



CANNING COLLEGE POLICY

INTERNATIONAL STUDENT CRITICAL INCIDENT MANAGEMENT

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1. POLICY STATEMENT

This policy outlines the response to and management of, critical incidents impacting on international students. This policy details compliance requirements as specified in the Education Services for Overseas Students Act 2000, specifically Standard 6 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)* which is enshrined in the legislation.

To meet the National Code 2018 compliance requirements in relation to the management of critical incidents, Canning College will:

- manage and where possible reduce the ongoing impact of the incident on the student and/or their family;
- ensure all staff are aware of critical incident management processes; and
- protect Canning Colleges and other stakeholders from adverse incidents to reduce exposure to loss and mitigate and control any adverse impact on reputation.

The primary purpose of this policy is to ensure the care and well-being of international students whilst studying at Canning College.

2. SCOPE

This policy applies to all onshore international students who are enrolled through Canning College in Western Australia.

The policy outlines Canning College response to and management of critical incidents involving school students while students are both on and off campus. Where a critical incident occurs on campus within the College, the relevant critical incident policy and procedures of that provider shall apply.

The school Principal (or relevant site managers) is responsible for the management of critical incidents occurring while the student is in their care.

3. BACKGROUND

The *National Code 2018* defines a critical incident as, "...a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury". This does not include serious academic misconduct.

Critical incidents covered by this policy are classified as follows:

- Emergency critical incidents - those incidents which involve the possibility of immediate or imminent threat, physical and/or emotional distress to staff, students and other visitors and which may be regarded as outside the normal range of experience of the people affected.
- Non-emergency critical incidents - those critical incidents which do not involve the need for an initial emergency response, but which nevertheless involve the possibility of threat, physical and/or emotional distress to students and/or their family and which may be regarded as outside the normal range of experience of the people affected.



Examples of events which may be deemed critical incidents include:

- missing students;
- severe verbal or psychological aggression;
- issues such as domestic violence, sexual assault, drug or alcohol abuse;
- any fatality, near fatality or incident (such as a car accident) likely to seriously injure or affect a student or students both physically and/or mentally;
- murder or suicide involving students/staff and their family members;
- conviction of a serious offence leading to a jail sentence;
- sectioning of a student under the *Mental Health Act*;
- development of a pandemic;
- fire, explosion, bomb threat;
- hold-up or attempted robbery;
- threats of violence to staff/students; or
- storms/natural disasters that cause major damage.

A critical incident may:

- not necessarily require an initial emergency response;
- significantly disrupt operations and impact on business continuity;
- have the potential to bring disrepute; or
- impact on a number of areas for example, student life, staff performance or physical assets.

4. PROCEDURES

Action to be taken in the event of a critical incident

4.1 Notification

4.1.1 When Canning College is notified of a critical incident, the Principal will be informed immediately. The Principal will determine the circumstances of the situation, and assign roles and responsibilities accordingly.

4.1.2 The following steps will be taken to ensure the effective management of a critical incident and that all possible support and actions are taken:

- confirm that the person/people involved in the incident are Canning College students;
- record any details of the incident provided by the person who reported the incident;
- plan an immediate response;
- allocate individual roles and responsibilities for ongoing tasks; and
- plan an ongoing strategy.

4.1.3 The Principal will notify the Director of Education, South Metropolitan Regional Education Office immediately if a student/s has died, been injured or has an infectious disease or any other instance where it is deemed necessary. The Director of Education, South Metropolitan Regional Education Office will notify the Director General.



4.2 Assessment

The initial assessment of a critical incident involves:

- creating a clear understanding of the incident, obtain accurate and up-to-date information about what happened and about the current situation;
- confirming the identity of the people involved, gather information from sources such as security, police, hospital, and friends;
- collating known student information, for example student ID number(s) and local address, next of kin, nationality, religion, known medical conditions, OSHC provider and sponsor/agent; and
- discussing and planning an immediate response, depending on the type of incident.

