

# **IQY Technical College (Australia)**

## **Critical Incident Management Policy**

### **1. Purpose**

This Policy sets out the framework and principles to support the timely and effective management of Critical Incidents affecting students and staff at IQY Technical College (Australia)

This policy meets the requirements and obligations under the *Higher Education Support Act 2003 (Cth)*, and the *Education Services for Overseas Students Act 2000 (Cth)* (the “ESOS Act”), which regulates the delivery of education and training courses to students who come to Australia to study on a student visa.

This Policy further aims to provide a clear communication process when managing critical student incidents.

### **2. Scope**

This Policy applies to:

- (a) all domestic and international students enrolled in a College award or non-award program; and
- (b) all College staff.

### **3. Critical Incident Definition**

- (a) A Critical Incident is an acute or serious event that has caused immediate injury on campus and requires urgent action.
- (b) Critical Incidents can include, but are not limited to:
  - i. death of a student or staff member;
  - ii. serious injury or serious threat of injury (may include a serious injury or health problem which prevents the student continuing with or completing their course);
  - iii. attempted suicide or self-harm or imminent risk of suicide or self-harm;
  - iv. missing student or staff member;
  - v. student requiring hospitalisation
  - vi. mental health episode requiring involuntary hospitalisation;
  - vii. natural disaster located away from the College;
  - viii. student arrested or detained;
  - ix. assault, including sexual assault, domestic violence or robbery, severe verbal or psychological aggression;
  - x. drug or alcohol abuse; and
  - xi. other serious events involving media attention.

#### 4. Policy statement

IQY Technical College (Australia) is committed to ensuring that Critical Incidents are managed compassionately and effectively in a timely manner, and that appropriate resources are available to respond to Critical Incidents. In this context, the following principles apply:

- (a) any person can report a Critical Incident;
- (b) the Senior Manager, Student Wellbeing is IQY Technical College (Australia) Critical Incident Response Manager;
- (c) any Critical Incident involving Staff will be reported immediately to the Chief Executive Officer or nominated delegate to oversee and manage the staff support response plan;
- (d) IQY Technical College (Australia) will ensure there are adequate processes, systems and support to manage Critical Incidents effectively and that College staff are suitably trained;
- (e) timely medical treatment, counselling, interpreter services or other support will be arranged within the limit of our capacity and insurance cover has needed and follow-up and ongoing interventions will be provided where necessary;
- (f) affected students' relatives or next of kin, and affected staff members' emergency contacts or next of kin, will be contacted where appropriate;
- (g) IQY Technical College (Australia) will liaise with police, health services and other service providers if required;
- (h) IQY Technical College (Australia) Chief Executive Officer will be notified of all Critical Incidents in a timely manner by the Chief Executive Officer, Students or nominated member of the Critical Incident Committee;
- (i) the incident and impacted staff and students may be managed in conjunction with other College policies and procedures at the discretion of the Response Manager and Critical Incident Committee.

#### 5. Responses to Critical Incidents

- (a) IQY Technical College (Australia) will tailor its response and management of Critical Incidents as per the Critical Incident Management Procedure and Response Plan, and within the framework of this Policy and other policies that may apply, including:

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- i. Sexual Assault and Sexual Harassment Policy;
- ii. Student Health, Safety and Wellbeing Policy; and/or
- iii. Work Health and Safety Policy.

- (b) IQY Technical College (Australia) has a duty of care for students, regardless of a student's age. In certain circumstances such as hospitalisation, or if the student is believed to be a missing student, IQY Technical College (Australia) will contact the student's nominated emergency contact person. In the event IQY Technical College (Australia) is unable to reach the nominated emergency contact, IQY Technical College (Australia) will endeavour to contact parents or next of kin.
- (c) The College's Critical Incident Committee is alerted as soon as possible to all Critical Incidents. Depending on the nature and complexity of the Critical Incident, the Committee may convene to advise and plan the support responses required;

## **6. Privacy and confidentiality**

- (a) Critical Incidents will often involve highly sensitive information concerning students, staff or others, including personal and confidential information. IQY Technical College (Australia) will protect the confidentiality of students, staff, and others affected by Critical Incidents wherever practicable and in line with IQY Technical College (Australia) Privacy Policy and applicable privacy law.
- (b) IQY Technical College (Australia) may disclose personal or confidential information relating to a Critical Incident to such College staff and UNSW stakeholders as need to know for IQY Technical College (Australia) to manage the incident appropriately.
- (c) In the event of an emergency, IQY Technical College (Australia) may also disclose personal or confidential information about the incident outside the College, such as to doctors, nurses and counsellors, to ensure appropriate support. IQY Technical College (Australia) may also report the incident to police and government agencies .

## 7. Definitions

| Definitions and Acronyms  |  |
|---------------------------|--|
| Critical Incident         | An acute or serious event that has caused immediate physical or psychological harm, or an imminent threat of harm, and requires urgent action. |
| Complex Critical Incident | Emergencies, events or circumstances that impact the College's people, operations or environment which are of a size and                       |

## Definitions and Acronyms

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|  | <p>complexity that requires a structured response to resolve the situation;</p> <p>and / or</p> <p>an adverse incident or series of events that have the potential to severely impact the College's people, operations, environment or its long-term prospects and / or reputation.</p> |
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## Related Policy Documents and Supporting Documents

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| Legislation | <ul style="list-style-type: none"><li>• <a href="#">National Code of Practice for Providers of Education and Training to International students 2018</a></li><li>• <a href="#">Higher Education Support Act 2003 (Cth)</a></li><li>• <a href="#">Higher Education Provider Guidelines 2023 (Cth)</a></li><li>• <a href="#">Work Health and Safety Act 2011 (NSW)</a></li></ul> |
| Policy      | <ul style="list-style-type: none"><li>• <a href="#">International Students Under 18 Policy</a></li><li>• <a href="#">Sexual Assault and Sexual Harassment Policy</a></li><li>• <a href="#">Student Health, Safety and Wellbeing Policy</a></li><li>• <a href="#">Work Health and Safety Policy</a></li><li>• <a href="#">Student Code of Conduct</a></li></ul>                 |
| Procedures  | <ul style="list-style-type: none"><li>• <a href="#">Critical Incident Management Procedure</a></li><li>• <a href="#">WHS Incident Reporting and Management Procedure</a></li></ul>   |
| Other       | <ul style="list-style-type: none"><li>• Critical Incident Register</li><li>• Critical Incident Risk Assessment Template</li></ul>  |