



Centre for
English Language

CRITICAL INCIDENT POLICY

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SECTION A - INTRODUCTION

A.1 Purpose

The aim of this policy, incorporating disaster/emergency plans, is to provide a framework within which the South Australian Institute of Business and Technology (SAIBT) and the Centre for English Language in the University of South Australia (CELUSA) can best operate during and immediately after a critical incident.

A.2 Scope

This policy covers all students of the:

- South Australian Institute of Business and Technology (SAIBT)
- Centre for English Language in the University of South Australia (CELUSA)

A.3 Definitions

Word/Term	Definition
Critical incident	Traumatic event, or the threat of such, which has the potential to harm life or well-being or cause strong emotional and/or psychological stress, fear or injury to one or more individuals
International student	A student or applicant for admission to an academic program who is not a citizen of Australia or New Zealand, or who does not hold Permanent Residency status in Australia
Program	An approved combination of approved courses in which a student is enrolled
Staff	All employees, contractors and volunteers of Navitas SA (excluding IELTS examiners and invigilators or casual exam invigilators and short term professional appointments such as external auditors or consultants)

A.4 Acronyms

Abbreviation	Phrase or Word
CELUSA	Centre for English Language in the University of South Australia
CIM	Critical Incident Management
SAIBT	South Australian Institute of Business and Technology

SECTION B - POLICY STATEMENT

B.1 Principles

This policy provides the basis for the formulation of detailed strategies for responding to critical incidents in a manner that will:

- deal effectively with the immediate and longer term health, welfare and safety of persons involved in, or affected by, a critical incident
- provide for the effective management and running of SAIBT and CELUSA's daily business in the immediate, short and longer term
- promote effective and appropriate communication to everyone affected
- promote collaborative working relationships within SAIBT and CELUSA and with community agencies as necessary

B.2 Policy

1 Overview

- 1.1** A critical incident may be described as an event that causes normally stable and healthy people to experience strong emotional or psychological distress. It is an event that taxes people's coping ability and has the potential to interfere with their ability to cope at the time or later. A critical incident may occur in Australia or, in the case of an international student, in their country of origin.
- 1.2** A critical incident is often sudden, unexpected and may take many forms, including injury, illness or death of a student, staff or other school community member, accident, injury, fatality, suicide, disappearance, bomb threat, act of violence, sexual assault, hold-up or attempted robbery, damage to property, natural disaster, fire or hazardous material incident (gas chemical, fuel), threat of infectious disease, major theft.
- 1.3** It is very common and normal for people to experience a range of reactions to critical incidents. They need reassurance that these are a normal part of dealing with shock, loss and grief. The signs and symptoms can be cognitive, physical, behavioural or emotional in nature.
- 1.4** It is important that the potential for such incidents to affect individuals and the school community is recognised, understood and managed. Critical incidents require immediate and planned responses.

2 Rationale

- 2.1** The aim of critical incident management guidelines, incorporating disaster/emergency plans, is to provide a framework within which SAIBT and CELUSA can best operate during and immediately after a critical incident. There are a number of vital phases in dealing with critical incidents - *preparation & planning, response, recovery, defusing and debriefing*.
- 2.2** This policy statement provides the basis for the formulation of detailed strategies for responding to critical incidents in a manner that will:
- deal effectively with the immediate and longer term health, welfare and safety of persons involved in, or affected by, a critical incident
 - provide for the effective management and running of SAIBT and CELUSA's daily business in the immediate, short and longer term
 - promote effective and appropriate communication to all persons affected

- promote collaborative working relationships within SAIBT and CELUSA and with community agencies as necessary
- compliment' existing policies and procedures with respect to first aid, emergency evacuation and work health and safety

3 Standing Critical Incident Management (CIM) Team

3.1 There will be a standing CIM team with authority to co-opt other members of staff as required. The composition of the team must:

- allow for the fact that some incidents will occur outside normal school hours and that not all members will be contactable
- reflect the diversity of programs delivered from the city East and West campuses to both International and Australian students and
- contain the necessary expertise to deal with incidents involving international students whether occurring in Australia or in their country of origin
- abide by any UniSA guidelines or processes for reporting and managing critical incidents

3.2 **Appendix 1** of the **Critical Incident Procedure** lists the CIM membership details and telephone numbers together with the emergency out-of-hours contact number. All staff must ensure they are aware of the emergency number.

SECTION C - GOVERNANCE

C.1 Responsibility

Identification	Critical Incident Policy
Policy Owner	College Director
Approving Authority	SAIBT Executive Group
Initial Issue date	October 2017
Directory Location	College Director, policies

C.2 Version Control

Current Version Number	1.0
Date of Effect	October 2017
Review Date	October 2020
Privilege Level	Public

C.3 Legislative and Organisational Context

Name
ELICOS National Standards
Higher Education Standards Framework (Threshold Standards) 2015
The National Code of Practice 2017
Work Health and Safety Regulations 2012 (SA)

SECTION D - PROCEDURE

D.1 Related Procedures

Critical Incident Procedure

D.2 Related Policies

NVT Critical Incident Management Plan