

Critical Incident Procedure

STEP 1 – Critical Incident Lodgement

No.	Who	Actions
1.1	All Staff	<ul style="list-style-type: none"> a) Once a critical Incident has been identified the Student/s effected must be referred to a SSO b) SSO is to start the CIF gathering as much data as possible c) SSO is to inform the Compliance Manager as soon as practicable d) Compliance Manager is to ensure the safety of the effected students and is to inform the management team by email as soon as all information has been assessed
1.2	SSO	<ul style="list-style-type: none"> a) SSO is to complete section 2 of the CIF b) If the SSO identified that the student/s are in an unsafe environment then the SSO must inform the Compliance Manager as soon as possible c) SSO must ensure that the student/s do not return to an unsafe environment
	RTO Manager	<ul style="list-style-type: none"> a) In reference to section 2 the RTO Manager is responsible for ensuring all regulatory authorities are notified b) The RTO Manager in consultation with the student/s will contact the appropriate emergency services c) The RTO Manager will contact the student/s next of kin and their consulate or embassy if there is a death of the student/s d) The RTO Manager will contact all relevant parents or guardians if the effected student/s are under 18 years of age e) The RTO Manager will inform the CEO/PEO as soon as practicable in reference to actions taken at initial CIF being lodged

STEP 2 – immediate actions The RTO Manager is Deemed the Designated Officer

No.	Who	Actions
2.1	RTO Manager SSO	<ul style="list-style-type: none"> a) The RTO Manager is to form a Critical Incident Response Team (CIRT) and inform the CEO/PEO of the teams members listing these team members on the CIF b) The RTO Manager may delegate the Designated Officer duties to another staff member where appropriate c) The RTO Manager is to complete the Immediate Action Section of the CIF and allocate duties and actions to CIRT members d) The RTO Manager is to compile a list of all stakeholders and complete the communication log section of the CIF e) The RTO Manager is to complete section 5 of the CIF f) SSO is to complete section 6 of the CIF g) The RTO Manager is to complete section 7 of the CIF

STEP 3 – Student Support During and After Critical Incident has

No.	Who	Actions
3.1	SSO	<ul style="list-style-type: none"> a) If the student CI has resulted in the student being absent from the college including returning to their home country, the SSO is to contact the student/s on a fortnightly basis for the entire period that the student/s are effected by the CI. Recommendation is to contact by email, if by phone then a summary of the phone call is to be logged in the student file or SMS. b) After the CI has been closed the SSO is to contact the student/s at the 3 month point and then again at 6 month point. c) The SSO is to compile a report for the CEO/PEO on the post CI reviews

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d) The SSO is to complete section 8 of the CIF

STEP 4 – End of Critical Incidence

No.	Who	Actions
4.1	RTO Manager	<ul style="list-style-type: none"> a) The RTO Manager is to complete section 9 of the CIF b) The RTO Manager is to review all processes contained within the CIF and ensure that student/s are connected back to their study program and have no disadvantages due to the CI c) The RTO Manager is to ensure that SMS is updated correctly d) The RTO Manager is to ensure all eCoE are accurate and current e) The RTO Manager is to formally close CI advising all stakeholders that the CI is considered resolved. f) The RTO Manager will request the student contact DIBP for CI that extend beyond six months from initial date lodged. This does not include section 8 requirements of the CIF