

Policy Number & Name: RTOPRO043 Critical Incident Response Policy

Policy Area: Crown College International – International Students Only

Authorised by: Finance, Risk Management and Compliance Committee

CRICOS Provider No 03582D

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

1. Policy

1.1 This policy is designed to ensure that Crown College International:

- i. Meets its Duty of Care as an employer and education provider for international students;
- ii. Is able to respond to a critical or significant incident or event quickly and effectively; and
- iii. Meets the requirements of the National Code 2018.

1.2 The National Code 2018 defines a critical incident 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.

1.3 This policy shall be disseminated to all senior management, managers, employees, contractors and students (where necessary) to ensure that they are aware of these requirements in the event of a critical incident and shall form part of the induction and orientation processes.

2. Scope

2.1 This policy and procedures applies to all international students studying at Crown College International and all employees or contractors who are responsible or interact with international students.

3. Responsibility

3.1 All employees, contractors, visitors and students must follow this policy and associated procedures in the event of a critical incident.

4. Procedures

4.1 Classification of incidents

4.1.1 Crown College classifies the level of incidents as per the table below.

Level of risk	Examples	Reporting requirements
SEVERE	<ul style="list-style-type: none"> • Death, suicide or threat of suicide or life-threatening injury • Deprivation of liberty, threats of violence, assault, aggravated burglary, use of weapons • Fire, bomb, explosion, gas/chemical hazards • Threat of widespread infection 	<ul style="list-style-type: none"> • Serious Incident Report Form • CCI Risk Management Assessment Register • OSCAR • Department of Education and Training (DET) & Department of Home Affairs (DHA) - external
MAJOR	<ul style="list-style-type: none"> • Health & safety event causing serious injury requiring WorkSafe investigation or penalty • Serious misconduct or trends • Serious injury / harm, including sexual assault incurred by employees/students • Serious illness incurred by employees/students 	<ul style="list-style-type: none"> • Serious Incident Report Form • CCI Risk Management Assessment Register
MEDIUM	<ul style="list-style-type: none"> • Serious injury or illness incurred by employees/students • 'Missing' international student • Activity where evacuation of campus is required 	<ul style="list-style-type: none"> • OSCAR • Serious Incident Report Form • CCI Risk Management Assessment Register
MINOR	<ul style="list-style-type: none"> • Suspicious packages left unattended • Student suffers injury requiring Crown First Aid 	<ul style="list-style-type: none"> • OSCAR • Trainer Comm's
INSIGNIFICANT	<ul style="list-style-type: none"> • Student suffers injury requiring First Aid provided by employees • Campus facility failures (IT, electrical, water) 	<ul style="list-style-type: none"> • Trainer Comm's • Maintenance Log

- 4.1.2 Employees, contractors and students are required to immediately notify the Group Manager Operations of any incident involving an international student with the exception of 'insignificant' incidents. If this is not possible, then the most senior person available must be contacted and informed.
- 4.1.3 The Group Manager Operations will consider the details and severity of the incident and determine the appropriate action to be taken.
- 4.1.4 If the incident is not severe and can be resolved with resources available to Crown College International, the Group Manager Operations will initiate action to ensure the appropriate level of support is provided.
- 4.1.5 If the incident is severe and warrants a level of assistance from other resources, the Group Manager Operations will inform the Group General Manager, Learning & Development to initiate the appropriate level of support required.
- 4.1.6 All employees and contractors are provided with the following contact details in the event of a critical incident:

Contact	Department	Number
Shane Thomas	Group GM of Learning and Development	Extension: 8396 Mobile: 0419 305 194
Vanessa Hoppe	Group Manager Operations	Extension: 8414 Mobile: 0427 252 976
Georgie McKenzie	Training Lead	Extension: 5910 Mobile: 0447 302 726
Andrew Crispin	Training Lead	Extension: 5354 Mobile: 0434 910 400
First Aid	Crown First Aid	Extension: 5066
Security	Crown Security	Extension: 5066
Emergency calls - internal	Crown Security	Extension: 4777

4.2 Missing student

- 4.2.1 When a student is missing from their place of residence or attendance at class/campus for a period of 2 consecutive weeks, the Training Lead, Student Services will make an initial assessment, including:
- i. Review the student record to verify details and gather information including address, email, phone and file notes;
 - ii. Establish whether the student has been attending classes, submitting assessments, or had recent contact with any other students, employees or associates of Crown College International;
 - iii. Confirm that the student has not applied for a leave of absence or cancelled their enrolment;
 - iv. Confirm with Crown Security & Surveillance if any of the students College access and activity;
 - v. If the student's welfare is of concern, Crown College International reserves the right to contact the students emergency contact person and/or agent in order to ensure the student is safe;
 - vi. If they do not respond within 7 days of contact being made, Crown College International may notify relevant Australian government authorities;
 - vii. If the student, agent or emergency contact person does not reply within 7 days, the Group General Manager, Learning & Development will convene the CIMT. The CIMT will take over coordination of the Crown College International response to the incident.

