



Document: Critical Incident Policy		
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Overview

The purpose of this Critical Incident Policy is to provide a framework for managing and responding to critical incidents involving international students enrolled at WIN College (WIN). This policy aims to ensure the safety, well-being, and support of international students during emergencies or crisis situations. The policy will ensure that WIN has a framework for its response to, during and in the period immediately following the event and for management of the longer-term consequences of such incidents.

Definition

Critical incidents refer to unexpected or disruptive events that have the potential to cause harm, distress, or disruption to the well-being of international students. Examples of critical incidents include but are not limited to natural disasters, accidents, serious injuries, health emergencies, acts of violence, civil unrest, or any situation that poses a significant threat to student safety and security.

Recommended Response Procedure

- In the event of death, serious injury or illness, arrest or other serious incident involving a student or a staff of WIN, the police or other relevant emergency service agency should contact WIN's Head of Academics.
- Where the situation is first identified by (or referred to) WIN, the Head of Academics (or Nominee) should contact the relevant emergency service agency. The Head of Academics (or Nominee) has access to student records and may verify details to assist emergency services. Particulars of the student's home address are to be provided only in cases where the individual is incapacitated and unable to provide these particulars themselves.
- The Head of Academics should immediately inform other members of the Executive Management Team ("EMT"), the Marketing Manager and any other relevant staff.
- It is the responsibility of the EMT to judge whether the circumstances are such as to warrant any further immediate action.
- Where further action is deemed to be required, the EMT, under the direction of the Chief Executive Officer, will devise an appropriate strategy to deal with the incident to be implemented and coordinated by the Head of Academics (or Nominee).
- Where the matter arises after WIN's operating hours, students may contact the Head of Academics (or Nominee) directly and will then inform members of the EMT.
- After receiving notification and conferring with EMT, the Head of Academics (or Nominee) will assess the situation and organise any additional support required. This may involve liaison with the student's immediate family and/or the appropriate emergency service provider i.e., police, ambulance, hospital, welfare etc.
- The Head of Academics (or Nominee) will ensure that affected students and staff members have support and counselling if required.
- Where an international student is involved, access to an interpreter may be required to facilitate communication with the family.
- All communication is coordinated through the Head of Academics (or Nominee).
- All external communication involving the media is coordinated through the Head of Academics (or Nominee).
- Any direct contact with the family/next of kin in an official capacity is to be through the Head of Academics (or Nominee) or Chief Executive Officer.
- The EMT will meet regularly on advice from the Head of Academics (or Nominee) to review the situation and aid and support to the Head of Academics (or Nominee) until the incident reaches its conclusion.

Preliminary Action by Head of Academics' Division

The following actions should be taken by the Head of Academics (or Nominee):

- Verify student details available in WIN records, including contact information.

- Gather background details of the incident from the student(s) and/or from the informing source if possible and should include, but not limited to the following:
 - (a) time of the incident;
 - (b) location of the incident;
 - (c) nature of the incident (e.g. threat, accident, assault);
 - (d) names and roles of persons involved, if known; and
 - (e) any known contact details (e.g. of witnesses, next of kin, the hospital where the person has been taken to, the police station responding to the incident).
- Identify what immediate action should be taken to reduce the significance of the Critical Incident;
- the current needs of the people involved or affected;
- what resources may be required to address the incident;
- any other risk factors;
- agencies that need to be notified (if relevant, confirm that the police or the relevant emergency services agency have been in contact with next of kin/family);
- identify if counsellor, psychologist, interpreter, next of kin, and/or other WIN staff will need to be contacted;
- Where the circumstances are considered to have some implications in relation to or arising from WIN's public profile, the Chief Executive Officer, members of the EMT and the Marketing Manager are to be briefed on possible implications by the Head of Academics or nominee.
- The Head of Academics (or nominee) will provide timely advice to the following:
 - Counsellor
 - Marketing Manager
 - Relevant academic staff
 - Where the student is an international student, advise the Consulate/Embassy (where support such as travel for the family of the student may be available).

