

## Critical Incident Policy

<b>Document Name</b>	<b>Critical Incident Policy</b>		
<b>Approved by</b>	<b>PEO or delegate</b>	<b>Date</b>	<b>29/05/2019</b>
<b>Responsible Officer</b>	<b>PEO/ ECA Group Manager Student Services Manager</b>		
<b>This policy applies to</b>	<b>ECA College</b> (RTO Code 45012; CRICOS Provider Code 02644C) <b>Australasian College of Care Leadership and Management</b> (RTO Code 40829, CRICOS Provider Code 03637E) <b>ECA Graduate Institute</b> (RTO Code 91423, CRICOS Provider Code 03865D)		
<b>Related Documents</b>	Student Handbook Critical Incident Procedure Critical Incident form		
<b>References and Legislation</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
v19.0	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v19.1	Review and update, add sexual assault actions	PEO	12/11/19
v21.0	Update CRICOS code	PEO	18/05/21

### 1. Purpose

ECA Group Critical Incident Policy supports the National Code of Practise for Providers of Education & Training to Overseas Students 2018, Standard 6.

### 2. Scope

This procedure applies to international and domestic student (potential or actual) who are enrolled in Education Centre of Australia Pty Ltd (ECA Group) educational institutions including ECA Graduate Institute (EGI), ECA College (ECAC) and Australasian College of Care Leadership and Management (ACCLM).

### 3. Definitions

Item	Definition
<b>Critical incident</b>	A traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury. (Definition from National Code 2007).
<b>Death</b>	Accidental, suicide, or death as a result of injury or terminal illness, or murder.
<b>Designated person</b>	Any College staff member who either witnesses or is informed about an actual or potential incident.
<b>Serious Illness</b>	Illness, which causes the deterioration of the student/staff member's health over time
<b>Serious Injury</b>	Illness, which prevents or severely affects the student's ability to continue with or complete their course.

<b>Traumatic Event</b>	A traumatic event is not limited to, but could include: missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold-up or attempted robbery; serious threats of violence, and storms or natural disasters; or drug or alcohol abuse.
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## 4. Policy

4.1 The ECA Group will work towards establishing a safe environment and take appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.

4.2 ECA ensures that incidents are appropriately reported and managed in a way that is responsive to the immediate circumstances of the incident, the rights of those involved, and the need to ensure that any risks of recurrence are minimised as far as possible.

4.3 The intent of this policy is to ensure that critical incidents are appropriately reported in a timely manner. Such reporting supports the:

- Resolution of the immediate issues and fulfil external reporting obligations arising from a specific incident;
- Consistent recording of circumstances relating to incidents;
- Identification evaluation and mitigation of systematic risks associated with services; and
- Development and maintenance of a service culture in which the safety and wellbeing of clients, staff and other persons is actively managed and is subject to continuous improvement.

4.4 A critical incident is an incident, whether accidental or deliberate, that:

- Involves a student, a staff member, or a member of the public;
- Occurs regardless of whether a staff member is present or witnesses the event and involves:
  - i. Death; or
  - ii. Risk of death; or
  - iii. Abuse, neglect or exploitation; or
  - iv. Sexual assault and harassment
  - v. Risk of abuse, neglect or exploitation; or
  - vi. Serious harm or injury; or
  - vii. Serious risk of harm or injury; or
  - viii. Other incidents, including for example:
    - a. Alleged criminal activity;
    - b. Inappropriate sexual behaviour by a student;
    - c. Property damage resulting in closure of a service, such as destruction of premises by fire;
    - d. Emergency situation, e.g. bomb threats, hostage situations, natural disaster.

## 5. Review and Continuous Improvement

The ECA Group is committed to ongoing monitoring and improvement of its policies and procedures, and to this end has an integrated strategy including:

- The ECA Group Management Team conducting reviews of specific elements of the Critical Incident policy and procedures when a student raises a possible problem to be addressed that has not been factored into the existing policy and/or procedure. This will then be referred to the ECA Group General Manager, Quality Assurance updates the policy and seeks approval from the PEO.
- Staff at the College with responsibilities relating to the managing of Critical Incidents are encouraged to submit any concerns about, and suggestions for making improvements to the Critical Incident Policy and Procedure to the appropriate Manager in the college who is responsible for ensuring that appropriate responses are reported to the ECA Group for development.



- The ECA Group Quality Assurance team monitor legislative and regulatory changes to ensure that policies and procedures are updated and fully compliant with the National Code.