



CRITICAL INCIDENT POLICY

1. Applicable Standards

National Code of Practice for Providers of Education and Training to Overseas Students 2018; Clause: 5.3.4, 6.8 – 6.9

2. Overview

This Policy sits within the Support and Progression Phase of the Student Journey.

3. Purpose

The purpose of this Policy is to provide guidance to accepted students, intending overseas students and overseas students on AMA College's management of emergency situations and supporting welfare arrangements.

4. Definitions

In this Policy, these terms have the same meaning as defined in the Education Services for Overseas Students Act 2000.

Accepted student means an AMA College student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and
- (b) who is, or will be, required to hold a student visa to undertake or continue the course.

Intending overseas student means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student.

Overseas student means a person (whether within or outside Australia) who holds a student visa, but does not include students of a kind prescribed in the regulations.

In this Policy, this term has the same meaning as defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Critical incident means a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents could affect an *overseas student's* ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. Critical Incidents could include but are not limited to:

- missing students;
- severe verbal or psychological aggression;



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- 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.

A Critical Incident does not include serious academic misconduct.

5. Policy

5.1 AMA College has a holistic approach to Critical Incidents, and will, as far as is practical:

- take all reasonable steps to provide a safe environment on campus, and advise overseas students and staff on actions they can take to enhance their personal security and safety,
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia,
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents,
- provide appropriate support and counselling services to those affected, and
- provide appropriate training, information resources and access to Critical Incident reporting forms and processes, to its staff.

When implementing this policy, AMA College will consider the Information Privacy Principles and also refer to relevant legislation or other regulatory requirements, in relation to privacy principles.

5.2 AMA College will establish a Critical Incident Team which will have responsibilities for the identification, preparedness, management and response to on/off campus critical incidents.

5.3 The General Manager – Vocational Education and Training will be the Critical Incident Team Leader.

The Student Support Manager will be a Critical Incident Team Member.

The Student Contact Officer will be a Critical Incident Team Member.

5.4 AMA College will maintain a written record of both (1) any critical incident and (2) any remedial action it undertook, for at least two years after the overseas student ceases to be an accepted student.



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6. Policy Links

This Policy should be read in conjunction with the following AMA College Policies:

6.03 Younger Overseas Students Policy

7. Policy Documents

3.02 Critical Incident Procedure

8. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this Policy. The General Manager Vocational Education and Training is responsible for the implementation of this Policy, and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed in the section below.

Date of Issue and Revision	Description of Amendment	Reviewed (Quality Manager)	Authorised (General Manager)
July 2018	Initial Registration	Peigi Hinton	Jan Norberger