4.3 Communication

Contact relevant people (the order will be determined by the specific circumstances):

4.3.1 Police

In the event that Canning College is notified of a critical incident by the police or the incident is referred to the police for investigation, Canning College staff will not initiate any action or communication until advised by the police.

If a critical incident results in the death of a student a Coronial Officer will be assigned to assist the family.

Where a critical incident is rated as a non-emergency and is not subject to a police investigation, Canning College staff will contact relevant stakeholders as appropriate.

4.3.2 Next of kin

Ensure that next of kin are informed and updated on the current situation. Inform them that Canning College will arrange or provide support to them. If necessary, interpreter services should be arranged.

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.

4.3.3 Sponsor

If the student has a sponsor, contact the relevant sponsor.

4.3.4 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.

4.3.5 Accommodation provider

Maintain contact with the student's accommodation provider and housemates, providing appropriate levels of information, and ensuring that support and assistance is available from the school; as appropriate.



4.3.6 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 Canning College and encourage them to keep in contact with the Student Service Support Officer (school psychologist) for assistance.

4.3.7 Hospital

If necessary, a College Deputy Principal will contact the hospital and the student's Overseas Student Health Cover Provider to arrange any guarantor agreements or any other relevant matters.

4.3.8 Media & Communications

No communication with the external media shall take place without the direction of the Director General (DoE). Internal notices to staff and students must be approved by the CEO prior to release.

4.3.9 Academic staff

Inform relevant academic staff so that they can make appropriate arrangements for example, extensions for assignments and special consideration. If friends are involved, arrangements for them to be released from class, extensions for assignments, deferred examinations, or other special consideration may be appropriate. Written advice should be provided to staff if the matter is complex.

4.3.10 Administrative staff

Discuss issues such as a fee refund, leave of absence or deferred examinations, with relevant school administrative staff.

4.3.11 Department of Home Affairs

If necessary, Canning College will inform the Department of Home Affairs (DHA) about the situation and any student visa implications through the Provider Registration and International Student Management System (PRISMS).

4.4 Follow up

4.4.1 Canning College staff will ensure that all affected parties are informed regarding available support services both internal and external to the monitor the need for counselling; and maintain contact with those who may need ongoing support.

4.4.2 If a student has died:

- the Principal of Canning College will discuss funeral arrangements with the student's family and if required liaise with the funeral company;
- if the family request repatriation of the deceased, provide aid with transportation and advice on the communication process with the authorities, if necessary;
- if the family request that funeral arrangements be made in Australia offer assistance arranging the funeral or memorial service; and
- at all times, staff will seek to accommodate the cultural and religious customs of the deceased's family.



4.5 Evaluation and Follow up

- 4.5.1 Where appropriate, conduct a debriefing session for everyone directly involved in the incident. People can express their emotions about the incident and staff can ensure that any of their needs are met.
- 4.5.2 Staff involved will evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents.
- 4.5.3 The Deputy Principal will ensure that records are maintained. This will include detailed documentation about each phase of the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process using the Incident Log or appropriate recording formats.
- 4.5.4 Any action taken in regard to a critical incident will be recorded in TRIM and will include outcomes or evidence if the incident is referred to another person or agency.
- 4.5.5 Staff involved will evaluate the implementation of procedures and responses, and implement continuous improvement as required.

5. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

- *Duty of Care Policy*
- *Emergency and Critical Incident Management Policy. Western Australia Department of Education.*
- *Care of International Students under the age of 18.*

6. RELEVANT LEGISLATION

- *Emergency Management Act 2005 (WA)*
- *Emergency Management Regulations 2006 (WA)*
- *Occupational Safety and Health Act 1984 (WA)*
- *Occupational Safety and Health Regulations 1996 (WA)*
- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Vocational Education and Training Act 1996*
- *Education Services for Overseas Students (ESOS) Act 2000*
- *Vocational Education and Training (General) Regulations 2009*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018)*