



Government of **Western Australia**
Department of **Training**
and **Workforce Development**



TAFE INTERNATIONAL WESTERN AUSTRALIA

INTERNATIONAL STUDENT

CRITICAL INCIDENT MANAGEMENT POLICY

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VERSION: 3.0

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1. POLICY STATEMENT

This policy outlines the response to and management of, critical incidents impacting international students while not on campus at their enrolled TAFE college, NAVITAS English College or public school. This policy details compliance requirements as specified in the *Education Services for Overseas Students Act 2000*, specifically Standard 6 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) which is enshrined in the legislation.

In order to meet the National Code compliance requirements in relation to the management of critical incidents, TAFE International Western Australia (TIWA) will:

- manage and where possible reduce the ongoing impact of the incident on the student and/or their family;
- ensure all staff are aware of critical incident management processes; and
- protect the Department of Training and Workforce Development (DTWD), TAFE colleges and other stakeholders from adverse incidents to reduce exposure to loss, and mitigate and control any adverse impact on reputation.

2. SCOPE

This policy applies to all onshore international students who are enrolled through TIWA at a TAFE college, NAVITAS English College or a public school in Western Australia. Students participating in International Secondary Student Exchange Programs (ISSEP) are outside the scope of this policy.

The policy outlines TIWA's response to and management of critical incidents involving TAFE, ELICOS or school students while students are not on campus.

TAFE college Managing Directors and Department of Education (DoE) school principals (or relevant site managers), are responsible for the management of critical incidents occurring while the student is on campus.

Where a critical incident occurs on campus within a TAFE college, NAVITAS English College or public school, the relevant critical incident policy and procedures of that provider shall apply.

3. BACKGROUND

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.

Critical incidents covered by this policy are classified as follows:

- Emergency - those incidents which involve the possibility of immediate or imminent threat, physical and/or emotional distress to staff, students and other visitors and which may be regarded as outside the normal range of experience of the people affected.
- Non-emergency - those incidents which do not involve the need for an initial emergency response but nevertheless involve the possibility of threat, physical and/or emotional distress to students and/or their family, and which may be regarded as outside the normal range of experience of the people affected.

Examples of events which may be deemed critical incidents include:

- missing students;
- severe verbal or psychological aggression;

- issues such as domestic violence, sexual assault, drug or alcohol abuse;
- any fatality, near fatality or incident (such as a car accident) likely to seriously injure or affect a student or students both physically and/or mentally;
- murder or suicide involving students/staff and their family members;
- conviction of a serious offence leading to a jail sentence;
- sectioning of a student under the Mental Health Act;
- development of a pandemic;
- fire, explosion, bomb threat;
- hold-up or attempted robbery;
- threats of violence to staff/students; or
- storms/natural disasters that cause major damage.

A critical incident may:

- not necessarily require an initial emergency response;
- significantly disrupt operations and impact on business continuity;
- have the potential to bring disrepute; or
- impact on a number of areas for example, student life, staff performance or physical assets.

4. PROCEDURES

Actions to be taken in the event of a critical incident

4.1 Notification

4.1.1 When TIWA is notified of a critical incident, the General Manager TIWA will be informed immediately. The General Manager TIWA will determine the circumstances of the situation, and assign roles and responsibilities accordingly. TIWA's Manager Customer Services will be assigned as liaison officer.

4.1.2 The following steps will be taken to ensure the effective management of a critical incident and that all possible support and actions are taken:

- confirm that the person/people involved in the incident are TIWA students;
- record any details of the incident provided by the person who reported the incident;
- plan an immediate response;
- allocate individual roles and responsibilities for ongoing tasks; and
- plan an ongoing strategy.

4.1.3 The General Manager TIWA will notify the Department of Training and Workforce Development's (DTWD) Director General and the Executive Director Service Delivery immediately if a student/s has died, been injured or has an infectious disease or any other instance where it is deemed necessary. The Director General will notify the Minister for Education and Training.

4.1.4 In the event the student is enrolled at a public school, the General Manager TIWA will notify the Director Public Schools Planning DoE who will be responsible for advising the Director General DoE as appropriate.

4.2 Assessment

The initial assessment of a critical incident involves:

- creating a clear understanding of the incident, obtain accurate and up-to-date information about what happened and about the current situation;
- confirming the identity of the people involved, gather information from sources

- such as security, police, hospital, and friends;
- collating known student information, for example student ID number(s) and local address, next of kin, nationality, religion, known medical conditions, OSHC provider and sponsor/agent; and
 - discussing and planning an immediate response, depending on the type of incident; the General Manager TIWA and Manager Customer Services TIWA should also discuss and plan an ongoing strategy, and allocate specific roles and responsibilities.

