



NEW ERA INSTITUTE

CRICOS No.: 03509B • National Provider no.: 41543

Standard6_Critical Incident Management Policy

2020 V1.0





Purpose

This policy outlines the New Era Institute (NEI) framework in preparing for, responding to and recovering from a critical incident.

Scope

NEI must:

- give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia;
- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student;
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

Policy and Procedure

1. Critical Incident – 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
 - issues such as domestic violence, sexual assault, drug or alcohol abuse
 - any non-life threatening event that could still qualify as a critical incident



2. NEI recognise that in most cases international students do not have close family available to care and provide support to them in Australia in the event of crisis and/or critical incident. It is important that NEI does everything in its capacity to:
 - respond in a practised and timely manner with any critical incident involving an international student;
 - ensure that timely and regular information is relayed to families abroad;
 - ensure that ongoing support is provided to a student in need; and
 - ensure that comprehensive records are maintained.
3. All international students will be advised during orientation on how they can access to NEI's Critical Incident policies and procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.
4. All members of staff are made aware of the NEI's Critical Incident policies and procedures upon initial induction and at Trainer Induction when joined NEI. All staff will be provided information on relevant emergency services contact persons and telephone numbers.
5. When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services staff member of the situation.
6. Should any student or staff member become aware of any critical incident affecting one or more of NEI's international students (either during or out of normal NEI operating hours) that student or staff member will be responsible for informing the Student Services Officer or the CEO after study hours.
7. The Student Services Officer will:
 - Record details of the reported concern/incident;
 - Report the concern/incident to the CEO;
 - Investigate the concern/incident to identify and evaluate the details and severity of the incident; and
 - Determine, in consultation with the CEO, what action needs to be taken.



8. If the incident is not severe and can be resolved with resources available to NEI the Student Services Officer together with the CEO will ensure that the appropriate level of action is taken and support is provided.
9. If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the Student Services Officer and/or the CEO will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.
10. If the Student Services Officer has not been immediately available and involved, the incident and the consequent action must be reported to the CEO as soon as possible after the initial support has been provided.
11. The CEO and/or Student Services Officer will:
 - monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
 - ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
 - coordinate the provision of any NEI resources required during any period of treatment/convalescence/support;
 - liaise with the police and other emergency services personnel as required;
 - advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
 - ensure that detailed records are maintained of the incident.
12. The Student Services Officer will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.
13. Even if investigation of a suspected critical incident reveals that no critical incident occurred, the Student Services Officer will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.
14. In the event of the death of an International Student, the Chief Executive Officer will ensure the following actions are undertaken:



- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.

15. In implementing these procedures in response to any suspected or real Critical Incidents the responsible officers will remain mindful of information privacy principles, laws and regulations.

Responsibility

- CEO
- Marketing team
- Admissions officers
- Student Support Officers
- All teaching staff

Related Documents

- Student Handbook
- Trainer/Staff Handbook
- Critical Incident Form
- Critical Incident Log
- Critical incident policy

Related Standards

- Standard 6 from the National Code 2018
- ESOS Act 2000