

Critical Incident Management - Students

Policy

As the registered provider, the management of HORIZON INTERNATIONAL COLLEGE has implemented a documented policy and process for managing critical incidents that could affect the 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 student ceases to be an accepted student.

**(National Code of Practice for Providers of Education and Training to Students
2018 Standard 6 – Student Support Services: 6.8)**

The policy recognizes that students, whilst studying in Australia and at HORIZON INTERNATIONAL COLLEGE, require support when faced with a critical incident. Through this policy and procedure the college ensures:

- to respond in a systematic, empathetic and timely way with any critical incident involving a student,
- that timely and regular information is relayed to families abroad,
- that ongoing support is provided to a student in need,
- and comprehensive records are maintained as written record of any critical incident and remedial action taken by HORIZON INTERNATIONAL COLLEGE for at least two years after the student ceases to be an accepted student.

Where these critical incidents covered in this policy may occur at any location e.g., the:

- HORIZON INTERNATIONAL COLLEGE teaching locations- during or outside of hours
- Home
- Work
- Community
- Any other location

and may be the result of both off-shore and on-shore natural and man-made incidents

Definitions

Critical Incident:	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving the HORIZON INTERNATIONAL COLLEGE, its staff and/or students?
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Critical Incident Team (CIT)	The group of the HORIZON INTERNATIONAL COLLEGE officers responsible for the strategic management of critical incidents.
External locations:	Educational institution providing courses and programs of the HORIZON INTERNATIONAL COLLEGE through an approved Education Agreement.
Traumatic Event:	A traumatic event is not limited to, but could include: • missing students; • any fatality or serious injury; • a serious traffic collision; • murder or suicide; • physical / sexual assault or domestic violence; • severe verbal or psychological aggression; • fire; • explosion or bomb threat; • a hold up or attempted robbery; • serious threats of violence, and • storms or natural disasters; • drug or alcohol abuse.

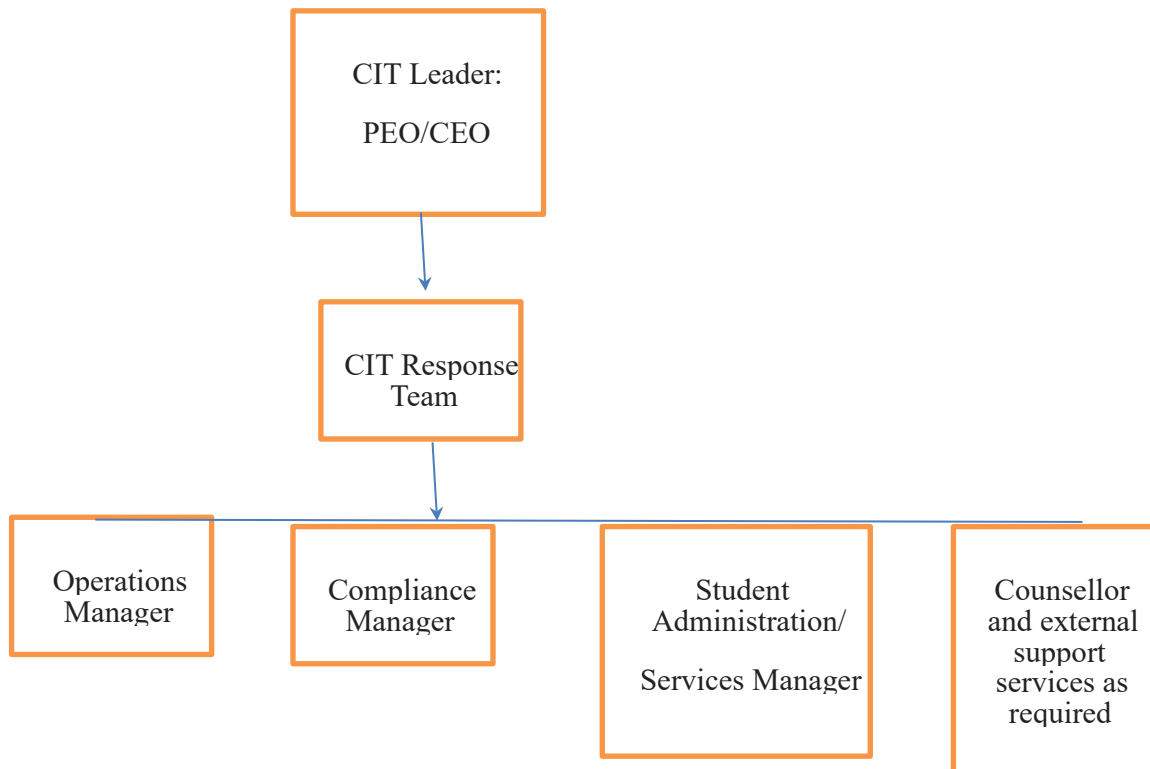
Critical Incident Plan

Procedure

Critical Incident Team (CIT)

The HORIZON INTERNATIONAL COLLEGE Critical Incident Team (CIT) has responsibility for the implementation of this procedure.

This team is comprised of:



- **Strategic Management:**

- The Critical Incident Team manages the broad organisational response, the continuity of business operations and contingencies, and the recovery and review phases.

- **Operational Management:**

- The CIT will manage the incident scene until the arrival of Emergency Services in accordance with Incident Management Procedure and Emergency Management Procedure.

Public Relations

Where the circumstances of a critical incident involving a student/s (including at off-site locations) is considered to have some public relations implication, the CEO as indicated in the Critical Incident Plan is the only authorised spokesperson to speak to media representatives on behalf of the HORIZON INTERNATIONAL COLLEGE.

