Critical Incident Policy and Procedure

Purpose

The purpose of this policy is to ensure TAFE Queensland East Coast meets the current legislative requirements specific to registered providers who deliver education and training services to overseas students in line with the regulatory framework.

Scope

The National Code 2007 defines a ‘critical incident’ as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Critical incidents are not limited to, but could include:
- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

This policy ensures that appropriate support services are available to international students to assist them during and following a critical incident.

Policy

In dealing with any critical incident TAFE Queensland East Coast will act in the best interest of the student/s affected by a critical incident.

TAFE Queensland, Immigration and Border Protection and the current Overseas Student Health Cover Provider will be contacted for serious critical incidents (such as death, serious injury of any threat of these) within two (2) working days following the incident.
Procedure

Notification of an emergency situation

- Campus occupied?
  - Yes: Contact emergency services (if necessary)
    - Send First Response Officer to investigate
  - No: Will access to campus interrupt classes longer than 24 hours?
    - Yes: Undertake Emergency Response Plan
    - No: Implement Emergency Evacuations Procedures led by Chief Fire Warden (if required)

- Do hazards require management or repairs undertaken to infrastructure?
  - Yes: Work with Facilities team and emergency services to manage hazards and co-ordinate repairs safely
  - No: Will the campus require closing?
    - Yes: Authorise communication of campus closure
    - No: Will campus be closed longer than 24 hours?
      - Yes: Enact Emergency Response team, co-ordinate emergency response forum
      - No: Situation resolved, undertake debrief and review of response led by Chief Fire Warden, identify actions for improvement

Implement actions (if required)

Situation resolved, undertake debrief and review of response led by Chief Fire Warden, identify actions for improvement
References

National Legislation (www.comlaw.gov.au)
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012

Other
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Related Publications
- Critical Incident Report Overseas Student [0548]
- Critical Incident Checklist Overseas Student [0549]
- Incident / Injury Report and Investigation Form [0094]
- Incident Investigation Procedure [0393]

Glossary

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<th>Terms</th>
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<td>ESOS</td>
<td>- Education for Overseas Students</td>
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Authorisation

This policy has been approved by the TAFE Queensland East Coast General Manager or delegate. This policy’s effective date is the same as the date of approval. This policy supersedes any previous versions.

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<th>Carolyn Jalal</th>
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