



Critical Incident Policy & Procedure

Purpose

The Critical Incident policy is intended to provide a framework for the response to, and management of, critical incidents that pertain to domestic and international students studying with Academy of Interactive Entertainment.

Definition

For the purpose of international student management, a critical incident is defined by the ESOS National Code, Standard 6, as 'a traumatic event, or the treatment of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- missing student;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster both within Australia or home country; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

Critical Incident Policy

AIE will develop and implement systems and processes for appropriate, effective and speedy responses to, and management of, critical incidents. Priority will be given to responding to and managing critical incidents.

AIE has staff members designated to assist in the prevention and management of critical incidents at AIE, or off campus in the case of an overseas student for whom AIE has undertaken care responsibilities or other students and staff involved in AIE-related activities.

The critical incident team includes CEO and International Admissions Manager, and Head of School, Administration Manager and a senior member of teaching staff of each campus.

The responsibilities of the team include:

- risk assessment of hazards and situations which may require emergency action;
- analysis of requirements to address these hazards;
- establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services;
- 24 hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies, interpreter services];
- 24 hour access to contact details for all relevant faculty or staff members needed in the event of a critical incident
- development of a critical incident plan for each critical incident identified;
- assisting with implementation of critical incident plans;
- dissemination of planned procedures (including provision of a brief summary of the Critical Incident Policy in plain English and highlighting the critical incident contact person for distribution to all students, and especially international students);
- co-ordination of appropriate faculty and staff development; and
- regular review of critical incident plans (including an annual review of contact numbers to ensure currency).

The International Admissions Manager will be responsible for critical incident procedures (Critical Incident Coordinator), designating an appropriate member of critical incident team as team leader.

Designated Team Leaders within AIE will guide critical incident response and management from first report of an incident to completion of the response, including review and evaluation of responses to the incident.

Other than the CEO, members of the AIE staff must not communicate with the media concerning a critical incident unless they are approved by the CEO to be a spokesperson in relation to the incident.

AIE approved records management system will have effective processes for record-keeping and records management in relation to critical incidents.



Procedure

1. In the event of a critical incident, the following steps must be taken to ensure safety and well-being of all students and staff.
 - Evacuate building, if necessary;
 - Contact emergency services as appropriate;
 - Advise Critical Incident Coordinator and/or Head of School.
2. The Critical Incident Coordinator or designated team leader will:
 - Provide all those affected by the incident with access to factual information;
 - Coordinate the de-briefing of those affected within 8 hours of the incident;
 - In the case of international students advise DIAC and student's family, if appropriate;
 - Liaise with emergency services or authorities, if required;
 - Monitor the need for counselling for those affected by the incident and facilitate, if required. On-going assessment should be made for additional support from outside agencies.
3. Record of incident to be made and kept in administration and/or student files.
4. Review of procedure to occur annually. In the event of a critical incident a review should be conducted initially within 2 weeks and then monthly as deemed necessary.

References

Standards for Registered Training Organisations (RTOs) 2015
National Code 2007 — Standard 6
Privacy Act 1988 and Privacy Amendment Act 2014
AIE Harassment Policy