

CRITICAL INCIDENT POLICY

| | |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Document ID | Critical Incident Policy |
| Related Documents | APIC PERI Plan 2016 Privacy Policy Student Code of Conduct Policy Non-Academic Conduct Policy WHS Policy |
| Date | 16 December 2016 |
| Date of Next Review | 16 December 2018 |
| Authorised by | Director of Accreditation, Compliance and Quality Assurance |
| Approved by | Governing Board, 3 February 2017 |
| Version | 1.1 |
| Responsible Officer | Registrar |
| References and Legislation | Education Services for Overseas Students Act 2000 Migration Act 1958 Biosecurity Act 2015 National Health Security Act 2007 Victoria's public health infectious diseases control guidelines https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines Infectious Diseases Epidemiology and Surveillance Notification of Infectious Diseases under the NSW Public Health Act 2010 |

Contents

| | |
|--------------------------------------------|---|
| 1. Purpose..... | 2 |
| 2. Scope | 2 |
| 3. Definitions | 2 |
| 4. What is a Critical Incident?..... | 2 |
| 5. Management Plan | 2 |
| 5.1 Critical Phase..... | 2 |
| 5.2 Ongoing Supervision and follow-up..... | 3 |
| 5.3 Investigation Process | 3 |
| 5.4 Reporting..... | 3 |
| 5.5 International Students | 4 |
| 6. Document Change Control..... | 4 |

1. Purpose

This policy is intended to provide a clear process for managing critical incidents involving students in order to minimise the risk of independent action and to assist in ensuring that each case is managed effectively and compassionately. APIC's response needs to be timely and professional, and as personal and sincere as possible.

Incidents may vary in terms of the scale of the emergency, the level of response required and the level of media interest. Our response should be adapted, within this procedure, to meet the needs of each incident.

2. Scope

This policy applies to all APIC students, whether on or off campus unless otherwise stated.

Some international students may require additional support because they will not have close family available and the College will endeavour to assist in these cases as much as possible.

3. Definitions

| Item | Definition |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Critical incidents</i> | <ul style="list-style-type: none">- Serious injury or death- Sexual assault or abuse- Violence, threats or abuse- Robbery with violence- Sudden or unexpected death or suicide of colleague, classmate, teacher- Natural disasters- Terrorist attacks including bomb threats- High publicity violent crimes. |

4. What is a Critical Incident?

A critical incident is one that is so unusual or distressing that it produces a high level of emotional reaction. This reaction may be immediate or delayed and varies from one person to another person. So, what is a critical incident for one person may not be for another.

5. Management Plan

The following steps outline the process to manage a critical incident. It applies to all APIC staff including sessional staff members who may be present when the incident occurs or who may be the first point of contact for the student.

5.1 Critical Phase

The critical phase is that time immediately after the incident has occurred, or the point in time when the student or staff member first contacts APIC.

Staff should assess the situation and ensure that they consider the following:

- Ensure that the student is safe and is receiving adequate medical supervision in a safe environment
- Ensure that other students are safe
- Determine if evacuation procedures are required to be implemented
- Report incident to the relevant APIC Manager (e.g. Facilities Manager)
- Contact relevant authorities as appropriate (e.g. police, ambulance)
- If necessary, call an interpreter and have them stand by for assistance
- Once the student is not in danger and receiving medical supervision resume activities if appropriate
- At the earliest time interview the student to ascertain what happened and any ongoing problems
- Support other students or arrange for counselling to occur
- Address any other immediate needs, i.e. additional support, police report, report stolen goods etc.; and
- Follow the procedures outlined in Appendix 1 in the case of a death of a student.

5.2 Ongoing Supervision and follow-up

Once the incident has been managed and necessary contact has been made with relevant personnel, it is important that follow-up of the student is undertaken by a nominated staff member. This may include:

- Keeping in contact with the student and relevant others. Monitor the situation with a daily call
- Checking that the student is receiving ongoing help with medical conditions and counselling
- Passing on findings to the appropriate manager and other relevant people.

