

CRITICAL INCIDENT POLICY & PROCEDURE

Introduction

The Kings Own International College (KOIC) is committed to ensuring the health, safety and well-being of all students, staff and stakeholders. This policy provides a structured framework for responding to critical incidents in a timely and effective manner, minimising harm and ensuring appropriate support and resolution. KOIC complies with the Standards for Registered Training Organisations (RTOs) 2025, the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018, and English Language Intensive Courses for Overseas Students (EICOS) Standards 2018 in ensuring a safe and responsive environment.

Purpose

The purpose of this policy is to:

- Define what constitutes a critical incident.
- Provide a structured approach to managing critical incidents.
- Ensure all staff and students are aware of reporting procedures.
- Minimise the impact of critical incidents through effective response and support.

Scope

This policy applies to all critical incidents affecting students (domestic and international), staff, contractors and stakeholders of KOIC and covers all KOIC campuses and locations where KOIC activities take place.

Policy Statement

KOIC will take immediate and appropriate action in response to critical incidents to ensure the safety and well-being of those involved. KOIC will provide post-incident support, including counselling and guidance to affected individuals.

Definitions

Critical Incident	A critical incident is defined by the ESOS National Code, Standard 6, 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 not limited to; • missing students • natural disasters • accidents • severe verbal or psychological aggression • assault • medical emergencies • issues such as domestic violence, sexual assault, drug or alcohol abuse serious injury or deaths.
Critical Management Team (CMT)	When critical incidents occur, a Critical Incident Management Team will be formed consisting of: • The CEO • Compliance Officer • A member of the Academic Team (VET or ELICOS depending on the student or cohort) • Student Services Officer (SSO)

	First Responder (if not already included in the above roles)
First Responders	The first KOIC staff members on the scene responsible for initial response and communication.

Regulatory and Legislative Requirements

- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018
- NVR Act 2011
- Standards for RTOs 2025
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Regulations 2011 (Cth)

Critical Incident Procedure

In the event of a critical incident, KOIC will respond in line with this policy and procedure to ensure the safety and well-being of all students and staff, except where legal obligations require alternative actions. A Critical Management Team (CMT) will be assembled, and they will be responsible for risk assessment and mitigation, liaison with emergency services, ensuring 24-hour access to emergency contacts and emergency resource management.

1. Preparation

To ensure a safe and prepared environment, KOIC will conduct regular risk assessments to identify potential hazards. Based on these assessments, any updates to critical incident response procedures will be disseminated to all relevant stakeholders. All staff, students receive WHS induction/orientation upon joining KOIC and KOIC encourages students to maintain up-to-date emergency contact details, which are crucial for efficient communication during emergencies.

KOIC will also conduct regular training sessions and emergency drills to ensure individuals are well-prepared to respond appropriately in critical situations. Specific WHS training is provided for responding to critical incidents, including;

- First Aid
- Emergency Action Plan
- Mental Health First Aid
- Periodic Fire Drills, Evacuation and responses to various situations.

2. Notification

Any individual witnessing or experiencing a critical incident must report it immediately to KOIC Management or a designated emergency contact. The report should include date, time, location, nature of the incident, individuals involved and any immediate actions to be taken.

3. Immediate Response

- **Assess the Situation:** Ensure safety and call emergency services. If required (Call 000 for police, fire, ambulance).

- **Secure the Area:** Evacuate or provide first aid as necessary. KOIC first aiders are identified on-site, and their contact details are displayed in prominent locations across KOIC premises to ensure quick access in emergencies.
- **Notify KOIC Management:** Immediate reporting to the Student Services Officer (SSO) or a member of KOIC management.
- **Emergency Response:** The matter will be escalated to the appropriate KOIC staff member, and they will take control of the situation and implement the necessary response procedures.

4. Assessment and Planning

The CMT will confirm the identities of those involved and determine if evacuation or lockdown procedures are needed, they will gather accurate information about the incident and assign roles for specific response actions.

5. Intervention

- Where needed KOIC will provide support to affected individuals (medical, psychological, legal).
- Notify emergency contacts of affected individuals sensitively.
- Maintain clear communication with stakeholders
- Manage media communications through KOIC's CEO.

6. Follow Up and Support (48 to 72-hour post-incident)

- KOIC will conduct post-incident review and debriefing.
- KOIC will provide support services such as counselling and academic accommodations to affected individuals
- KOIC will ensure compliance with reporting obligations, including external agencies where necessary.

7. Incident Reporting

- All critical incidents are recorded in *KOIC's Critical Incident Register*
- Reports are submitted to the Compliance Manager within 24 hours of the incident.
- Investigations are conducted to determine causes and prevent recurrence.
- KOIC will report critical incidents to the Department of Home Affairs (DHA) via PRISMS where an overseas student is missing, dies or serious injury prevents them from attending classes.
- KOIC will also report incidences of and responses to critical incidents to families of affected persons and the emergency contact of the affected person.

8. Media Management

- The CEO or a designated media liaison will manage all initial media calls and manage access of the media to the scene, to staff, students and relatives.
- All facts will be checked before speaking to the media and the CEO will determine what the official college response will be.
- KOIC will avoid assigning blame or making speculative statements,
- If accurate information is unavailable or the issue is of a sensitive nature media question will not be answered.

