

POLICY

PPMF | TAFESA | 1040

Title

Student Critical Incident Policy

Contact Officer at version effective date

Position

Manager, Student Services

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TAFE SA Policies are issued under the TAFE SA Policy Management Framework. They are binding on all TAFE SA employees.

Policy Owner: Director, Student Experience

Version 2.0 Version effective date: 25/10/2019

1 Policy

Incidents can occur which have potential to significantly impact on the wellbeing and safety of our students. TAFE SA has responsibilities to provide a safe and supportive learning environment. These responsibilities extend beyond the confines of the campus environment.

The TAFE SA Student Critical Incident Policy will ensure that:

- student incidents receive a prompt and comprehensive response including referral to external services including the police
- appropriate counselling services and follow-up support is offered to TAFE SA students involved in incidents
- where appropriate, communication, coordination and liaison with family members, program areas and schools are undertaken
- incidents involving multiple students are effectively coordinated and additional resources deployed where needed.

The likelihood of further student incidents is minimised through appropriate analysis, reporting, performance monitoring and precautionary planning.

This policy is guided by the principles of compassion, providing support and assistance, protecting confidentiality and privacy and cultural competency.

Student Services and International Unit (when an international student is involved):

- coordinate delivery of services to students post incident
- ensure information is accurately recorded
- ensure that the flow of information occurs in an accurate and timely manner to all relevant officers
- provide appropriate support and counselling
- provide timely and accurate advice to the TAFE SA Board and Minister as required.

2 Scope

This policy applies to all students and staff across TAFE SA.

This policy supports existing policies and procedures related to incidents and emergencies. The policy includes requirements for compliance with the Education Services for Overseas Students Act 2000 and the National Code 2018, the Tertiary Education Quality and Standards Agency Act 2011 and adherence to TAFE SA's Resilience Framework, Crisis Management Plan and Functional Plans; and TAFE SA Emergency Manuals & WHS Emergency Procedure.

This policy is designed to compliment the Accident and Incident Management Preparedness Procedure

3 Definitions

Critical Incident	Critical incidents are traumatic events occurring on or off campus (within or outside Australia) involving TAFE SA students which significantly impact or threaten to significantly impact student wellbeing by causing extreme stress, fear or injury.
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	<p>This may include personal issues such as interpersonal disputes, traumatic events such as physical and sexual assaults and any other incidents with potential to significantly impact student safety and wellbeing.</p> <p>Incidents may require police intervention and may be subject to multiple TAFE SA policies and procedures. Some examples include but are not limited to:</p> <ul style="list-style-type: none"> • missing students • severe verbal or psychological aggression • natural disaster • death, serious injury or any threat of these • domestic violence, physical, sexual or other abuse • other non-life-threatening events • remote circumstances e.g. civil unrest in the home country of international students
<p>Serious Injury</p>	<p>Serious injuries are catastrophic injuries that have a profound and often long-lasting impact on a person and their family, such as spinal cord injuries, brain injuries, amputations, serious burns, and fatal accidents.</p>

4 Related policies and procedures

PPMF TAFESA 147	Guidelines for Managing Allegations of Sexual Misconduct
PPMF TAFESA 136	Student Conduct and Disciplinary Policy
PPMF TAFESA 174	ICT Network Security Policy
PPMF TAFESA 102	Criminal History Check and Background Screening Procedure
PPMF TAFESA 87	Emergency and Bushfire Preparedness
PPMF TAFESA 1010	TAFE SA Respectful Behaviours Policy
PPMF TAFESA 45	Excursions and Field Trips Policy
PPMF TAFESA 32	Excursions and Field Trips Procedure
PPMF TAFESA 87	Emergency Preparedness Procedure
PPMF TAFESA 46	TAFE SA Vocational Placement Policy
	TAFE SA Resilience Framework
	TAFE SA Crisis Management Plan
	TAFE SA Business Continuity Plan(s)
	Student Services Procedure For Responding to Distressed Students

5 References

Emergency Planning Committee	TAFE SA Resilience Framework, Crisis Management Plan and Business Continuity Functional Plan.
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National Code of Practice for Providers of Education and Training to Overseas Students 2018	https://www.legislation.gov.au/Details/F2017L01182
Tertiary Education Quality and Standards Agency Act 2011	https://www.legislation.gov.au/Details/C2011C00582
Higher Education Standards Framework (Threshold Standards) 2015	https://www.legislation.gov.au/Details/F2015L01639
Standards for Registered Training Organisations (RTOs) 2015	https://www.legislation.gov.au/Details/F2014L01377
Education Services for Overseas Students Act 2000	https://www.legislation.gov.au/Details/C2018C00210

6 Procedure

6.1 Student Critical Incident Procedure

Emergency situations requiring police or emergency assistance (ambulance) are to be reported immediately and managed according to the emergency protocols.

