

Critical Incident Management Policy

1. Purpose

This policy outlines the procedures and responsibilities for managing critical incidents that may affect students—particularly overseas students—impacting their safety, wellbeing, and ability to continue their course. It ensures the RTO implements effective, supportive, and compliant responses to all critical events.

2. Scope

This policy applies to:

- All domestic and overseas VET students
- All staff, contractors, and stakeholders across all delivery sites and online learning modes
- Both on-campus and off-campus events, including incidents occurring during work placements or excursions

3. Definitions

Term	Definition
Critical Incident	A traumatic event (or the threat of such) that causes, or is likely to cause, extreme stress, fear, harm, or trauma to a student or staff member.
Remedial Action	Any steps taken by the RTO to resolve or manage a critical incident, including follow-up, referral, and recovery support.
Wellbeing Needs	A student's physical, mental, emotional or safety-related support requirements.
Emergency Services	Includes police, fire brigade, ambulance, and crisis response hotlines.
RTO	In this policy, the term 'RTO' (Registered Training Organisation) refers to Australian Vocational Education Pty Ltd T/A Grandford College Australia (RTO Code: 46358, CRICOS Code: 04343M), except where otherwise stated in legislative references.

4. Legislative References

- Standards for RTOs 2025 – Outcome Standard 2.6
- National Code 2018 – Standard 6.8 and 6.9
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Privacy Act 1988

5. Policy Statement

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The RTO is committed to providing a safe and secure environment for all students, especially overseas students. To this end:

- The RTO will identify, assess and manage any critical incidents that may affect student welfare.
- Critical incidents will be recorded and remedial actions taken will be documented and kept for at least two years after the student ceases to be enrolled.
- The RTO will:
 - Take all reasonable steps to provide a safe campus environment.
 - Advise overseas students and staff on personal safety and security practices.
 - Provide information on how to seek help or report any incident that impacts their wellbeing.
 - Refer students to external safety and life-in-Australia resources such as those provided by Study Australia, Fair Work, and Safe Work Australia.
- Overseas students will receive critical incident reporting information via:
 - Student Handbook
 - Orientation sessions
 - RTO website or LMS updates
- The RTO ensures designated personnel (e.g. Student Support Officer, Compliance Manager) are trained and ready to respond to critical incidents in accordance with legislative and regulatory requirements.

6. Examples of Critical Incidents

- Death or serious injury of a student or staff member
- Severe mental health crisis (e.g. suicide attempt)
- Sexual or physical assault
- Threats of harm or violence
- Drug overdose or alcohol-related emergencies
- Missing persons cases
- Serious natural disasters
- Fire, explosions, or other on-campus hazards

7. Responsibilities

Role	Responsibility
CEO	Final decision-making and escalation to regulators if required
Compliance Manager	Incident record-keeping, compliance and report submission
Student Support Officer	Immediate student support, counselling referrals, and liaison
All Staff	Must report incidents and support implementation of first response

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8. Procedure – Step-by-Step

Step	Action	Responsible Person
1	Identify and Report: Report incident to Compliance Manager or SSO. Complete preliminary details.	All Staff
2	Ensure Safety: Secure the environment. Administer first aid or call emergency services (000).	First Responder / SSO
3	Notify Key Staff: CEO, Compliance Manager, and SSO are informed.	Reporting Staff
4	Record the Incident: Complete and submit a Critical Incident Report Form.	Compliance Manager
5	Impact Assessment: Evaluate the impact and plan response (risk level, ongoing risk, support required).	CEO / Compliance Manager
6	Inform Stakeholders: Contact family/emergency contacts, if appropriate. Provide regular updates.	SSO / CEO / Compliance Manager
7	Referral and Support: Refer students to mental health, legal, or medical services as needed.	SSO
8	Ongoing Monitoring: Maintain regular follow-up with the student. Review any required academic adjustments.	Trainer / SSO
9	Recordkeeping: All documentation stored securely. Maintain written record for minimum 2 years post-enrolment.	Compliance Manager
10	Reporting: Notify ASQA or relevant authorities if required.	CEO / Compliance Manager
11	Review and Improvement: Evaluate incident response and log any system improvements in the CI Register.	CEO / Compliance Manager