9. Privacy and Recordkeeping,

KOIC will ensure that any information provided is not disclosed to unauthorised parties, maintaining confidentiality in line with privacy laws and KOIC's policies. All records related to critical incidents will be securely stored and only

accessible to authorised personnel.

KOIC will maintain contact details of essential bodies and relevant community resources such as emergency services, local medical services, legal services, counsellors, interpreters and consular representatives. (Appendix A)

Records of the incident, actions taken, and follow-up responses will be maintained for at least two (2) years after the affected student ceases to be enrolled under the ESOS Act.

10. Emergency Management

- Emergency procedures, including evacuation plans are displayed in all KOIC premises.
- Regular evacuation drills are conducted to ensure preparedness.
- Fire extinguishers, first aid kits, and emergency exits are inspected regularly.

Procedure Summary Table

Step	Action	Responsibility	Timeframe	Reference / Use
1	Receive report of a critical incident (verbal, written or observed) and ensure immediate safety.	Any Staff Member / First Responder	Immediate	Critical Incident Report Form
2	Notify KOIC Management and activate Critical Incident Management Team (CMT).	First Responder / SSO	Immediate	Critical Incident Policy
3	Assess severity, confirm identities involved, and determine need for emergency services (000).	CMT	Immediate	Emergency Action Plan
4	Secure area, provide first aid, evacuate or isolate risk as required.	First Responder / First Aid Officer	Immediate	First Aid Register, Evacuation Plan
5	Coordinate emergency response and liaise with police, ambulance, fire or other authorities.	CEO / CMT	As required	Emergency Contact List (Appendix A)
6	Notify emergency contacts and provide initial support to affected individuals.	SSO / CMT	Within 24 hours	Student Records, Emergency Contacts
7	Assess reporting obligations (PRISMS, DHA, regulator notifications).	Compliance Officer	Within 24 hours	PRISMS, ESOS Act
8	Record incident details, actions taken and outcomes in Critical Incident Register.	Compliance Officer	Within 24 hours	Critical Incident Register
9	Provide follow-up support (counselling, academic adjustments, welfare checks).	SSO / Academic Team	Within 48–72 hours	Support & Referral Register
10	Conduct post-incident debrief, review response effectiveness and implement improvements.	Compliance Officer / CEO	Within 10 working days	Continuous Improvement Register

Roles and Responsibilities

Role	Responsibility
CEO	- Oversee compliance with Critical Incident Policy - Provide leadership during critical incidents.
Compliance Officer	- Ensure implementation of policies and procedure - Coordinate training related to critical incident management. - Manage external reporting requirements.
Student Services Officer (SSO)	- Act a first point of contact for reporting critical incidents. - Assist in the coordination of incident reporting and follow-up actions.
Staff	- Immediately report and respond to any critical incidents they experience or witness. - Provide support to affected individuals and follow emergency protocols. - Maintain knowledge of the Critical Incident Policy to effectively respond to incidents.
Students	- Follow safety instructions during critical incidents. - Report any critical incidents immediately. - Ensure overseas students hold and maintain Overseas Student Health Cover (OSHC) as per visa requirements. - Provide up to date personal contact information, including emergency contact details, to KOIC.

Policy Implementation

The Critical Incident Policy and Procedure will be implemented through an integrated and proactive framework that ensures KOIC is prepared to respond effectively to serious and unexpected events affecting students, staff and stakeholders.

All staff and students will receive critical incident awareness as part of WHS induction and orientation, including reporting pathways, emergency contacts, and individual responsibilities during an incident. Targeted training, including first aid, emergency response, mental health first aid and evacuation procedures, will be delivered regularly and refreshed as required.

The policy, reporting processes and emergency contact details will be published in the Student Handbook, staff induction materials, learning management system and displayed prominently across KOIC premises. Emergency procedures, evacuation plans and first aid officer details will be clearly visible at all campuses.

The Compliance Officer will oversee implementation through regular drills, quarterly reviews of the Critical Incident Register, and verification of training completion. Outcomes of critical incidents and post-incident reviews will be documented in the Continuous Improvement Register and reported to the CEO to ensure regulatory compliance, organisational learning and continual enhancement of KOIC's emergency response capability.

Monitoring and Review

KOIC reviews the Critical Incident policy and procedure every two years to ensure compliance and effectiveness in managing critical incidents.

Additionally.

- KOIC evaluates the response to each critical incident to identify areas for improvement.
- Findings from these evaluations are documented, and action plans are developed to address any identified gaps.
- Continuous improvement measures are implemented to enhance KOIC's capacity to manage future incidents effectively.
- Documentation related to the review process and any changes made are maintained for accountability and future reference.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	Jan 2025	New policy for KOIC	CEO	12 Feb 2025	Compliance Team	Jan 2026
V2.0	July 2025	Updated in line with the new Standards for RTOs 2025	CEO	11 July 2025	Compliance Team	July 2027
V2.1	Apr 2026	Re-brand of policy to KOIC	CEO	1 Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

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