

## CG7-I: Critical Incident Policy & Procedure

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### Purpose

The policy ensures that critical incidents or potential critical incidents that could affect an international student's ability to undertake or complete the course in which they are enrolled.

This complies with Standard 6 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

### Definitions

**Critical incident** means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- 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.

**Critical Incident Team** means a group of persons specified by Edunex Training to plan an immediate response, allocate responsibilities and determine ongoing strategies. This role has been allocated to the Student Support Officer and Director of Studies; however, all staff are required to be involved in immediate response when the Critical Incident Team are not immediately available to respond.

**Designated person** means any Edunex Training staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

**DET** means Department of Education and Training

**Emergency Services** relevant to each CRICOS delivery site are listed in the Student Handbook and in the Student Orientation PowerPoint. If a person is in imminent danger, a life is at risk or a crime is happening now dial 000 within Australia.

**PRISMS** means Provider Registration and International Students Management System

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## Policy

### 1. Protection and avoidance

- Edunex Training is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- Edunex Training ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in Edunex Training's *Health and Safety Policy & Procedures*.

### 2. Responsibilities

- A designated officer and/or critical incident team will manage critical incidents.
- 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.

### 3. Student information

- Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to seek assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.

### 4. Support and follow up

- Edunex Training will ensure that appropriate post-incident support is provided as required.
- Edunex Training response to critical incidents will always be evaluated and improvements identified and implemented as required.