



CRITICAL INCIDENT POLICY AND PROCEDURE

Purpose

To outline the necessary steps taken to ensure that the appropriate procedures are followed in the event of a critical incident including the required follow up to the incident and recording of the incident and action taken. This policy and related procedures have been developed to assist Signature Training College staff and students in responding appropriately to incidents that may cause trauma to an individual and/or affect the campus.

It establishes basic procedures and reporting systems to cover prevention, immediate responses and follow-up actions to deal with the immediate consequences and the longer-term implications of a critical incident. In accordance with the requirements of National Code 2018, the policy includes specific processes for dealing with critical incidents affecting international students. When an international student is involved the Signature Training College management will also undertake caring role normally taken by the student's family. We believe in the importance of efficient, sensitive and supportive strategies while dealing with critical incident occurrences. The policy and procedure are designed to minimise confusion, conflicts, and preventing student harm.

Policy

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents may include, but are not limited to:

- a. natural disaster e.g. cyclone, earthquake, flood, hailstorm, or extreme temperature, both within Australia or the home country of international students or staff;
- b. serious injury, illness or death of a student or staff member;
- c. fire, bomb-threat, explosion, gas or chemical hazard, water leak;
- d. students or staff lost or injured during fieldwork experiences;
- e. a missing student;
- f. severe verbal or psychological aggression;
- g. physical assault;
- h. student or staff witnessing a serious accident or incidence of violence; and
- i. social issues, such as sexual assault, drug use and alcohol abuse.

Parramatta Campus

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International Students

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(02) 8806 3939 | +61 466 666 913

Domestic Students

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1. Signature Training College will identify risks, implement risk management and preventative measures, and manage critical incidents within its sphere of responsibility and influence. This will include:
 - a. developing and implementing an effective approach to respond to critical incidents as they occur;
 - b. providing appropriate support and counselling services to those affected;
 - c. providing appropriate training and information resources to staff; and
 - d. developing appropriate plans, systems and processes to ensure swift and effective responses to critical incidents and emergencies.
2. Signature Training College is committed to ensuring its response to a critical incident is managed in a timely and effective manner, and that appropriate resources are made available to respond to all aspects of the critical incident. Critical incidents will be managed with the foremost goals of preserving life, protecting the Signature Training College's property and restoring normal operations as quickly as possible.
3. Signature Training College will provide reasonable support for students and staff, and, where appropriate, the families of students and staff who may be affected by a critical incident. Appropriate services will be made available to students and staff affected by a critical incident, including international students who may be away from family or community support mechanisms.
4. Signature Training College has staff members assigned to assist in preventing and managing critical incidents both on campus or off campus where the Signature Training College has a duty of care, including international students for whom Signature Training College has undertaken care responsibilities, and all other students and staff involved in Signature Training College -related activities.
5. This Policy and supporting documents will be available to all members of the Signature Training College community. Students and staff will be advised of this Policy's existence and will be informed about how to report an Incident and where to seek assistance.
6. Students and staff are encouraged to report all incidents to Signature Training College that they consider to be 'critical', either within or outside of Australia. Signature Training College will review all reported incidents and determine their level of seriousness. Incidents found not to be "critical" will be managed by Signature Training College student support

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Procedure

For the purposes of international student management, a critical incident is defined by the ESOS National Code as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. Critical incidents may include, but are not limited to:

- a. serious injury, illness or death of a student or staff member;
- b. students or staff lost or injured during fieldwork experiences;
- c. a missing student, staff member or member of the University community;
- d. severe verbal, psychological or physical aggression or violence;
- e. mental health episode requiring hospitalisation or attempted suicide;
- f. student or staff witnessing a serious accident or incidence of violence;
- g. natural disaster e. cyclone, earthquake, flood, or extreme temperature, within Australia or home country for international students;
- h. fire, bomb-threat, explosion, gas or chemical hazard, water leak; and
- i. social issues e.g. sexual assault, drug use and alcohol abuse.

For the purposes of this Procedure, the Critical Incident Controller (CIC) is a senior Executive of the Signature Training College appointed to have overall responsibility for overseeing the Signature Training College’s preparedness and capacity to manage emergencies and critical incidents, as defined in the Critical Incident Policy.

