Australia shall have and implement a documented policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

5.2 Accredited Training Centre of Australia shall ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. This shall take place upon staff employment, induction and orientation programs.

5.3 Accredited Training Centre of Australia shall maintain a written record of any critical incident and remedial action taken by for at least two years after the overseas student ceases to be an accepted student.

Note: the above will also apply to domestic students, where relevant.

5.4 The critical incident policy and procedure should include contact information for the police and any other organisations that may be able to assist in such a situation, for example community/multi-cultural organisations or phone-counselling services

5.4 Prior to commencement of training, Accredited Training Centre of Australia shall:

- take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia

5.5 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify Department of Education and or/Department of Immigration and Border Control 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).

5.6 When an international student dies or sustains serious injury, the college may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial Services/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

6.0 Procedure

6.1 Any college staff member receiving news or information regarding a critical incident must contact either the Campus Manager (s), Student Support and Administration Manager (s) and/or the Student Administration Officer (s). The contact details of the are available, student handbook and displayed on the Victorian, Adelaide and NSW Campuses, notice boards.

6.2 On receipt of news or information regarding a critical incident the Campus Manager (s) and/or the Student Support and Administration Manager (s) must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists contact the relevant emergency services by phoning 000
- If translators are required contact an interpreter service such as Translating and
- Interpreting Service on 131 450
- If counselling services are required contact Life Line on 131 114 or similar
- Plan an immediate response
- Plan ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks

6.3 Where the critical incident involves suspected criminal activity, the matter must be reported to the Police, regardless of any issues of consent or confidentiality.

6.4 If the critical incident is of a police nature or workplace health and safety issue, ensure the area or site is not disturbed.

6.5 Based on an evaluation of the critical incident the Campus Manager (s), Student Support and Administration Manager (s) must, where appropriate, implement the following:

- Contact with next of kin/significant others
- Inform police and any other organisations that may be able to assist such as .. community/multi-cultural organisations or phone-counselling services.
- Informing Institute staff and students
- Prepare a guideline to staff about what information to give students

- Prepare a written bulletin to staff and students if the matter is complex
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries
- Managing media/publicity
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session withCounsellor/s
- Maintain privacy principles
- Arrange access to emergency funds if necessary

6.6 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify Department of Education and or/Department of Immigration and Border Control as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, via the Provider Registration and International Student Management System (PRISMS).

6.7 The Campus Manager (s), Student Support and Administration Manager (s) must record the incident and the following key details in the Critical Incident Report/Form, to include:

- The time of the incident
- The location and nature of the incident
- The names and roles of persons directly involved in the critical incident
- The action taken by the Institute
- The organisations and people contacted by the Institute

6.8 Following this they must ensure:

- The Critical Incident Log is updated
- Department of Immigration and Boarder Control is informed.

6.9 The Critical Incident Report and Critical Incident Log are stored in the Critical Incident file located at both Institute campuses. A copy of the Critical Incident Report is also stored in the student's file.

Note: The above policy and procedure shall be read in conjunction with Student Services Policy