4.3 Communication

Refer to the Critical Incident Checklist of Tasks (Appendix 4) for roles and responsibilities. The order will be determined by the specific circumstances

4.3.1 Police

In the event that TIWA is notified of a critical incident by the police or the incident is referred to the police for investigation, TIWA staff will not initiate any action or communication until advised by the police.

If a critical incident results in the death of a student a Coronial Officer may be assigned to assist the family.

Where a critical incident is rated as a non-emergency and is not subject to a police investigation, TIWA staff will contact relevant stakeholders as appropriate.

4.3.2 Next of kin

The TIWA Manager Customer Services or General Manager will contact the next of kin to inform them of the current situation. The next of kin to be advised that TIWA will arrange or provide support to them and if necessary, arrange interpreter services.

If the student is in hospital or critically ill, appropriate transportation or accommodation may be arranged for members of the family.

If a student dies or is critically ill, issues related to burial/repatriation and/or memorial service may need to be discussed with the family.

4.3.3 Sponsor

If the student has a sponsor, the TIWA Manager Customer Services or General Manager will contact the relevant sponsor.

4.3.4 **Consulate**

In the case of serious accident, illness or death of a student, the General Manager TIWA will inform the relevant Consulate and discuss the allocation of roles and responsibilities.

4.3.5 **Accommodation provider**

The Welfare Officer TIWA will maintain contact with the student's accommodation provider and housemates, providing appropriate levels of information, and ensuring that support and assistance is available from TIWA, the relevant college or school; as appropriate.

4.3.6 **Other students & staff**

The Welfare Officer TIWA will identify those students and staff who are closely involved with the student, ensuring that these people are aware of support within and outside TIWA and encourage them to keep in contact with the Student Welfare Officer TIWA, for assistance.

4.3.7 **Hospital**

If necessary, the Manager Customer Services TIWA will contact the hospital and the student's Overseas Student Health Cover Provider to arrange any guarantor agreements or any other relevant matters.

4.3.8 **Counselling**

The Welfare Officer TIWA will contact the student's college or school to confirm that counselling and debriefing sessions for individuals and/or groups of staff and students, or the facilitation of a referral to an external provider; is provided as required.

4.3.9 **Spiritual or religious support**

The Welfare Officer TIWA will establish the student's religion and contact the relevant group/organisation to inform them of the situation and to discuss the role that they might play, including assisting with the organisation of the service or leading the service. Ask the student's family and friends about an appropriate service or ceremony.

4.3.10 **Media & Communications**

No communication with the external media shall take place without the direction of the Director General DTWD. Internal notices to staff and students must be approved by the General Manager TIWA, prior to release.

4.3.11 **Academic staff**

The TAFE College Managing Director, School Principal will inform relevant academic staff so that they can make appropriate arrangements for example, extensions for assignments and special consideration. If friends are involved, arrangements for them to be released from class, extensions for assignments, deferred examinations, or other special consideration may be appropriate. Written advice should be provided to staff if the matter is complex.

4.3.12 **Administrative staff**

The Manager Customer Services TIWA will discuss issues such as a fee refund, leave of absence or deferred examinations, with relevant TAFE college or school administrative staff. Written advice should be provided to staff if the matter is complex.

4.3.13 **Department of Home Affairs**

If necessary, TIWA will inform the Department of Home Affairs about the situation and any student visa implications through the Provider Registration and International Student Management System (PRISMS).

4.4 **Follow up**

4.4.1 TIWA staff will ensure that all affected parties are informed regarding available support services both internal and external to the college or school; monitor the need for counselling; and maintain contact with those who may need ongoing support.

- 4.4.2 If a student has died the Manager Customer Services TIWA will;
- discuss funeral arrangements with the student's family and if required liaise with the funeral company;
 - if the family request repatriation of the deceased, provide aid with transportation and advice on the communication process with the authorities, if necessary;
 - if the family request that funeral arrangements be made in Australia offer assistance arranging the funeral or memorial service; and
 - at all times, staff will seek to accommodate the cultural and religious customs of the deceased's family.

4.5 **Evaluation and Follow up**

4.5.1 Where appropriate, the General Manager TIWA will conduct a debriefing session for everyone directly involved in the incident. People can express their emotions about the incident and staff can ensure that any of their needs are met.

