



## Critical Incident Policy and Procedure

### Purpose

The purpose of this policy is to outline Australian Workplace Skills Institute's strategies in managing critical incidents that can influence the performance of students in undertaking or completing their course. This includes:

- Implementing an effective approach in managing critical incidents as they arise
- Initiating and carrying out a process of support following the occurrence of critical incidents
- Evaluating the remedial actions taken to determine its effectiveness and any opportunity for improvement.

The practices followed will be in compliance with Standards 6 of National Code 2018.

### Scope

This policy applies to all college's staff members, enrolled students and visitors.

### Definitions

College	Australian Workplace Skills Institute
Student Management System	Axcelerate
PRISMS	Provider Registration and International Student Management System
Critical Incident	<p>Is defined by the National Code 2018 as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This does not include serious academic misconduct.</p> <p>Critical incidents include but not limited to the following:</p> <ul style="list-style-type: none"><li>• Missing students</li><li>• Severe verbal or psychological aggression</li><li>• Death, serious injury or any threat of these</li><li>• Natural disaster</li><li>• Issues such as domestic violence, physical, sexual or other abuse</li><li>• Other non-life threatening events</li></ul>
OHSC	Health insurance for overseas students studying in Australia.

### Policy

The college will ensure that:

- It provides and maintains a safe and healthy environment for the benefits of its staff members, students and visitors
- It has a documented process in place to manage critical incidents including incidents that can cause physical or psychological harm of its students
- All written records of any critical incidents including the remedial action taken, are kept for at least two (2) years after the student has ceased to be an accepted student.



# AWS

AUSTRALIAN WORKPLACE  
SKILLS INSTITUTE

**AWS Institute Pty Ltd**

**T/A Australian Workplace Skills Institute**

**RTO No:** 45701 **CRICOS No.:** 03924J **ABN No:** 12 637 817 353

**ACT Campus:** Level 1, 66 Townshend Street, Phillip, ACT 2606

**NSW Campus:** Level 6, 140 Elizabeth Street, Sydney NSW 2000

**Phone:** 02 9182 0984 (NSW) / 02 6109 7671 (ACT)

**Email:** [info@aws.edu.au](mailto:info@aws.edu.au) **Website:** [www.aws.edu.au](http://www.aws.edu.au)

## Procedure

1. Notification	Responsible Person
1. When incident occurs on campus, report it immediately to the college staff member or CEO	CEO
2. When incident occurs outside campus, contact the emergency number at 02 9182 0984.	

2. Critical Incident Team	Responsible Person
1. Form a Critical Incident Team	CEO
2. The Critical Incident Team is responsible for: <ul style="list-style-type: none"> <li>Assessing risks and determining appropriate remedial actions</li> <li>Liaising with external bodies such as home stays, carers or foreign embassy, emergency and other services</li> <li>Contacting students' emergency contacts and family members when required</li> <li>Counselling and managing students and staff who are not directly involved in the incident</li> </ul>	

3. Assessment	Responsible Person
1. Conduct an early assessment of the incident which includes collecting information on: <ul style="list-style-type: none"> <li>The person/s involved</li> <li>How, where and when the incident occurred</li> <li>Cause of incident</li> <li>Any body parts injured</li> </ul> <p>Ensure adequate information is collected to better understand the situation.</p>	Critical Incident Team
2. Assess the seriousness of the incident and identify the remedial action/s.	
3. Assign roles and responsibilities to the Critical Incident Team based on the action/s identified.	

4. Intervention	Responsible Person
1. Execute on the action/s identified which may include: <ul style="list-style-type: none"> <li>Contacting emergency department services for life threatening or critical situations at Triple Zero (000)</li> </ul>	



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<ul style="list-style-type: none"> <li>• Contacting the emergency contacts of the person/s involved and arranging an interpreter if required.</li> <li>• Contacting the family members of the person/s involved and arranging an interpreter if required.</li> <li>• Notifying all staff members and students of the incident and updating them regularly</li> <li>• Notifying relevant consulate if the overseas student is involved in a serious incident or critically ill</li> <li>• Arranging counselling services to the person/s involved if required</li> <li>• Arranging legal services to the person/s involved if required</li> <li>• Contacting OHSC company on behalf of the student to assist them with their insurance claims.</li> </ul>	<p>Critical Incident Team</p>
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5. Reporting and Investigation	Responsible Person
1. Document the remedial action/s and outcomes following the execution of the actions (if known at the time of reporting)	<p>CEO &amp; Critical Incident Team</p>
2. Complete a Critical Incident Reporting Form immediately	
3. Enter the incident details in the Critical Incident Log	
4. Secure all written records (e.g. remedial actions taken, outcomes) in the Student Management System. All evidence is kept for a minimum of two (2) years after the student has ceased to be an accepted student.	
5. Only disclose the records relating to the incident to authorised person (e.g. family members) and if permitted by laws.	
6. In the event of death, notify the Department of Home Affairs immediately via PRISMS.	

6. Follow-up and Evaluation	Responsible Person
<p>1. Conduct a follow-up session which may include:</p> <ul style="list-style-type: none"> <li>• Assessing the progress (including health, mental and wellbeing) of person/s involved in the incident</li> <li>• Consulting with the person/s involved to determine if additional follow-up sessions are required</li> <li>• Arranging a counselling session if required</li> <li>• Arranging a legal service if required</li> <li>• Contacting external bodies if required. This may include medical officer, foreign embassy, emergency and other services.</li> <li>• Arranging academic support if required. This may include course extension, deferral, additional time for assessment and one on one support.</li> </ul>	<p>CEO &amp; Critical Incident Team</p>



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2. Conduct an evaluation to gauge the effectiveness of remedial action/s following the incident.	
3. Record any opportunity for improvement in Continuous Improvement Register	

### Related Documentation

- Critical Incident Reporting Form
- Critical Incident Log
- Continuous Improvement Register

### Document Control

Policy Owner:	United Colleges of Australia
Endorsed By:	CEO
Person Responsible for Implementation:	CEO & Critical Incident Team
Date:	November 2022
Version:	1.0