Support is offered, initially by the first responders, to students impacted by incidents which are impacting or likely to impact on their wellbeing. Student Services and International Unit staff also provide support to students who are distressed and/or impacted by incidents.

The Director, Student Experience will be notified in all incidents involving:

- minors and/or school students
- police reports
- sexual assault and/or harassment
- incidents involving serious injury

Student Counsellors and/or International Unit staff ensure that appropriate external agencies are engaged, and notifications made where required and identified as under 18 or not. Confidentiality of personal/sensitive student information is managed in accordance with privacy policies and professional standards.

Student Services Counsellors implement *Student Services Procedure for Responding to Distressed Students*.

Staff shall retain notes relating to student incidents suitable for incident reporting and governance purposes.

Data relating to the nature of student critical incidents is collected for reporting by the Educational Manager responsible for the students' training, such that trends and issues can be monitored at an organisational level and remedial action taken. A form for data collection of critical incidents can be found at Appendix 4 – TAFE SA Student Critical Incident Reporting Form. This form is to be sent to the Director, Student Experience who will retain a register of critical incidents for reporting requirements.

Further information regarding TAFE SA International Unit's response and International Student's Support Incident Protocol can be found at Appendices 1 and 2 of this policy.

A Supporting Distressed Students Flowchart can be found at Appendix 3.

6.2 Further support

Support for impacted staff is available via the Employee Assistance Program (http://in.tafesa.edu.au/hr/employee_assistance_program.php).

For further information and support, contact the Manager Student Services, Manager International Operations or Human Resources and Organisational Development.

6.3 External organisations

External organisations, who have responsibility or care for TAFE SA students, will employ their own emergency response policies and will inform the Educational Manager responsible for the student's training. This includes organisations who provide work experience, vocational placements, professional experience, field work, accommodation, guardianship, and educational delivery.

7 Responsibilities

Staff and students must take reasonable care of their own health and safety and ensure their acts or omissions do not adversely affect the health and safety of other persons. They are to also ensure the immediate reporting of an incident.

7.1 All TAFE SA staff

TAFE SA staff are to create and promote an environment of wellbeing and safety throughout the student's learning environment. They have 'duty of care' responsibilities to students which entails taking precautionary measures to avoid foreseeable harm. Staff are expected to demonstrate a compassionate approach in dealing with students who have experienced trauma, minimise the need for students to recount traumatic events and streamline the provision of "special consideration" (e.g. reasonable adjustments).

All TAFE SA staff have additional responsibilities relating to minors and International students.

7.2 Managers

Managers are responsible for ensuring staff and students in their area are aware of work health and safety requirements. They are also responsible for ensuring staff are aware of Student Support Services, and for ensuring that students involved in significant or critical incidents are referred to those services. Education Managers are responsible for fostering a compassionate and supportive culture within their area.

Line managers and supervisors (e.g. Principal Lecturers & Business Operations Managers) are responsible for monitoring and analysing student incidents and responding to trends and/or issues impacting on students. This may include facilitating adjustments to the study path, teaching interventions, etc.

7.3 Student Services and International Unit

Student Services and International Unit staff are responsible to support students who are impacted by incidents. Support may be provided to assist students to remain engaged in training and to manage the impact of the incident. Referral may be made to external agencies such as mental health services where appropriate.

7.4 TAFE SA Directors

TAFE SA Directors are responsible for overseeing implementation of the Student Critical Incident Policy, associated policies, and compliance with the relevant standards and legislation within their areas of control. Directors are responsible for setting the strategic objectives in their area relating to critical incidents and ensuring that appropriate staff culture, training and development is in place.

8 Review of TAFE SA policy

TAFE SA policies must undertake a full review process, including staff consultation and TAFE SA Executive approval at least every three years, but may be actioned earlier according to strategic priorities, reforms or feedback received.

