



CRICOS-POL-006 — Critical Incident Policy

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1. Purpose

This policy establishes how RTO 45156 identifies, responds to, documents, and learns from critical incidents involving overseas students, in accordance with National Code 2018 Standard 11.

2. What is a critical incident?

A critical incident is a traumatic event, or the threat of such an event, that causes extreme stress, fear, or injury. Critical incidents may include but are not limited to:

- Death of a student (in Australia or overseas where it significantly affects enrolled students)
- Serious illness or injury requiring hospitalisation
- Missing student
- Physical or sexual assault of a student
- Serious mental health crisis including self-harm or suicidal ideation
- Natural disaster significantly affecting a student's ability to study or remain safe
- Severe domestic violence affecting a student
- Significant violent crime involving a student
- Any other event causing extreme trauma or distress to a student or group of students

A critical incident is not the same as a routine welfare concern — routine concerns are managed under CRICOS-POL-002. A critical incident is characterised by its severity, urgency, and the significant impact on the student's physical or psychological safety.

3. Immediate response — all critical incidents

Step 1 — Ensure safety (immediate)

- Call 000 if there is an immediate risk to life or safety
- Attend to the student and ensure they receive appropriate first aid or emergency assistance
- Do not leave a student alone who is in crisis

Step 2 — Notify (same day)

- Notify the CRICOS Manager as soon as the incident is identified
- If the CRICOS Manager is unavailable, notify the next most senior person available
- The CRICOS Manager notifies the CEO / Director

Step 3 — Contact emergency services and relevant authorities

- Where the incident involves criminal activity, contact police
- Where the incident involves a missing person, contact police immediately
- Where the incident involves a student under 18, contact the welfare guardian and parent or legal guardian as soon as practicable

Step 4 — Support the student

- Provide immediate emotional support
- Arrange access to counselling or crisis support services as appropriate
- Do not leave the student alone until they are safe and supported

Step 5 — Document

- Record the incident in the Critical Incident Register (CRICOS-REG-002) as soon as practicable and within 24 hours

4. Specific critical incident responses

4.1 Death of a student

1. Contact emergency services if the death has just occurred
2. Notify the CRICOS Manager and CEO immediately
3. Contact the student's emergency contact / family (sensitively and with support)
4. Notify the relevant Australian authority (police, coroner) as appropriate



5. Consider the welfare impact on other students and provide support
6. Cancel the student's CoE in PRISMS as required by the ESOS Act
7. Arrange for the student's possessions and personal effects to be handled respectfully
8. Notify the Department of Home Affairs via PRISMS within required timeframes

4.2 Missing student

1. Attempt to contact the student by phone and email immediately
2. Contact the student's emergency contact
3. If the student cannot be located within 24 hours, contact the police and file a missing person report
4. For students under 18 — contact police and welfare guardian immediately (same day)
5. Notify the CRICOS Manager and CEO

4.3 Serious injury or illness

1. Call 000 if emergency
2. Accompany the student to hospital if possible or arrange for a support person to do so
3. Contact the student's emergency contact
4. Notify the CRICOS Manager
5. Consider OSHC claim support — assist the student in accessing their health cover
6. Follow up with welfare support on return to study

4.4 Assault or serious crime

1. Call 000
2. Do not disturb the scene of a crime
3. Stay with the student if they wish
4. Advise the student of their right to report to police (do not pressure them to report or not report)
5. Arrange access to specialist support services (e.g. rape crisis centre, domestic violence service)
6. Notify the CRICOS Manager
7. Maintain strict confidentiality — information is shared only on a need-to-know basis or with the student's consent

4.5 Mental health crisis or self-harm

1. Call 000 if there is immediate risk to life
2. Do not leave the student alone
3. Contact the CRICOS Manager immediately
4. Arrange access to crisis support (Lifeline: 13 11 14, beyond Blue: 1300 22 4636, or local emergency mental health services)
5. Do not promise confidentiality where there is a risk to life — safety takes precedence
6. For students under 18, contact the welfare guardian and parent / legal guardian

5. Post-incident support

Following a critical incident, RTO 45156 provides:

- Ongoing welfare support and check-ins for the affected student
- Support for other students and staff who may be affected
- Counselling referrals as needed
- Consideration of academic adjustments (deferral, extension) to support recovery
- A debrief for staff involved in the response

6. Review and improvement

All critical incidents are reviewed by the CRICOS Manager within 10 business days of resolution. The review covers:

- Whether the response was timely and appropriate
- Whether any improvements to procedures or training are required
- Whether the incident should be reported to any external authority beyond those already notified
- Corrective actions are recorded in the CI Register (FORM-GOV-001)

7. Confidentiality



Critical incident information is strictly confidential. Information is shared only with those who need to know in order to respond to the incident. Student consent is sought before sharing information with third parties except where required by law or to prevent serious harm.

8. Staff training

All staff are trained in critical incident response at induction and annually thereafter. Training covers: recognising a critical incident, the immediate response steps, emergency contacts, documentation, and referral pathways.

9. Related documents

- CRICOS-REG-002 Critical Incident Register
 - CRICOS-POL-002 Overseas Student Welfare Policy
 - CRICOS-POL-005 Younger Overseas Students (Under 18) Policy
 - WHS-POL-001 WHS Policy
 - FORM-WHS-002 Incident Report Form
 - GOV-POL-003 Complaints & Appeals Policy
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