Critical Incident Policy and Associated Procedures

Responsibilities

This policy and associated procedures outline AICC's approach to managing critical incidents.

This policy and associated procedures meet the requirements of Standard 4.3 of the Outcome Standards for RTOs and compliance with other requirements in the Compliance Requirements, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Approach to critical incidents

AICC is committed to the health and safety of staff and students. This includes having measures in place to ensure the safety of staff, students and visitors in the event of a critical incident.

At the time of the critical incident, a critical incident team will be established to manage the critical incident. The make-up of the team will depend on staff availability at the time of the incident.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for and report a critical incident.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

Post-incident support will be provided to all persons involved in the critical incident.

AICC's response to critical incidents will be evaluated following each critical incident. Any improvements identified will be implemented as required.

All records of critical incidents will be filed.

Procedures

1	Respond to a critical incident
1.1	Immediately call the emergency services on 000 in the event of death or an immediate threat to the life of a person or to property.
1.2	Action evacuation procedures if required.
1.3	Immediately report incident to a member of AICC management team.
1.4	Establish a Critical Incident Team who will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken. Roles and responsibilities will be allocated.
1.5	Assess required actions which may include but are not limited to: • alerting emergency contacts • nominating a member of the Critical Incident Team to be a main point of contact • liaising with external agencies, including emergency services • issuing a media release advising of the situation • informing all staff and students of the critical incident situation • regularly updating all staff and students of the critical incident situation • organising emergency counselling for those affected • providing details of support services that can be provided • seeking legal advice • assisting students with insurance claims.
1.6	Document all actions in a critical incident action plan.
1.7	Implement the critical incident action plan.
1.8	Adjust the critical incident action plan as required.

2	Evaluate critical incidents
2.1	The Critical Incident Team formed for the specific critical incident will meet as soon as possible after the critical incident to complete all of the following actions.
2.2	Review the actions taken and perceived effectiveness of the response.
2.3	Identify any recommendations for improvement.
2.4	Action recommendations for improvement.

Responsibilities

The CEO is responsible for coordinating the critical incident response.

The Academic Manager is responsible for assisting with the critical incident response.

All staff are responsible for calling emergency services as required in the event of a critical incident and notifying the management team.

Document Control

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