NEW ERA INSTITUTE

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

Standard 6: Critical Incident and Emergency Management Policy and Procedures

2026 V 1.0

Purpose

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

This policy ensures NEI meets its obligations under the ESOS Act 2000, National Code 2018 Standard 6, and relevant Australian laws to protect and support international students in the event of critical incidents or emergency situations.

Scope

This policy applies to all NEI staff, contractors, and CRICOS students across all campuses, online learning environments, and any NEI-affiliated locations where students may be undertaking NEI-approved activities.

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 / Emergency Situation

A critical incident or emergency situation is a traumatic or life-threatening event (within or outside Australia) which causes extreme stress, fear, injury, or risk to the health, safety, or welfare of an international student. This includes, but is not limited to:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury, or threat thereof;
- natural disasters or health emergencies;
- domestic violence, sexual assault, drug or alcohol abuse;
- cyber incidents or threats to personal or community safety;
- any non-life threatening event that could still qualify as a critical incident.

2. NEI Responsibilities

NEI recognises that international students may not have close family in Australia. NEI will:

- respond in a practised and timely manner to any critical incident or emergency situation involving an international student;
- ensure timely and regular information is relayed to families abroad where appropriate;
- ensure ongoing support is provided to a student in need, including liaising with emergency services and external support organisations;
- maintain comprehensive, secure, and confidential records for audit and continuous improvement purposes.

3. Communication and Awareness

- All international students will be advised during orientation on how to access NEI's Critical Incident and Emergency Situation policies and procedures.
- Students will be provided information on 24/7 emergency contacts, including police, ambulance, fire, and NEI Student Services Officer contact numbers.
- All staff are made aware of NEI's policies and procedures upon initial induction and annually, including trainers, administrative staff, and contractors.

4. Reporting Critical Incidents / Emergencies

- Staff or students who become aware of a missing international student must immediately inform the Student Services Officer or, if unavailable, the CEO.
- For critical incidents or emergency situations, the first staff member to become aware must immediately contact Student Services Officer or CEO and initiate emergency response procedures.
- Timeline for reporting:
    - Immediate threats to life or safety → call emergency services first;
    - Report to Student Services Officer or CEO within 1 hour;
    - Document incident in the Critical Incident Log within 24 hours;
    - Notify PRISMS and DHA if required by legislation within 24 hours.

5. Roles and Responsibilities

Role	Responsibility
CEO	Ultimate responsibility, liaise with external authorities, approve external support, coordinate family assistance, ensure PRISMS/DHA compliance, review incident reports
Student Services Officer	First responder, record incident, escalate to CEO, coordinate support, monitor student progress, maintain secure records
Trainers / Staff	Identify and report incidents immediately, assist in emergency response, provide support if safe to do so
Marketing / Admissions	Ensure students receive accurate safety information and emergency contacts during orientation

6. Response and Support

- For minor incidents, internal NEI resources may be sufficient.
- For severe incidents or emergencies, NEI will liaise with external emergency services, including police, ambulance, and hospitals.
- Ensure families are informed and supported, including assistance with travel and accommodation if necessary.
- Maintain detailed, confidential records in the Critical Incident File.

7. Death of an International Student

- Contact family and determine their wishes regarding repatriation, personal effects, and religious observances.
- Coordinate repatriation in accordance with family wishes and Australian regulations.
- Send formal condolences to the family.
- Adjust student records, process tuition refunds, and notify PRISMS as required.

8. Privacy and Confidentiality

- All personal information collected during a critical incident or emergency situation will be handled in accordance with the Privacy Act 1988 and NEI Privacy Policy.

9. Record-Keeping and Review

- All incidents, actions, and outcomes will be documented and securely maintained for a minimum of 7 years.
- All incidents will be reviewed as part of continuous improvement and policy refinement.
- Annual training will be provided to staff on critical incident and emergency management procedures.

Related Documents

- Student Handbook
- Trainer/Staff Handbook
- Critical Incident Form & Log
- Emergency Contact on RTOm
- PRISMS Reporting

Related Standards

- National Code 2018 Standard 6
- ESOS Act 2000
- RTO Standards 2025, Clauses 1.7 & 8.5 (risk management and continuous improvement)

Review History

- Policy reviewed annually or after any critical incident/emergency situation.

APPENDIX – REGULATORY MAPPING MATRIX

Critical incident requirement / control	National Code 2018	RTO Standards 2025	Evidence retained (audit-ready)	Responsible role	Review cycle
Students informed at orientation how to access policy + emergency contacts	Std 6	Learner support/safety	Orientation evidence; emergency contact card	SSO	Each intake
Defined incident types and response steps	Std 6	Governance/controls	Incident procedure; staff quick reference	CEO / SSO	Annual
Reporting timelines (internal logging + escalation; PRISMS/DHA when required)	Std 6	Compliance controls	Critical Incident Log; notifications; PRISMS screenshot where applicable	CEO / PRISMS user	As required
Roles/responsibilities defined (CEO/SSO/staff)	Std 6	Governance	Duty statements; incident assignment record	CEO	Annual
Secure, confidential records for audit and CI	Std 6	Records/CI	Log register; de-identified trend analysis; CI register entries	Compliance	Ongoing