Critical Incident Policy

Purpose

The policy ensures that critical incidents or potential critical incidents that could affect an international student's ability to undertake or complete the course in which they are enrolled.

This complies with relevant Standard for Register Training Organisations(STROs)2025, Work Health and Safety legislation, and the ESOS Act 2000 for overseas students.

According to the National Code, IOMT must have strategies in place to manage critical incidents and documented support mechanisms. This policy is designed to ensure that IOMT:

1) Meets its Duty of Care as an employer and education provider,

2) Can respond to a critical or significant incident or event, and

3) Meets the requirements of the National Code

The policy is made available to students via the Student Handbook, the college website, and during orientation sessions.

Policy

1. The Institute of Management and Trade (IOMT) is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
2. Institute of Management and Trade ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in the Institute of Management and Trade's Health and Safety Policy & Procedures.
3. A designated officer and/or critical incident team will manage critical incidents.
4. All staff will receive an 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.
5. Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to see assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
6. Institute of Management and Trade will ensure that appropriate post-incident support is provided as required.
7. Institute of Management and Trade response to critical incidents will always be evaluated and improvements identified and implemented as required.

Procedures

1. Respond to incident:

Procedure	Responsibility
A. Immediate response (within 24 hours) • Assess situation and consider any risks to own safety before taking any action. • Alert the most senior staff member available where a critical incident is occurring or is likely to occur. • Take over temporary control of incident (where there is no threat to that person's safety). • Contact emergency services ensuring that all details known about the incident are provided. • Action evacuation procedures if required and provide first aid or medical assistance as needed. • Develop and implement a *Critical Incident Action Plan* for responding appropriately in a timely manner. • Liaise with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals). • Contact and inform parents and family members of those involved in incident. • Provide an officially agreed response to the media and ensure other staff involved are aware of the appropriate response to the media. • Keep appropriate and adequate records.	Designated person Critical Incident Team
B. Secondary response (48 – 72 hours) • Coordinate support, including counselling for those directly or indirectly involved. • Review legal issues, including advising family of process/access to assistance as required. • Provide staff and students with factual information about the critical incident including organising a debriefing for all students and staff closely involved with the incident. • Restore Institute of Management and Trade to regular routine, program delivery, and community life as soon as possible.	Designated person Critical Incident Team

Procedure	Responsibility
C. Ongoing follow up response • Identify any other persons who have been affected by the critical incident and provide access to support services as required. • Debrief staff and students on an ongoing basis as required. • Where the incident results in a student's suspension or cancellation of studies, notify DET via PRISMS. • Provide appropriate support in the event of a serious injury or death such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues. • Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder. • Manage long term consequences such as insurance, inquests and legal proceedings.	Designated person Critical Incident Team
D. Complete critical incident report • On finalisation of the critical incident, prepare a *Critical Incident Report* • Provide a copy of the critical incident report to the CEO • File copy of *Critical Incident Report*	Designated person Critical Incident Team

2. Evaluate critical incident response

Procedure	Responsibility
A. Evaluation of response • As soon as possible after the critical incident meet to review the implementation of procedures and the effectiveness of the response. • Document any changes required to procedures based on the review. • Implement changes identified. • File copy of the review findings.	Designated person Critical Incident Team

Version control

Policy owner		Compliance Manager	
Approved by		CEO	
Version	Authorised by	Brief description of change	Date approved
1.0	L Blefari	Policy development	15/04/2024
1.2	Jasbinder	RTO Manager	01/07/2025
2.0	Jasbinder	RTO Manager	10-04-2026