

Care Plus Training Pty Ltd

T/A



CRITICAL INCIDENT

References:

Standard 8 Clause 8.5

NC 6.4 Student Support Services Critical Incident

VERSION HISTORY

Policy Owner:	Director	Jai Seelam
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CRITICAL INCIDENTS

PURPOSE

In the event of a critical incident, Nurse Training Australia recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. This document outlines the College policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that we have:

- An effective approach in responding to critical incidents as they occur;
- Appropriate support and counselling services available to those affected;
- Appropriate training and information resources provided to staff.

Standard 8.5	The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations
NC Standard 6 .4	Student Support Services The registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

IMPLEMENTATION

The **Director** is ultimately responsible for compliance with legislation and the welfare of students, the staff and the College.

The Directors will lead the College response to critical incidents through the key staff and a committee:

The **Administration and Compliance Manager** is responsible for day to day communications and monitoring of student welfare and this includes matters that may escalate to critical incidents.

The **Director of Studies** will be aware of and involved in monitoring of student welfare and this includes matters that may escalate to critical incidents.

Staff in all departments will support students and be trained in referring on issues that may escalate to a critical incident.

DEFINITION

A critical incident is defined by the National Code as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

PROCESS

1. The Critical Incident Coordinating Committee

The Critical Incident committee will be trained in the College policies and procedures relating to Critical Incidents. The committee will form as required. It will include the Directors and Administration and Compliance Manager plus other staff if appropriate:

Directors

Administration and Compliance Manager

Director of Studies

External Student Counsellor

2. Responsibilities of the Committee

The Critical Incident committee will be responsible for:

- assessing risks and response actions
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- liaison with other external bodies, such as carers or foreign embassies, and
- counselling and managing students and staff not directly involved in the incident
- Review and maintenance of the critical incident procedures
- Training of staff in critical incident procedures

When a critical incident occurs, the Directors will form the committee and set in motion an action plan

3. Maintenance of a critical incident folder in the Student Services area

The Administration and Compliance Manager will keep the Critical Incident Folder in the administration area of the College. A copy will be accessible to the committee on the server.

4. Preparation of an Action Plan

The critical incident action plan will manage various aspects arising from the incident, including communication strategies. This will include

- creating and disseminating a plan and its procedures
- a review of the plan, and
- staff development and training.

A. Media Management

A media management process will be included in the action plan to ensure the most positive and supportive response from the media.

B. Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the College to notify DET and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS). All aspects of the incident and its management will be recorded on the student files.

5. Continuous Improvement and Risk Management

The review of the critical incident will include risk rating of the incident and will flow into the continuous improvement requests. Changes to the policy and procedures will be made as soon as practicable following the review and evaluation.

6. Staff professional development

The staff will be made aware of the critical incident matter, revised policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds.

DOCUMENTS AND EVIDENCE OF OUR PROCESSES

Critical Incident folder

Critical Incident procedures

Emergency and resource contact details

Staff meeting minutes

Staff training records