

## CRITICAL INCIDENT POLICY AND PROCEDURES

1. The School's *Critical Incident Policy and Procedures* defines a critical incident.
2. In addition, the National Code defines a critical incident for an overseas student as a "traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury". This does not include academic misconduct. Critical incidents could include, but are not limited to:
  - managing emergency situations
  - welfare arrangements disrupted for students under 18 years of age
  - 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
  - incidents that may cause physical or psychological harm.
3. In the event of a critical incident, the School's *Critical Incident Policy and Procedures* will be implemented. A critical incident response plan will be generated.
4. APGS recognises that a critical incident could affect an overseas student's ability to undertake or complete a course in the expected duration nominated on their Confirmation of Enrolment (CoE). This will be considered if a critical incident response plan is developed for a student.
5. Other policies and procedures that may be relevant in the event of a critical incident, include:
  - *Child Protection Policy*
  - *Child Protection Procedures*
  - *Evacuation and Lockdown Procedures*
6. In the event of a disruption to approved accommodation and welfare arrangements for overseas students the relevant policies and procedures for accommodation and/or welfare arrangements will be implemented.
7. The PEO, or the next most senior staff member, will make all contact as specified in the critical incident response plan. This may include:
  - contact with the overseas student, parent or relative overseeing accommodation. Contact details are in the overseas student's file.
  - Police: 000
  - Department of Home Affairs



- the overseas student's parent/legal guardian. Emergency contact details are in the overseas student's file.
8. The School will maintain records of any critical incident and remedial action taken for an overseas student for at least 2 years after the overseas student ceases to be enrolled at APGS.
  9. The Admissions Officer will maintain records of critical incidents and remedial action in the student's file.
  10. The PEO will make an amendment to an overseas student's CoE or other information reported in PRISMS as soon as practicable or within the required timeframe if a critical incident response requires reportable action.