



Critical Incident Management Policy

Purpose

The *Critical Incident Management Policy (CIMP)* demonstrates Fox Education and Consultancy's ("FOX") commitment and proactive approach to crisis planning. This policy establishes an ongoing structure for the development and regular review and testing of a crisis management and recovery plan to be adopted across all FOX sites.

ESOS National Code 2018 Standard 6.8 *The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.*

Definitions

Critical incident (or crisis): an adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation; a traumatic event or threat of such which causes extreme stress, fear or injury.

Emergency: sudden, unexpected event that requires an immediate response from internal or external emergency services.

Scope

This policy applies to all students, staff and visitors of FOX.

Principles

FOX will ensure that services and processes are in place to ensure:

- threats and potential crisis events are regularly identified and evaluated in order to strengthen FOX's preparedness for any such events
- appropriate services are in place to support students and staff through any critical incidents or emergencies, including for international students who may be away from family or community support mechanisms
- appropriate plans are in place for managing a critical incident or emergency
- resources are made available for recovery from a crisis or emergency, supporting the OCASoH community to resume normal business as soon as possible.

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1 Support through an emergency situation or critical incident

Students requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential and free-of-charge support from FOX's counselling service, regardless of whether such an incident relates to their study. Bookings (in person or via telephone) can be made via the Student Services team at each campus.

Staff requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential and free-of-charge support from FOX's Employee Assistance Program (EAP), regardless of whether such an incident relates to their work. Details of the EAP provider for each campus location are held on the FOX intranet.

2 Emergency contacts

Any student or staff member who requires immediate emergency assistance can call the emergency services directly by dialling 000.

International students who require emergency assistance after hours may have 24 hour assistance through their Overseas Student Health Cover (OSHC) and can also call the International Student Support Officer at each campus on 04XX XXX XXX or 04XX XXX XXX .

3 Critical Incident

A critical incident is defined as an adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation.

A critical incident is a traumatic event, or the threat of such (within or outside Australia), and causes extreme stress, fear or injury. It sits outside the normal range of experience of the individuals affected. This may include:

- Serious injury
- Major surgery
- Missing students or staff
- Sudden or violent death
- Serious crime
- Suicide or attempted suicide
- Verbal or physical abuse
- Drug or alcohol abuse
- Acts of terrorism

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- Threats
- Fire
- Natural disaster

Critical incidents may occur affecting one individual student, staff or visitor, small groups (25 or less) or large groups (over 25). Regardless of the number of individuals affected, care will be taken to address each affected party's needs and concerns in the event of a critical incident.

Administrative and emotional support services are available to FOX students, staff or visitors who may have been involved or affected by a critical incident.

4 Difference between a crisis and an emergency

An emergency is a sudden, unexpected event that requires an immediate response from internal or external emergency services. A crisis is an adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation.

Emergency management is the development of an effective incident response system focused on controlling the event whilst crisis management is the development of a system to minimise the impact of a crisis on an organisation's people, operations and reputation, and to assist an organisation to recover from this event.

5 Critical Incident Assessment Classifications

FOX deems any crisis or emergency situation as serious. The level of response required to effectively deal with such events is relative, and depends largely on the magnitude of an event or incident – whether it has already happened or is at a high risk of occurring.

FOX's *Critical Incident Response Procedure* classifies critical incidents:

Classification	Impact
Routine events	No injuries are sustained and minimal disruptions occurs to operations
Minor events	Contained in-house but where minor injuries are sustained and medium financial losses are incurred
Moderate events	Require containment with external assistance and result in high financial loss and lengthy disruptions to operations and/or injuries
Major events	May involve prolonged loss of operations, major financial losses and/or injuries
Critical events	May involve deaths and significant number of injuries, massive financial losses and/or injuries

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6 Critical Incident Management

Critical Incidents will be managed by one of the following:

The **Critical Incident Management and Response Team** will be established and composed of FOX senior executives:

- CIMRT will provide governance of and strategic input to crisis/emergency management and business continuity.
- CIMRT will respond to critical incidents classified as critical events.

