

Policy or Legislation Link	<i>Education Services for Overseas Students Act 2000</i> Student Wellbeing Policy			
Responsible Officer	Dean of Students Risk and Compliance Officer			
Superseded Documents	Critical Incident Policy and Procedures (2011)			
Associated Documents	Domestic Violence Policy Guide to Student Mental Health Privacy Policy Student Sexual Assault and Sexual Harassment Policy Student Wellbeing Policy			
Review Date	August 2026			
Version	Endorsed By	Approved By	Approval Date	Effective Date
3.0	Faculty Meeting	The Principal	19/07/2021	19/07/2021

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1. PURPOSE AND SCOPE

This procedure is determined according to the requirements of the *Education Services for Overseas Students Act 2000* (ESOS) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (the National Code 2018) Standard 6.

The purpose of the procedure is to manage critical incidents that could affect a student's ability to undertake or complete a course. This procedure applies to all students, but particularly international students, who are enrolled in the College's accredited programs. International students ought to be of special concern given that they are less familiar with the local social and institutional context and may lack adequate social support.

Critical incidents may vary in terms of scale and impact. The response should be timely and appropriate to the scale of the incident.

2. DEFINITIONS

This section sets out definitions for key terms and acronyms referred to in the procedure.

Term	Definition
Critical incident	The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. This does not include serious academic misconduct. ¹
International student	An international student is a person (whether within or outside Australia) who holds a student visa. ² An international student is also known as an overseas student.

3. PROCEDURE

This section sets out the actions to be performed.

3.1 CRITICAL INCIDENT

- (i) Critical incidents are serious traumatic events. The strategies of this procedure lie outside of the normal student support strategies that are provided by the College for student wellbeing and to address minor incidents.
- (ii) Critical incidents may include, but are not limited to:
 - student missing, arrested or detained
 - severe verbal or psychological aggression
 - death, attempted suicide, serious injury or any threat of these
 - traumatic incident within the international student’s home country or family such as a political coup, religious persecution
 - natural disaster such as an earthquake, flood or epidemic
 - issues such as domestic violence, physical, sexual or other abuse
 - other serious events
- (iii) Critical incidents and responding to critical incidents forms part of the College’s risk management framework.

3.2 REPORTING A CRITICAL INCIDENT

- (i) In the event of a critical incident it should be reported as soon as possible to the Dean of Students, the Risk and Compliance Officer and the Principal. Reporting to these positions can also be via the Dean of Women, the Overseas Student Advisor, faculty or chaplains.

¹ Standard 6: Student Support Services. *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, 3. National Code Factsheets. Updated 10 July 2019. Accessed 1 July 2021. <https://internationaleducation.gov.au/regulatory-information/Pages/National-Code-2018-Factsheets-.aspx>

² *Education Services for Overseas Students Act 2000 (ESOS)*, §5 Definitions.

- (ii) The Dean of Students and the Risk and Compliance Officer will assess the situation to determine if it is a critical incident.
- (iii) If a critical incident is not determined, the Dean of Students and the Risk and Compliance Officer may refer the situation to other appropriate persons for follow up. These persons may include the Dean of Women, Chaplains or the Overseas Student Advisor.
- (iv) If a critical incident is determined by the Dean of Students and the Risk and Compliance Officer, or other delegated persons, the Risk and Compliance Officer will be appointed as manager of the critical incident with ongoing report during the management of the critical incident to the Principal and Dean of Students.

3.3 MANAGING THE CRITICAL INCIDENT

- (i) The manager of the critical incident will be responsible for the implementation of the immediate and ongoing response strategies.
- (ii) The manager of the critical incident may form a team of appropriate people, including the Dean of Students, to implement the critical incident strategies for that incident.
- (iii) Under the direction of the manager the team will:
 - a. meet regularly to ensure a timely and appropriate response and until the critical incident is resolved
 - b. instigate measures to maintain appropriate confidentiality whilst establishing appropriate communication with the student or cohort of students concerned
 - c. identify strategies to be implemented and a plan of implementation for each critical incident
 - d. identify any external agencies that need to be contacted
 - e. document the critical incident, response and outcome
 - f. review each critical incident response and outcome with a view to informing and improving future responses

3.4 CRITICAL INCIDENT STRATEGIES

- (i) Immediate response strategies may include some, or all, of the following to:
 - a. identify the nature of the critical incident
 - b. undertake a risk assessment of hazards that may require emergency action
 - c. contact and liaise with emergency services such as Police, hospital and medical services
 - d. if applicable implement measures to secure or evacuate the area
 - e. implement measures to ensure the safety and welfare of students, faculty and staff
 - f. liaise with appropriate government agencies, such as Dept of Health

- g. in the case of international student(s) liaise with Dept of Immigration and appropriate embassy
 - h. manage Overseas Student Health Cover issues where necessary
 - i. provide information to the Principal who manages communications including media and publicity
 - j. contact and inform parents and family members, noting the requirement at 3.5(i)a below, and maintain timely communication with them
 - k. identify students, faculty and staff members most closely involved and at risk
 - l. assess the need for support and counselling for those directly and indirectly involved
 - m. ensure academic administrative support such as special consideration, withdrawal without penalty are managed
 - n. confirm availability of emergency accommodation for overseas relatives of international student(s)
- (ii) Ongoing response strategies may include some, or all, of the following to:
- a. attend to personal possessions of the affected student in the case of prolonged severe illness or injury
 - b. assess the need for support and counselling for those directly and indirectly involved
 - c. provide students, faculty and staff and wider MTC community, with factual information as appropriate
 - d. arrange debriefing for all students, faculty and staff most closely involved and at risk
 - e. monitor students, faculty and staff for signs of delayed stress and the onset of post-traumatic stress disorder; providing specialised treatment as necessary
 - f. maintain contact with any injured and affected parties to provide support and to monitor progress
 - g. restore MTC to regular routine, program delivery, and community life as soon as practicable
 - h. notify any relevant departments of the College such as Accommodation, Finance, Registrar for follow up
 - i. manage any possible longer term matters such as inquests, legal proceedings
 - j. plan for and be sensitive to anniversaries

3.5 IN THE EVENT OF THE DEATH OF A STUDENT

- (i) Additional matters in the case of the death of a student include:
- a. liaison with NSW Police about notifying the next of kin. No other contact should be made until after the next of kin are notified
 - b. arrangement of a memorial service and/or special chapel service as appropriate, repatriation of body, packing the student's personal possessions and other matters as required

3.6 REPORTING

Timely and appropriate reports of the critical incident and response will be prepared for the Principal and Governing Board.

3.7 WRITTEN RECORDS

- (i) Moore College will maintain a written record of any critical incident and responses taken by the College.
- (ii) The record will be held on the College's permanent archival database on the student's record.

4. LEGAL FRAMEWORK

Australian Privacy Principles

Education Services for Overseas Students Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018

5. ACKNOWLEDGEMENTS

The following documents are acknowledged in the review of this procedure.

University of New South Wales. *Student Critical Incident Procedure*. Version 1.5, 15 November 2019.

6. REVIEW AND HISTORY

Version	Approved By	Approval Date	Effective Date	Sections modified
[1.0]		24/09/2007	24/09/2007	New policy and procedure
[2.0]		30/05/2011	30/05/2011	Revised
3.0	Principal	19/07/2021	19/07/2021	Reformatted and reviewed against the revised National Code 2018