Reporting a Student Critical Incident

1. Emergency Management Procedures, in the event of an immediate threat to the life of a person, serious injury, or a serious threat to property (such as a fire), call 000 and report the incident to the relevant emergency service.
2. Other relevant crisis response services may include:
 - a. NT Mental Health Line 1800 682 288
 - b. Sexual assault referral centres Darwin 08 8922 6472
 - c. 1800 RESPECT (sexual assault, domestic and family violence counselling service) 1800 737 732
 - d. Department of Home Affairs – 131 881
3. Critical Incidents should be reported to Signature Training College Security, including those which are not an immediate threat to life or property either by telephone or in

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person at reception area. Where a Critical Incident has potential to impact on the wellbeing of a student, such as a disclosure of sexual assault, suicidality or domestic violence, contact should be made with Student Support. Student Support will then notify the Signature Training College or delegate.

4. It is the responsibility of the Signature Training College to review the Critical Incident and assess whether the circumstances are such as to warrant any further immediate action.
5. Signature Training College will determine Critical Incidents that require reporting to ASQA. This should be done no later than 14 calendar days following the Signature Training College's knowledge of the incident.

Inform Relevant Senior Staff

1. When a critical incident is reported, Signature Training College will form a Critical Incident Response Team (CIRT) may be to assess and manage the response. Not all critical incidents will require the formation of a CIRT and may be resolved by actions of the Administration.
2. The Critical Incident Response Team (CIRT) will be led by the Signature Training College may include the following members dependant on the type of critical incident:
 - a. Chief Executive Officer
 - b. RTO Manager
 - c. Academic Manager
 - d. Assistant Operations Manager
3. The members of the CIRT will be allocated roles and responsibilities as appropriate and actions may include:
 - a. establishing the facts relating to the incident;
 - b. informing the emergency contact/next of kin;
 - c. in the instance of a student death, ensuring that counselling services are made available to the family or next of kin;
 - d. verifying student details such as address, email, phone numbers, nationality, primary contact, sponsor, or agent etc;

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- e. nominating a member of the CIRT to be the main contact, specifically for the police, hospital, relatives, friends, consulate, and Government agencies; and
 - f. consideration of fee refund, intermission, or deferred examinations where appropriate.
4. Where the critical incident involves an international student, the CEO, RTO Manager, or nominee may take the following additional actions:
- a. notify the Overseas Student Health Cover provider;
 - b. hire independent interpreters (if required);
 - c. inform the Department of Home Affairs;
 - d. liaise with Embassies and Consulates to ensure contact with, and support for, the family in the student's home country. In the case of a serious accident, illness, or death, discuss allocation of roles and responsibilities;
 - e. establish the student's religion and contact relevant group/organisation to inform them of the situation and discuss appropriate support;
 - f. in the event of a missing international student, determine whether the student is located onshore or offshore on the Provider Registration and International Student Management System (PRISMS).
5. In the event of an international student death, the CEO, RTO Manager or delegate may need to determine if additional supports are required. This includes:
- a. liaison with the next of kin to determine repatriation requirements. The CIRT program may be accessed to assist;
 - b. where necessary, assist with funeral or memorial service arrangements;
 - c. prepare a letter of condolence from the Signature Training College to the student's family;
 - d. assist with packing of personal effects and delivering them to the next of kin, if necessary; and
 - e. request to obtain the death certificate and related documents.

Evaluation

1. The CIRT team will conduct a debriefing session to ensure allocated tasks have been actioned and that any new or outstanding issues are documented and resolved.

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2. Procedures and responses will be evaluated to determine any changes for improvement.

Records management

All documentation relating to the critical incident will be retained, maintained, and disposed of in line with the Signature Training College’s Records Management Policy and Privacy and Confidentiality Policy.

Roles and responsibilities for implementation of Critical Incident Policy and Procedure

1. Chief Executive Officer is responsible for the approval of the document.
2. Critical Incident Controller for overseeing the Signature Training College’s preparedness and capacity to manage emergencies and critical incidents, as defined in the Critical Incident Policy.
3. Critical Incident Response Team (CIRT) will assess and manage the response

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	RTO Manager
Implementation Officer	CEO RTO Manager Academic Quality Manager Assistant Operations Manager
Last Approval	24 March 2022
Review Date	24 March 2023
Approved by	Chief Executive Officer
Associated Documents	
Critical Incident Form Emergency Management Policy and Procedure Records Management Policy and Procedure Privacy and Confidentially Policy and Procedure	
Version Control	
Version 1.0	