5.3 Investigation Process

To ensure that the incident is accurately recorded and managed, the Campus Director shall:

- Collect facts about the incident (e.g. injuries to person, any witnesses, information from the scene). This may be in written form or through the use of media such as photographs, as appropriate.
- Examine any work/operating procedures or training that may have impacted the incident
- Determine the cause of the accident/incident paying attention to contributing factors, environmental factors, mechanical failure, and systems failure
- Review work procedures, training, and/or safe operating procedures
- Document recommendations and communicate results of investigation to relevant others.

5.4 Reporting

The on-line [Incident Report](#) form is to be completed and provided with any verbal reports to the Campus Director including any recommendation on ways to prevent similar occurrences.

Media enquiries should be referred to the President. Social media is to be monitored and moderated by the Digital Marketing Manager.

Written reports, approved by the student, are to be put on the student's file on RTo Manager, and on APIC's Critical Incident Register and sent to the parents of the student and other relevant authorities with permission

5.5 International Students

If case of a death of a student, and the decedent was an enrolled international student, there are additional reporting requirements under the ESOS Act.

The Compliance Manager (or delegate) must be advised of the death as soon practical after the death. The Compliance must advise the Department of Immigration Provider Liaison Officer of the circumstances of death.

It is especially important to contact the State Immigration Office, prior to reporting on PRISMS, so the Liaison Officer may prevent a letter being sent to the student's most recent recorded address thus minimising the possibility of further distress for the student's family.

Using PRISMS to report the student's death, the Compliance Manager will enter the student course variation reason/code as below against the student's Electronic confirmation of enrolment (eCoE):

- Reason for Student Course Variation - Termination of student studies prior to completing the course.
- Termination Reason – provider decision to cease student enrolment
- Provider decision to cease student enrolment reasons- student has died including full details in the comment field as per death certificate and state that the Department of Immigration has been notified by email and provided supporting documentation.

The Compliance Manager (or delegate) should also advise the Deputy Dean (Academic) of the student's death who will check the student's program progression in case the student may be eligible for a Posthumous Award.

6. Document Change Control

| <i>Version</i> | <i>Change Description</i> | <i>Date</i> | <i>Author</i> |
|----------------|-----------------------------------------|------------------|---------------|
| 1.0 | Policy Cycle Review update | 16 December 2016 | Corinne Green |
| 1.1 | Minor change to form and register names | 9 September 2017 | Corinne Green |
| | | | |

Appendix 1

Procedures in Case of a Student Death

In the case of a critical incident that results in the death of a student the Campus Registrar should form a taskforce comprised of relevant managers and student representatives. The taskforce is responsible for:

- Assessing risk and plan immediate response actions
- Liaising with emergency and other services
- Allocating individual roles and responsibilities for tasks
- Contacting appropriate personal which may include:
- Next of kin
 - Other students (those involved, friends)
 - Hospital
 - Counselling/support staff
 - The person assigned to deal with the media
 - Teaching/academic and other relevant staff
 - Student associations
 - Contact Immigration Department (if relevant) or the Consulate, Sponsor, Accommodation provider (for overseas students).
- Liaising with other external bodies
- Arranging counselling of students and staff not directly involved in the incident
- Keeping careful records throughout the process
- Establishing what costs can be met by APIC
- Discussing fee reimbursement
- Investigating any insurance issues
- Arranging condolence letters to everyone involved
- Arranging Thank You letters
- Offering follow up support to those involved
- Reviewing critical incident procedure
- Reviewing critical incident procedure.
- For overseas students, the responsibilities of the committee may also be to:
 - Arrange a funeral or memorial service
 - Obtain a copy of the death certificate and related documents
 - Arrange for repatriation
 - Arrange for the student's possessions to be stored or sent to his/her family.