Reporting

- **By students** – all students will be advised during orientation of the details of this policy. Each student will be given documentation which contains details of relevant teaching location, emergency services contact persons and telephone numbers.

- **By staff** - all members of staff will be made aware of the Critical Incident Management - Students policy and procedure. Staff will be given documentation which contains details of relevant emergency services contact persons and telephone numbers.
- **By the responsible school officer in the event of a missing student** – once staff are made aware that a student has been missing from the HORIZON INTERNATIONAL COLLEGE for 5 working days (no contact with staff (general or academic) and other students), the CEO is to be notified who will monitor the situation in case of 'missing persons' and take appropriate action under this policy. Simultaneously the Principal will implement the early intervention policy and procedure.

During Operating Hours

- Students and staff are required to notify any critical incident involving a student immediately to the CEO, Student Administration Manager or External locations.
- These staff members will consider the details and severity of the incident and determine what action needs to be taken.
- If on HORIZON INTERNATIONAL COLLEGE premises, on-site and during HORIZON INTERNATIONAL COLLEGE hours and the incident can be resolved with resources available the CIT will initiate the action to ensure the appropriate level of support is provided.
- If the incident occurs at an External locations premises, on-shore and during HORIZON INTERNATIONAL COLLEGE hours and the incident can be resolved with resources available the external locations must action the incident and will forward a report of the incident to the HORIZON INTERNATIONAL COLLEGE CEO and Compliance Manager within 5 working days.
- If the incident is severe and warrants a level of support/assistance from external resources, the CIT will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves. The incident must be reported to the HORIZON INTERNATIONAL COLLEGE:

Emergency Phone Number: +61 478 062 465

Emergency Contact person: PEO/CEO

as soon as possible after the initial support has been provided. The details of the critical incident will then be forwarded to the HORIZON INTERNATIONAL COLLEGE's Critical Incident Team (CIT) for further action under the HORIZON INTERNATIONAL COLLEGE's Critical Incident Plan.

Outside Operating Hours

- Staff are required to notify any critical incident involving a student immediately to the **HORIZON INTERNATIONAL COLLEGE's Emergency Phone Number** +61 478 062 465

- The details of the critical incident will then be forwarded to the RTO's Critical Incident Team for further action under the HORIZON INTERNATIONAL COLLEGE's Critical Incident Plan.

Follow Up Action

The HORIZON INTERNATIONAL COLLEGE Critical Incident Team in consultation with External locations (if applicable) will:

1. monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalescence;
2. in conjunction with the HORIZON INTERNATIONAL COLLEGE Counsellor, ensure where appropriate that family members and other relevant people are kept informed of the condition of the student;
3. coordinate the provision of any HORIZON INTERNATIONAL COLLEGE based resources required during any period of treatment/convalescence;
4. liaise with the police and other emergency services personnel;
5. advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;
6. ensure that detailed records are maintained of the incident.

Concluding Steps

In the event of the death of a student, the Critical Incident Team will ensure the following is undertaken:

1. contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.
2. coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
3. organise the sending of a letter of condolence to the family;
4. ensure all administrative actions are taken e.g., adjust the student records database, process any tuition refunds, notify PRISMS, DHA etc.

Implementation

The Critical Incident Management - Student Procedure will be implemented throughout the

HORIZON INTERNATIONAL COLLEGE and any partnering provider

1. Website and student notices to alert the HORIZON INTERNATIONAL COLLEGE-wide community of the approved Policy / Procedure / Guideline;
2. correspondence to the HORIZON INTERNATIONAL COLLEGE's CIT

Record keeping system.

Forms/Record Keeping

Records of the Critical Incident forms part of the Critical Incident Plan record keeping system.

As the registered provider, HORIZON INTERNATIONAL COLLEGE, must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the student ceases to be an accepted student

Critical Incident Report Form

This form is to be completed by the person (staff, student, community member) who is reporting the critical incident.

Details of person reporting critical incident

Name:
Who are you: Staff, Student, Community member other: -----
Date making report:

Details of Critical Incident

Date:
Time: _____ am pm
Location: _____

Person(s) involved

Name	Address Phone No
What activity or program was underway?	

Description of Incident	
Description of Injury	
Description of damage	
Reported to Police?	Yes No
Did any other service attended?	(If yes, attach a copy of the report)

Person(s) involved (witnesses)

Name	Address Phone No

Reported By: _____ Signature: _____

NOTE: this written record of any critical incident and remedial action taken by the registered provider will be maintained for at least two years after the student ceases to be an accepted student

Critical Incident Record Form

HORIZON INTERNATIONAL COLLEGE CIT member to complete only

Who is involved in the incident	(please tick)
Staff	
Student	

Type of Incident (please tick)	(please tick)
explosion or bomb threat	
a hold up or attempted robbery;	
missing students;	
any fatality or serious injury;	
a serious traffic collision;	
murder or suicide;	
physical / sexual assault or domestic violence;	
severe verbal or psychological aggression;	
drug or alcohol abuse.	
fire	
serious threats of violence, and	
storms or natural disasters;	
other	

Details of Critical Incident

Date:
Time: _____ am pm
Location:

Person(s) involved

Name	Address Phone No
What activity or program was underway?	

Description of Incident	
Description of Injury	
Description of damage	
Reported to Police?	Yes No
Did any other service attended?	(If yes, attach a copy of the report)

Person(s) involved (witnesses)

Name	Address Phone No

Reported By: _____ Signature: _____ Chief
 Executive Officer

recommended action

CEO Signature : _____ Date _____

NOTE: this written record of any critical incident and remedial action taken by the registered provider will be maintained for at least two years after the student ceases to be an accepted student.

Document Control

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