

Critical Incident Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Kentford College's approach to managing critical incidents.

This policy and associated procedures meet the requirements of Standard 4.3 of the Outcome Standards for RTOs and compliance with other requirements in the Compliance Requirements, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy Statements

Approach to critical incidents

Kentford College is committed to the health and safety of staff and students. This includes having measures in place to ensure the safety of staff, students and visitors in the event of a critical incident.

At the time of the critical incident, a critical incident team will be established to manage the critical incident. The make-up of the team will depend on staff availability at the time of the incident.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for and report a critical incident.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis. Staff will complete critical incident training at induction and refresher training annually.

Post-incident support will be provided to all persons involved in the critical incident. Support may include counselling referrals, academic adjustments, welfare support, deferral/suspension options, or referral to external professional services.

Kentford College response to critical incidents will be evaluated following each critical incident. Any improvements identified will be implemented as required.

All information relating to critical incidents must be handled confidentially and in accordance with privacy legislation and organisational privacy policies.

All records of critical incidents will be filed.

Procedures

1. Respond to a critical incident

- 1.1 Immediately call the emergency services on 000 in the event of death or an immediate threat to the life of a person or to property.
- 1.2 Action evacuation procedures if required.
- 1.3 Immediately report incident to a member of Kentford College's management team.
 - Critical Incident Team must be convened within 2 hours of notification where practicable.

- Incident report must be completed within 24 hours.
 - Post-incident review must occur within 5 working days.
- 1.4 Establish a Critical Incident Team who will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken. Roles and responsibilities will be allocated.
- 1.5 Assess required actions which may include but are not limited to:
- alerting emergency contacts
 - nominating a member of the Critical Incident Team to be a main point of contact
 - liaising with external agencies, including emergency services
 - issuing a media release advising of the situation
 - informing all staff and students of the critical incident situation
 - regularly updating all staff and students of the critical incident situation
 - organising emergency counselling for those affected
 - providing details of support services that can be provided
 - seeking legal advice
 - assisting students with insurance claims.
- 1.6 Document all actions in a critical incident action plan.
- 1.7 Implement the critical incident action plan.
- 1.8 Adjust the critical incident action plan as required.

2. Evaluate critical incidents

- 2.1 The Critical Incident Team formed for the specific critical incident will meet as soon as possible after the critical incident to complete all of the following actions.
- 2.2 Review the actions taken and perceived effectiveness of the response.
- 2.3 Identify any recommendations for improvement.
- 2.4 Action recommendations for improvement. Kentford College will proactively minimise risks by conducting regular risk assessments, emergency drills, and safety audits.

Responsibilities

The CEO is responsible for coordinating the critical incident response.

Where a critical incident involves an international student, the CEO or delegate must ensure reporting and notification obligations under ESOS legislation are met, including required reporting through government systems where applicable.

All staff are responsible for calling emergency services as required in the event of a critical incident and notifying the management team.

Policy and Procedure Version Control			
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