Appendix 1

International Unit response

The International Unit to determine the nature of the critical incident:

- Serious injury, illness or death
 - Missing student
 - Workplace accident/on-campus/off-campus
 - Assault – physical/verbal/bullying/sexual
 - Abuse – drug/substance/alcohol
 - Natural disaster (flood, bushfire, earthquake)
 - Life-threatening situation (bomb threat, hostage involvement, fire)
 - Community Health issue (such as infectious disease, exposure to toxic substances)
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- Liaise with emergency and/or medical services and maintain an awareness of the location and condition of the injured student/s.
 - Contact Department of Home Affairs and Embassy/Consulate.
 - Ensure WHS requirements are maintained.(assistance can be provided by the TAFE SA WHS team, <http://in.tafesa.edu.au/ohsw/index.php>)
 - Notify Senior Management.
 - Contact and liaise with next of kin if warranted. If student is under 18, contact parent/guardian.
 - Ensure a report is filed in the student's StudyLink file, and on SIS if relevant.
 - Contact and liaise with Legislation and Delegations to determine if any legal advice is required, and seek advice regarding insurance.
 - Contact and liaise with the Chief Financial Officer as required, e.g. to ensure accesses to emergency funds are available if required, as needed. Implement emergency financial delegations, and to ensure adequate financial control.
 - Arrange meeting with affected program area, organise counselling via EAP if required.
 - Disseminate factual information to staff, students and TAFE SA community, being mindful of confidentiality, liaising with the Communications Unit, if applicable
 - Arrange for necessary services as appropriate (funeral, memorial, rehabilitation, repatriation).
 - Co-ordinate additional assistance to the student as required – e.g. counselling, incident-related benefit payments/reimbursements/claims.

Appendix 2 – International Student’s Support: Incident Protocol

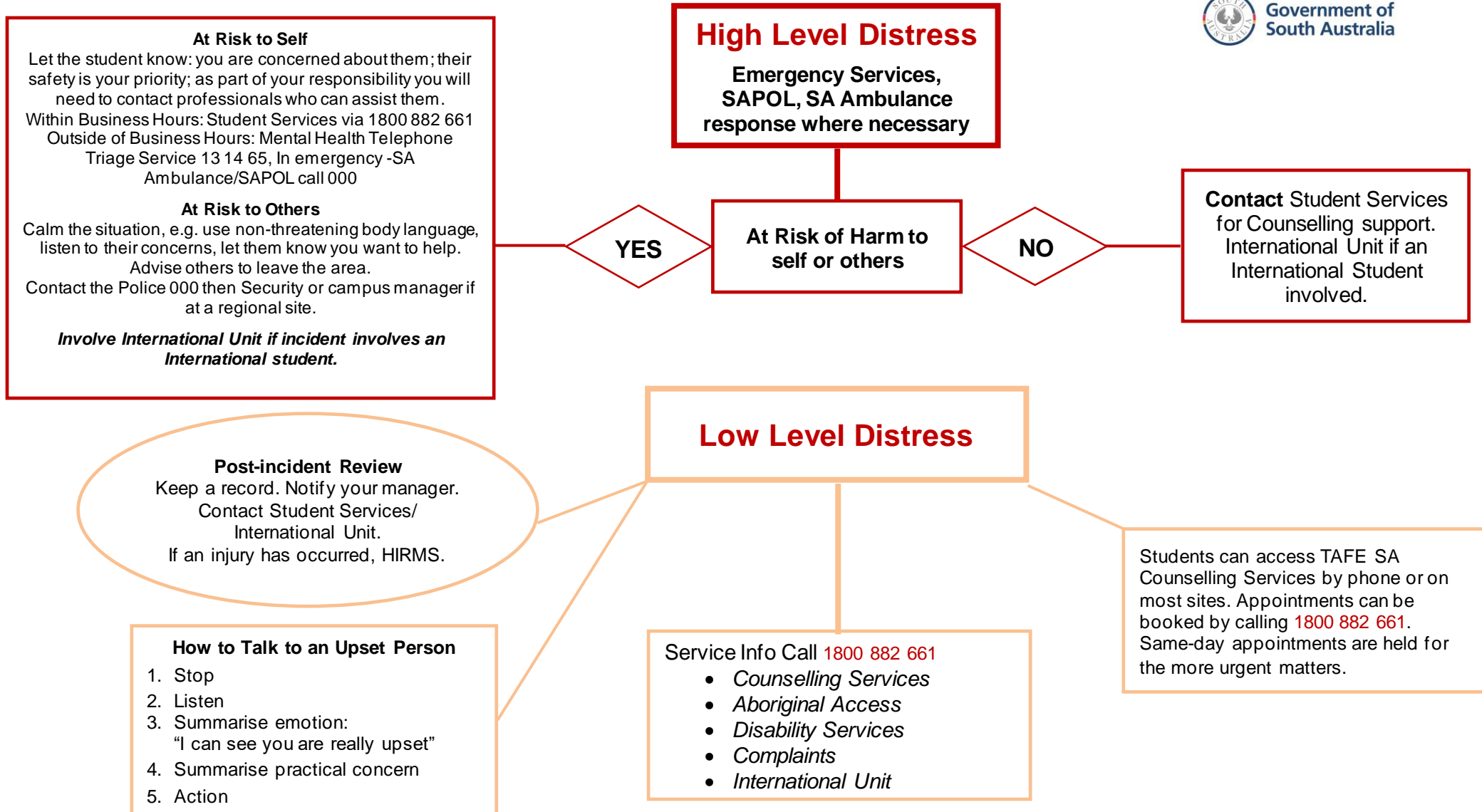
Situation	What is the communication strategy?	Identify institution resources	Identify external resources
Missing student	<ul style="list-style-type: none"> • Access all student’s contact details • Contact student’s friends/network • Contact SAPOL • Contact program area • Contact accommodation provider • Contact Department of Home Affairs • Contact parents/emergency contact/next of kin 	<ul style="list-style-type: none"> • SIS/StudyLink • Program area • Counselling team 	<ul style="list-style-type: none"> • Department of Home Affairs – 131 881 • SAPOL – 131 444 • Hospital/Emergency services
Student assaulted including: Domestic violence Physical abuse Sexual abuse Verbal abuse Psychological and aggression abuse	<ul style="list-style-type: none"> • Contact student • Contact SAPOL/Emergency services • Contact Hospital • Notify program area • Contact accommodation provider • Contact student’s parents/emergency contact • Media management 	<ul style="list-style-type: none"> • SIS/StudyLink • Program area • Counselling team • Learning support team • Communications team 	<ul style="list-style-type: none"> • SAPOL/Security Firm • Hospital/Emergency services • TAFE SA Legislations and Delegations/Legal services
Student involved in fatal accident/serious injury	<ul style="list-style-type: none"> • Contact SAPOL • Contact Hospital/Emergency services • Contact student’s parents/emergency contact • Notify program area • Notify AD/PEO • Contact country embassy/consulate • Seek legal advice • Media management • Contact Department of Home Affairs • Contact Manager WHS & IM (0447 115 196) 	<ul style="list-style-type: none"> • SIS/StudyLink • Program area • Counselling team • Critical incident policy document • Communications team 	<ul style="list-style-type: none"> • Hospital/Emergency services • SAPOL • Department of Home Affairs 131 881 • TAFE SA Legislations and Delegations/Legal services • Embassy/Consular office http://www.dfat.gov.au/embassies.html • Funeral services
Injured student	<ul style="list-style-type: none"> • Contact student • Contact SAPOL/Emergency services • Contact Hospital • Contact student’s parents/emergency contact • Notify program area • Liaise with counselling/learning support teams • Complete a TAFE SA HIRM Report 	<ul style="list-style-type: none"> • SIS/StudyLink • Program area • Counselling team • Learning support team 	<ul style="list-style-type: none"> • Hospital/Emergency services • SAPOL • Department of Home Affairs – 131 881