4.3 Critical Incident Management Team (CIMT)

- 4.3.1 Not every incident will be serious enough to warrant the formation of the Critical Incident Management Team, and may be resolved by actions of teaching and operational employees.
- 4.3.2 The Group General Manager, Learning and Development or next most senior delegate will determine if the incident requires the formation of the Critical Incident Management Team (CIMT).
- 4.3.3 Depending on the incident type, the CIMT may include the following members, as decided by the Group General Manager, Learning & Development:
- Group Manager, Operations
 - Security Training Manager
 - Training Lead, Student Services
 - Training Lead, Culinary
 - Health & Safety representative
- 4.3.4 The CIMT will be required to meet in a timely manner (wherever possible on the same day as the incident occurs or is reported) to immediately assess the severity of the situation.

4.3.5 The person or persons best placed should brief the CIMT on the current facts of the situation.

4.3.6 The CIMT is responsible for:

- i. Implementing immediate response actions;
- ii. Identifying the cause of the critical incident circumstance, assessing and controlling any further risk;
- iii. Implementing, monitoring and maintaining risk control measures;
- iv. Notification to and liaison with emergency response authorities, if required;
- v. Notification to and liaison with any student's family, both locally and/or internationally;
- vi. Notification to and liaison with Department of Education and Training (DET), Department of Home Affairs (DHA) and other relevant agencies, if required;
- vii. Ensuring the well-being of employees and students following the critical incident;
- viii. Arranging counselling or trauma services for employees and student following the critical incident;

4.3.7 When a critical incident event has been concluded, the CIMT will prepare a summary of the incident event using the Critical Incident Report Checklist, including details of any opportunities that may be implemented to improve the response to a similar incident in the future.

4.3.8 The critical incident report will then be submitted to the Finance, Risk Management and Compliance Committee to evaluate the handling and response of the critical incident and issue any directive for change/s.

4.5 Reporting of the Critical Incident

4.5.1 The Group General Manager, Learning and Development will ensure all reporting requirements are implemented as per this policy and procedure.

4.5.2 An Incident Management Flowchart has been developed to support the process and reporting requirements for any incidents occurring in the Culinarium kitchen. All Culinary Trainers are instructed in this process during induction.

4.5.3 In accordance with the ESOS Act, Crown College International is required to notify the Department of Education and Training and the Department of Home Affairs as soon as practical of a critical incident affecting an international student. In this instance notification will be made initially by phone followed by reporting via PRISMS.

4.5 Confidentiality and privacy

4.5.1 Crown College International and all agencies involved with a critical incident will maintain confidentiality and ensure that no information is released without agreement of the individual or group affected.

4.5.2 Any media enquiries are to be directed to the Group General Manager, Learning and Development. At no time is an employee or student permitted to speak on behalf of Crown College International.

4.5.3 Social media will be monitored and moderated by Crown to ensure privacy and confidentiality of any persons involved with incidents.

4.5.4 Crown College International reserves the right to contact a student or employee nominated emergency contact in the event of a critical incident.

5 Related Documents

Serious Incident Report Form

CCI Risk Management Assessment Register

OSCAR

Incident Management Flowchart

Critical Incident Report Checklist

6 Policy Publication

6.1 All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

Critical Incident Response is a comprehensive, integrated and systematic approach to Crisis Intervention consisting of core processes which can be applied considering the appropriateness of the specific intervention in relation to the event.

International Student is defined as a student studying at the Crown College International campus holding a student visa.

A **Critical Incident** is defined as:

“A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.” This is often sudden and unexpected, including, but not limited to, such events as any fatality, severe injury, sexual assault, natural disaster, robbery, fire or major incident in the student’s home country.

Critical incidents may include, but are not limited to:

- i. Serious injury, illness, or death of a student or employee;
- ii. A missing student;
- iii. Severe verbal or psychological aggression;
- iv. Physical or sexual assault;
- v. Occupation Health & Safety risk;
- vi. Student or employee witnessing a serious accident or violent act;
- vii. Natural disaster;
- viii. Major incident in the student's home country;
- ix. Robbery;
- x. Fire, bomb-threat, explosion, gas or chemical hazard;
- xi. Drug or alcohol abuse; and
- xii. Damaging media attention.

OSCAR is the Online System for Control and Assessment of Risk, the online reporting program to report any incident, near miss or hazard at Crown Melbourne.

PRISMS is the Provider Registration and International Student Management System: the database and recording system used to report information by international education providers to the Department of Education.

Serious illness is an illness that causes the deterioration of the student's health. Serious illness can be acute or chronic.

Serious injury is an injury that prevents or severely affects a student's ability to continue with or complete their enrolled course.

7 Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
23.3.2018	Updated National Code 2018	3.0	Vanessa Hoppe
12.11.2018	Major update	4.0	Vanessa Hoppe

Document ID	RTOPRO043	Version No 4.0	Controlled copy, uncontrolled when printed
Release Date	Apr 2019	G:\HR\TRAINING\8. POLICIES, PROCEDURES & FORMS\International Only\RTOPRO043 Critical Incident Response Policy V4.0.docx	