Ongoing Liaison

The Head of Academics or nominee will be responsible for managing the case and communicating with the student's family members as well as relevant external agencies that will assist in the resolution of the incident, where appropriate, it includes the following:

- Police;
- medical and hospital services;
- government representatives or any other public/private organisation/individual involved in resolving the incident;
- host family, any sponsor, any agent, the relevant consulate or embassy, Department of Immigration and Border Protection, Department of Education and Training;
- interpreting and translating services;
- support services from appropriate cultural community organisations;
- arrangements for visits to/from the student's family;
- any financial assistance available for families of victim;
- insurance matters and Overseas Student Health coverage;
- arrangements concerning the student's personal items and affairs (household and academic);
- any refund of student's fees;
- repatriation or associated expenses;
- liaison with relevant academic staff or supervisors;
- formal interventions in relation to tuition or assessment, e.g. release from classes, leave, rescheduled assessment deadlines or examinations; and/or any legal issues, including assisting students to access to legal assistance.

Steps In the Event of a Student Death

In the event of a student's death, the Head of Academics or nominee will determine what actions are required in relation to obtaining death certificates and notices and arranging funeral/memorial services.

- An appropriate person, who has had some relationship or contact with the student, is to compose a letter conveying condolences.
- The relevant Trainer will be consulted to assist in identifying someone who was familiar with the student.
- The Head of Academics or nominee will recommend whether the Chief Executive Officer or another senior person, such as the Head of Governance, Compliance and Risk, should sign the letter of condolence. The final decision will depend on the circumstances.
- Student System details should be adjusted (and arrangements for refunds of fees as entitled).
- Financial Services, and Information Technology Service should be informed to enable adjustment of relevant records.
- Ensure that any personal effects are returned to the next of kin. For international students, WIN may seek advice from the Legal Services in relation to the student's financial and property matters.

Recommended Procedure for Missing Persons

1 From time to time, parents or other family members of a student or recent graduate may contact WIN to report that a student or graduate as missing. These enquiries should be referred to the Head of Academics or nominee.

- In the first instance, the relative should be referred to the NSW Police. However, there are circumstances where the family may be reluctant to pursue that option and if so, the following charitable organisations may be a suitable alternative:

- The Salvation Army (13 SALVOS (13 72 58)) offer a family tracing service. However, due to its international protocol, it will not initiate enquiries in Australia for international students. The student's relatives should be advised to contact the Salvation Army in their home country. The Salvation Army operates in other countries. This applies even if the family has arrived in Australia to look for their relative. If the Salvation Army locates the "missing" person, it will request the person to let their family know they are safe.
- Mission Australia (24 hours Support Line - Freecall 1800 951 123) has a Family and Friends of Missing Persons support line. It offers support and a referral service.

Depending on the advice provided by the family, the Student Support Officer and the Counsellor should be consulted to ascertain whether they have had any contact with the student and/or have current contact with the student, through which a message may be passed.

- WIN may offer to send a letter to the student's family at the student's current address on the Student Management System or by telephone using the last known contact numbers on the student's record. Generally, there are privacy constraints in passing any information to the family.

Roles & Responsibilities

- The Chief Executive Officer is responsible for the overall coordination of the Critical Incident Procedure.
- The Head of Academics, who will have access to up-to-date details of WIN's support services, is responsible for managing the case, for disseminating information to appropriate people within WIN, for responding to any special needs that might emerge and for documenting details of the incident. The Head of Academics is responsible for responding to all enquiries related to the incident including press releases as appropriate and will make public statements on behalf of WIN, as required.
- For any incident, a record of circumstances, events and actions is kept, along with any recommendations established at the Evaluation and Review phase with the EMT included in the response to any critical incident.
- All records will be maintained in accordance with WIN's Privacy Policy and Procedures.
- On conclusion of the incident and its resolution, EMT will conduct a review, evaluate the process and outcomes, and produce a report, for the CEO.

Legal Framework

Standards for Registered Training Organisations (RTOs) 2015
Education Services for Overseas Students Act 2000 (ESOS Act)

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018) Standard 6

Version/date	Changes	Approval
5.0/28.07.23	Addition of roles and responsibilities, missing persons and death. Change of position titles.	EMT