4.5.2 Staff involved will evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents.

4.5.3 The Manager Customer Services will ensure that records are maintained. This will include detailed documentation about each phase of the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process using the Incident Log or appropriate recording formats.

4.5.4 Any action taken in regard to a critical incident will be recorded in HPE Content Manager and will include outcomes or evidence if the incident is referred to another person or agency.

4.5.5 Staff involved will evaluate the implementation of procedures and responses, and implement continuous improvement as required.

5. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

- *Duty of Care Policy for Minors attending TAFE Colleges*
Western Australian Department of Training and Workforce Development
- *Emergency and Critical Incident Management Policy*
Western Australian Department of Education
- *Care of International Students under the age of 18*
Western Australian Department of Training and Workforce Development.

6. RELEVANT LEGISLATION

- *Emergency Management Act 2005 (WA)*
- *Emergency Management Regulations 2006 (WA)*
- *Occupational Safety and Health Act 1984 (WA)*
- *Occupational Safety and Health Regulations 1996 (WA)*
- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Vocational Education and Training Act 1996*
- *Education Services for Overseas Students (ESOS) Act 2000*
- *Vocational Education and Training (General) Regulations 2009*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018)*

7. REVIEW DATE

Review date: 2 December 2023

Development date		May 2012	
Revision history			
Date	Name	Reason	Outcome & Changes
2012	Director Academic Strategy	Continuous Improvement	Reviewed in accordance with National Code 2007 requirements (Standard 6).
2014	Director Academic Strategy	Continuous Improvement	Editing to reflect changes to International Student Critical Incident Management Procedures – Version 2.
2015	Director Academic Strategy	Continuous Improvement	Updated to reflect introduction of <i>Standards for Registered Training Organisations (RTOs) 2015</i> and change in personnel.
2016	Director Academic Strategy	Sectoral changes	Updated to reflect change from ETI to TIWA and STPs to TAFE colleges.
2017	Manager Education Programs	Request of A/DG	Reviewed and re-written to align with current TIWA practices.
2018	Manager Education Programs	National Code 2018 compliance	Minor updates to reflect changes to the National Code.
2021	Manager Customer Services	Continuous improvement	Policy review

5 CONTACT INFORMATION

TAFE International Western Australia
Service Delivery Directorate

6 APPENDICES

Appendix 1: Critical Incident Response Table – Communications and Actions to be taken

Appendix 2: Contact Details for Responsible Persons – TAFE colleges

Appendix 3: Contact Details for Responsible Persons – Government Schools

Appendix 4: Critical Incident Checklist of Tasks

Appendix 5: Critical Incident Report Form

Appendix 1: Critical Incident Response – communication and actions to be undertaken

To be used in conjunction with TIWA's *Critical Incident Checklist of Tasks*.

INCIDENT	LEVEL OF INCIDENT	PRIMARY CONTACTS	SECONDARY CONTACTS
Death of student	4	<ul style="list-style-type: none"> • Police • Hospital • Next of kin • Student Administration (at college and TIWA) • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Consulate • Relevant students • Academic staff at college or school • Administration staff (TIWA) • DTWD Communications and Marketing Department of Home Affairs (Home Affairs)
Attempted suicide	3	<ul style="list-style-type: none"> • Police • Hospital • Next of kin • Student Administration (at college and TIWA) • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Relevant students • Academic staff at college or school
Life threatening injury or illness	3	<ul style="list-style-type: none"> • Hospital • Next of kin • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • OSHC provider • Academic staff at Institute • Administration staff (college, school and TIWA) • Accommodation provider
Missing student	3	<ul style="list-style-type: none"> • Hospital • Next of kin • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (TAFE college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider Consulate • Relevant students • Academic staff at college or school • Administration staff (college or school and TIWA) DTWD Communications & Marketing • Home Affairs
Sexual and/ or physical assault	2/3	<ul style="list-style-type: none"> • Police • Hospital • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Relevant students • Academic staff at college or school

Mental health crisis	3	<ul style="list-style-type: none"> • Police • Hospital • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Academic staff at college or school
Drug/ Alcohol overdose	2/3	<ul style="list-style-type: none"> • Police • Hospital • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • OSHC Provider • Accommodation provider • Relevant students • Academic staff at college or school

