



ROSEWOOD
INTERNATIONAL COLLEGE

Critical Incident Policy

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Critical Incident Policy

A critical incident is defined as being an incident that has affected a student or staff member that involves an event that has caused emotional or physical harm to that person (e.g.: death or serious injury to themselves or other persons within their life).

Should a critical incident occur to any student or member of staff at the Institute, it is vital that a process of support is initiated and carried out.

An incident must be recorded on the *Critical Incident Report* and filed in the Critical Incident Register.

A critical incident may occur:

- On the Institute premises during the institute hours.
- To students of the Institute, outside of the Institute hours, affecting particular groups of the community. (e.g. bus or train accident on which a student may be travelling has an accident and serious injury or death may occur to a student)
- To friends/acquaintances of certain members of the Institute which can affect all at the Institute. E.g. the death of a student or member of staff known to all or some of the students.

In an incident of theft within the Institute:

- Individuals within the Institute are responsible for their belongings.
- Items or money stolen is not the responsibility of the Institute and cannot be replaced by Rosewood International College.
- In some serious matters the Student Services Officer may need to contact police and will be given a police report number, which will be recorded into the database.
- Trainers may assist the student to make an appointment with the Academic Manager as required.
- The Academic Manager will direct the Trainers in making announcements to all students to beware of thieves and keep personal property with them at all times.
- The Academic Manager will review that there is appropriate signage in all classrooms about not leaving personal property in unattended classrooms.

This policy provides a procedure on the following:

- Action to be taken in the event of a critical incident
- Follow-up of the incident
- Records of the incident and action taken plan

Relevant documents to this policy includes:

- Company Critical Incident Policy document
- Requirements additional to Company policy for international students
- Critical Incident Plans for International students
- Critical Incident Report

Copies of these documents can be found in the following documents:

- International Student Handbook
- CRICOS Q&C Manual



1.1 Critical Incident Report

The Critical Incident is utilised to record incidences that occur within the Institute/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

Critical Incident can also occur outside of the Institute, (e.g. death, accidents, abuse) that can affect the students training.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor or Support Services Officer to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the Institute premises. These should be either reported to your trainer or to the administration office at the Institute.

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the “Critical Incident Report” form from either a trainer or the administration office at the Institute.
2. Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1, and 2, as indicated.
3. Submit completed copy to reception at the Institute office.
4. Reception are required to forward the form to the Student Support Officer
5. Your supervisor will identify and implement any controls and forward to the Student Support Officer.
6. Student Support Officer to complete pages 3 and 4 of the report “Action Required/Taken”, including:
 - a. How the risk was managed
 - b. Whether WorkCover and/or the insurance company was contacted
7. Student Support Officer to identify whether a required Critical Incident Risk Assessment is required.
8. Student Support Officer to log the “Critical Incident Report” into the “Critical Incident Register” and file.
9. All incidences to be discussed at the next Quality and Compliance Meeting.
10. In the case of minor incidences an “Opportunity for Improvement” form should be completed.
11. In the event of death, the critical incidences are to be reported in PRISMS.



1.2 Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the Institute. If you identify a hazard please report it to either your Director of Studies or the administration office. You will be required to complete either an *Critical Injury Report Form* or a *Hazard Identification Report Form*.

It is important all staff report any injury immediately, by completing a *Critical Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of Director of Studies or an Administration staff member of the Institute.