

Critical Incident Policy and Procedure

ESOS/NCP	• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • National Code 2018: Standard 6.8, 6.9
SRTOs 2025	Standards 1.8, 2.6, 4.3, 4.4 https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-facilities-resources-and-equipment#std1.8 https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-wellbeing#std2.6 https://www.asqa.gov.au/rtos/2025-standards-rtos/practice-guides/practice-guide-risk-management#std4.3 https://www.asqa.gov.au/rtos/2025-standards-rtos/practice-guides/practice-guide-continuous-improvement#std4.4
Legislative Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations 2025 • Occupational Health and Safety Act 1988, Mental Health Act 1986 • Disability Discrimination Act 1992, Freedom of Information Act 1982 • Equal Opportunity Act 1984 • Criminal Injuries Compensation Act 1983 • Accident Compensation Act 1985 • The Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act 1988 (Privacy Act)
Related Policies and forms	• Student Handbook • Critical Incident Report Form • Critical Incident Policy and Procedure

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1. POLICY

Australian College of Culinary and Management Pty Ltd RTO-45886 CRICOS-04038J will ensure to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents.

2. PURPOSE

The purpose of this Policy and Procedure ensures that any critical incident, which occurs, is documented, reported and appropriately actioned by ACCM.

3. SCOPE

This policy applies to all the Students and Staff of ACCM in compliance with the ESOS legislation and NCP 2018 Standard 6.

4. DEFINITIONS

Critical Incident: An event related to the operation of ACCM, student or Staff member which are of such a serious nature that it has impacted or is a risk of impacting on the health, welfare, safety or interests of any involved individuals or ACCM itself.

Critical Incidents are the highest level of incident, which may affect the operations of ACCM and refer to crisis, emergency or other similar expressions. It is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving ACCM, its staff and/or students. Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- Other non-life-threatening events.

Death: Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.

Serious Illness: Illness which causes the deterioration of the student /staff member's health over time.

Serious Injury: Illness, which prevents or severely affects the student's ability to continue with or complete the course.

5. POLICY DETAILS

ACCM undertakes to exercise a duty of care to all individuals who access its services and visit its premises. From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organizational processes. Being witness to or being involved in a critical incident can have a deep and lasting impact on individuals and groups. Early and appropriate action during and following a critical incident can do much to assist in minimizing the effects of these incidents on the interests and welfare of involved parties.

By keeping these situations in mind, ACCM shall:

- a) Support pro-active strategies which will help minimise the occurrence of some critical incidents;
- b) Encourage the early identification of potentially critical incidents within ACCM;
- c) Ensure critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures;
- d) Provide clearly accessible and understood directions for all personnel caught up in a critical incident;
- e) Assist people to cope with critical incidents by providing appropriate practical and psychological support;
- f) Provide appropriate assistance to people who may require longer term assistance;
- g) Ensure ongoing training, support and review of the critical incident management team.

6. REQUIREMENTS, PROCESS AND PROCEDURE

6.1 Critical Incident

Examples of Critical Incidents include, but are not limited to:

- Serious injury to or serious illness or death of a college student, staff member, visitor, tenant or contractor, or any threat of these;
- A missing student, where the student is:
 - An international student; or
 - While undertaking fieldwork off-campus
- Severe distressing or disturbing behavior;
- Physical assault, threats, or attack;
- Where a student, staff member, visitor, tenant or contractor has witnessed a serious incident;
- Natural disaster (e.g. cyclone, earthquake, tsunami, or flood);
- Fire, riot, bomb-threat, explosion, gas, chemical hazard, or environmental hazard;
- Major overseas events, such as earthquakes or political unrest;
- Pandemics - an epidemic of infectious disease that has spread across a large region; for instance, multiple continents, or even worldwide.

6.2 Support for Students and Staff Involved in a Critical Incident

6.2.1 ACCM Students: ACCM in consultation with other senior staff, will coordinate support for international students, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assisting with personal items and affairs including insurance issues;
- Contacting the consulate, high commission or embassy for the student's country;
- Assistance in obtaining visas for family, friends and next of kin to visit ACCM if the need be;
- Assisting in hiring interpreters; and
- Assistance in arrangements for repatriation, funeral or memorial service, if required.

6.2.2 Support for ACCM Staff Involved in a Critical Incident: ACCM in consultation with other senior staff, will coordinate support for members of staff, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit ACCM; and
- Providing a single point of contact at ACCM for family, friends and next of kin.

6.2.3 Support for Visitors and Contractors Involved in a Critical Incident: ACCM in consultation with other senior staff, will coordinate support for visitors and contractors, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit ACCM; and
- Providing a single point of a single point of contact at ACCM for family, friends and next of kin.

6.3 Process

6.3.1 During Operating Hours:

- Students and staff are required to notify any critical incident involving a student immediately to the ACCM/the assigned Manager.
- ACCM/the assigned Manager will consider the details and severity of the incident and determine

what action needs to be taken.

- If the incident is not severe and can be resolved with resources available ACCM/the assigned Manager will initiate the action to ensure the appropriate level of support is provided.
- If the incident is severe and warrants a level of support/assistance from external resources ACCM/the assigned Manager 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.

6.3.2 Training and Administration Manager and Quality and Compliance Manager will determine, based on the severity of the incident and in conjunction with ACCM Policies, whether other College staff and family members of the student/s involved need to be advised of the details of the incident outside Operating Hours:

- Students and staff are required to notify any critical incident involving a student immediately to the ACCM number (24 Hours).
- ACCM will contact the Academic Manager who will gain access to the records of the student/s involved to enable verification of details to any emergency services involved.
- ACCM, Training and Administration Manager and Quality and Compliance Manager will determine if there is any care or support required to be provided and make the necessary arrangements.
- ACCM will determine in conjunction with ACCM's Solicitor (If required) whether other College staff or family members need to be advised of the details of the incident. They will take the necessary action.

6.3.3 Follow up Action

ACCM/assigned Manager will ensure:

1. All staff and students involved in the incident have been informed of all outcomes from the incident.
2. A recommendation as to the response to the critical incident is documented and included in the Incident Register.
3. Any further follow up required is documented and responsibilities allocated to appropriate staff.
4. Monitor the condition of and provide appropriate support to the student/s through any period of treatment;
5. Co-ordinate the provision of any ACCM based resources required during any period of treatment;
6. Liaise with the police and other emergency services personnel;
7. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;
8. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file.

6.3.4 Concluding Steps

In the event of the death of a Student ACCM/assigned Manager 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. Organize 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, and notify PRISMS etc.

6.3.5 Public Relations

Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, ACCM is the only authorised spokesperson to speak to media representatives on behalf of ACCM.

6.3.6 Contact Information

Emergency Assistance: Triple Zero (000)

- Your call is connected to the Emergency Call Service (ECS).
- ECS will answer - 'Emergency - police, fire or ambulance?' (if the caller is on a mobile telephone they will be asked for the city and state they are in).
- Respond with the service/location you require.
- Your call will then be connected to the emergency service you require.

Department of Home Affairs: <https://www.homeaffairs.gov.au/>

7. RESPONSIBILITY

The ACCM has overall responsibility for the implementation, management and review of this policy as well as provision of information on ways to resolve complaints of breaches of this policy

8. REVIEW DATE

12 months from the date of this version, or as required.

For more information you visit ACCM website

<https://www.accm.vic.edu.au/student-forms>

9. VERSION HISTORY

Version	Date	Reason for upgradations	Prepared By
	Oct 2021	Initial document	CEO/director of ACCM
	August 2022	Updated on registration	CEO/director of ACCM
	July 2025	RTO standards 2025 update	CEO/director of ACCM