Critical Incident	Description	Addressed by:
Routine events	No injuries sustained and minimal disruption occurs to operations	Normal FOX internal and management processes
Minor events	Contained in-house but where minor injuries are sustained and medium financial losses are incurred	Lead: Academic Manager
		Support: Course Coordinators, staff
Moderate events	Require containment with external assistance and result in high financial loss and lengthy disruptions to operations and/or injuries	Lead: Academic Manager
		Support: Course Coordinators, staff
Major events	May involve the prolonged loss of operations, major financial losses and/or injuries	Lead: Critical Incident Management and Response Team
		Support: Director, Academic Manager, staff
Critical events	May involve deaths and significant numbers of injuries, massive financial losses, major disruption to operations and/or have the potential to seriously damage Fox E&C's reputation	Lead: Critical Incident Management and Response Team
		Support: Director, Academic Manager, staff

7 Notifications following an emergency or critical incident

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The lead or team managing the incident or scenario will make contact with relevant people (the order will be determined by the specific circumstances):

7.1 Police

- If necessary, liaise with the Police regarding notification to the student or staff member's family and other relevant matters.

7.2 Next of kin / emergency contact

- Ensure that next of kin are informed and updated on the current situation. Let them know FOX will arrange or provide support to them. If necessary, interpreter services will be arranged for those families of a non-English speaking
- 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.

7.3 Consulate

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

7.4 Accommodation provider

- Keep in contact with the student's accommodation provider and housemates, providing appropriate levels of information, and ensuring that support and assistance is available from FOX.

7.5 Other students/staff

- Identify those students and staff who are closely involved with the student, ensuring that these people are aware of support within and outside FOX and encourage them to keep in contact with FOX for assistance.

7.6 Hospital

- If necessary, contact the hospital and the student's Overseas Student Health Cover to arrange any guarantor agreements or any other relevant matters.

7.7 Counselling

- Contact the International Student Officer to advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students and staff or to facilitate referral to an external provider as required.

7.8 Department of Home Affairs (DHA)

- If necessary, inform DHA about the situation and any student visa implications.

7.9 Legal Advice

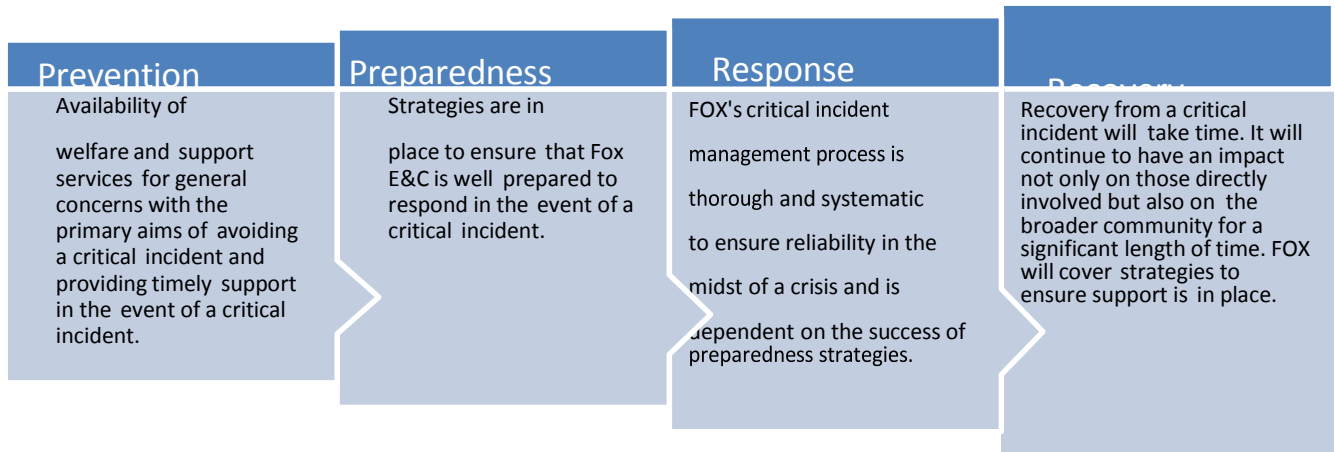
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- Help students to obtain legal advice, if needed. Information on free or low cost community legal services is available from Student Services

8 Critical Incident Management Framework

Fox E&C's Crisis Management and Recovery Plan will be developed in accordance with the four major stages of risk management:



This Policy should be read in conjunction with the following:

- Standards for Registered Training Organisations (RTOs) 2015 (Standard 6)
- ESOS National Code Standard 6.8,6.9

This Policy is directly supported by the following Procedure(s):

- Critical Incident Management Procedure