Description of Incident Levels

Level 1	Minor Incident	Non-permanent injury to self or others; first aid administered successfully; no requirement for injured person to leave campus or school for treatment
Level 2	Major incident or emergency	Injury requiring medical treatment or hospitalisation, may not be permanent or life threatening; student participation in training or schooling affected
Level 3	Crisis	Hazardous situation; emergency hospitalisation required; injury sustained may be permanent or life threatening; student participation in training or schooling affected
Level 4	Fatality	Death of student

Appendix 2: Contact Details of Responsible Officers –Colleges

Name	Title	Work Phone	Mobile Phone	Organisation
Glenda Husk	A/Executive Director, Service Delivery	(08) 6551 5120	0409 733 231	DTWD
Karen Kelleher	General Manager, TAFE International Western Australia (TIWA)	(08) 9218 2161	0427 823 231	TIWA
Jacqui Johnstone	Manager Customer Services and Compliance	(08) 9218 2151	0407 022 932	TIWA
	Plus Relevant college managing director or nominee			

Appendix 3: Contact Details of Responsible Officers – Government Schools

Name	Title	Work Phone	Mobile Phone	Organisation
Karen Kelleher	General Manager, International Education	(08) 9218 2161	0427 823 231	TIWA
Jacqui Johnstone	Manager Customer Services and Compliance	(08) 9218 2151	0407 022 932	TIWA
Pam Moss	Director Public Schools Planning	(08) 9264 4275	0417 970 195	DoE
	Plus Relevant School Principal or nominee			

APPENDIX 4: CRITICAL INCIDENT CHECKLIST OF TASKS

Student Name:		File Reference Number:		
Address:		Date of Birth:		
Name and phone number of next of kin:				
TASKS	To be completed by:	Completed (Initial and Date)	File Note Completed (Initial and Date)	N/A
Notification				
Notification to GM and relevant staff	Manager Customer Services TIWA			
Confirmation of student's identity	Manager Customer Services TIWA			
Details of the incident from the person who reported	Student Welfare Officer TIWA			
If student dies, report to - School principal/college managing director - Director General DTWD - Executive Director DTWD - Director Public Schools Planning DoE	General Manager TIWA			
Create Incident Log entry	Student Welfare Officer TIWA			
Assessment				
Update and gather information from hospital or police	Manager Customer Services TIWA			
Review student's file for detailed information	Student Welfare Officer TIWA			
Intervention plan for response and strategies	Manager Customer Services and General Manager TIWA			
Allocation of roles and responsibilities	General Manager TIWA			
Access to emergency funds if required	Manager Customer Services and General Manager TIWA			
Intervention				
Contact next of kin	Manager-Customer Services or General Manager TIWA			
Contact consulate	General Manager TIWA			
Contact accommodation provider/housemates	Student Welfare Officer TIWA			
Contact other relevant students/TAFE/School	Student Welfare Officer TIWA			
Contact hospital/police/doctors	Manager Customer Services TIWA			
Contact external counselling services	Student Welfare Officer TIWA			

Contact academic staff (TAFE/School)	Manager Customer Services TIWA			
Contact administration staff (TAFE/School)	Student Welfare Officer TIWA			
Contact Home Affairs	Manager Customer Services TIWA			
Contact Sponsor/ agent	Student Welfare Officer TIWA			
Contact OSHC provider	Student Welfare Officer TIWA			
Follow up				
Assess the need for ongoing counselling and support	General Manager TIWA			
Assess the need for a debriefing session	General Manager TIWA			
Discuss with funeral arrangements with the student's family	General Manager TIWA			
Discuss with the student's family insurance matters – OSHC, accident, etc	Manager Customer Services TIWA			
Arrange interpreters	Student Welfare Officer TIWA			
Arrange transfer of possessions to student's parents, if not covered by insurance	Manager Customer Services TIWA			
Evaluation				
Conduct debriefing session	General Manager TIWA			
Staff evaluation	General Manager TIWA			
Keep records	Student Welfare Officer TIWA			
Incident resolved				
File closed	Manager Customer Services TIWA			

APPENDIX 6: CRITICAL INCIDENT REPORT FORM

Student name:		File reference Number:	
Institution name:		Date of Birth:	
Date of incident:		Time of Incident:	
Location of incident:		Time Incident reported to General Manager:	

INCIDENT INFORMATION

Who is involved?

What happened/is happening?

What is the current situation?

How did it happen?

Other relevant information

WITNESS TO INCIDENT

Full Name	Phone Numbers	Email address