Under 18 students: In addition to the above, contact Homestay Provider and Guardianship Provider.

If the student under the care of the homestay host is involved in a critical incident, the homestay host must advise the student's caregiver immediately. Examples of a critical incident include:

- The student is missing from approved accommodation
- Death
- Serious injury
- The student's involvement in some behavioural issues as domestic violence, physical or psychological abuse
- Disruption to accommodation, welfare or support arrangements.

Procedure	Responsibility	Timeline
1. Notify student's caregiver of emerging concern	Homestay host	Immediately
2. Caregiver to inform International Student Unit of time, location and nature of incident, threats and people involved	Caregiver	Within 48 hours
3. International Student Support Consultant will assess the situation, convene a meeting with the caregiver to decide on further actions, and file an incident report	Internal Student Support Consultant	Within One Week
4. Implement critical incident response and protocol of TAFESA	International Student Support Consultant	As required
5. International Student Support Consultant to decide who will inform and update the student's parent/legal custodian of the incident	International Student Support Consultant	Within One Week



Appendix 4**TAFE SA STUDENT Critical Incident Reporting Form (staff also need to complete a TAFE SA HIRM Report)**

This form is to be sent to the Director, Student Experience to register this event on the Critical Incident Register.

Date of Incident:	Time of Incident:
Campus:	Location (<i>room, workshop</i>):
Name of first responder(s):	Telephone:
Name of students involved:	Telephone:

 Apprentice **International student** **Domestic student****Description of Incident:**

Remedial Action Taken:

Manager Responsible: _____ **Date Notified:** / /