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Nexgen Institute of Australia

NIA PPI19 Critical Incident Policy and Procedure

Contents

1. Table of Reference

Distribution	All staff and students
Related Entities	Active Transition Training Pty Ltd trading as: Nexgen Institute of Australia
Related Documents	● Student Handbook ● NIA_PPI23_Students_Complaints_and_Appeals_Policy_and_Procedure_V.3.1_2024 ● NIA_PPI22_Student_Code_of_Conduct_Policy_and_Procedure_V.3_2024
Statutory References	● National Vocational Education and Training Regulator Act 2011 ● Standards for RTO's 2015: ● National Code of Practice 2018 Standard 9 ● ESOS Act 2000
Legislative context	● Commonwealth Human Rights and Equal Opportunity Commission Act 1986 ● Commonwealth Disability Discrimination Act 1992 ● Commonwealth Disability Standards for Education 2005 ● Anti-Discrimination and Human RightsLegislation Amendment (Respect at Work) Act 2022 ● Copyright Act 1968

2. Policy

Nexgen Institute of Australia (NIA) is an adult learning environment and is committed to providing students and staff with a safe and ethical context in which to learn. Inappropriate use of artificial intelligence tools as defined in   this   policy, poses a   threat to   lawful   breaches   and   continued studies/employment with NIA students and staff as well as NIA reputation and viability, and will be dealt with accordingly.

3. Scope

This policy applies to all trainer, assessors, students, and staff who use GAI within our educational institution, to use GAI in a way that reflects our values and principles and aligns with legislative requirements and all NIA policies and procedures.

4. Requirements

1. This policy and procedures cover the:
   a. actions to be taken in the event of a critical incident
   b. required follow-up to the incident
   c. records to be kept of the incident and action taken.
2. Critical incidents include, but are not limited to:
   a. missing students
   b. severe verbal or psychological aggression or abuse
   c. death, serious injury or any threat of these
   d. natural disaster
   e. domestic violence, sexual assault, drug or alcohol abuse.
3. For international students, the *Educational Services for Overseas Students Act 2000* (ESOS Act) requires the NIA to notify the regulatory authority and the government agency issuing the student's visa as soon as practical after an incident occurs to an international student. In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the PRISMS.
4. For international students, when a student dies or sustains serious injury, Nexgen Institute of Australia (NIA) may be required to assist the student's family. This may include:
   a. hiring interpreters
   b. making arrangements for hospital/funeral/memorial service/repatriation
   c. obtaining a death certificate
   d. assisting with personal items and affairs, including insurance issues
   e. assisting with visa issues (in the case of international students).
5. Response to the critical incident needs to be analysed to contribute to the continuous improvement of the NIA's policy and procedures.

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5. Procedure

1. Any NIA staff member receiving news or information regarding a critical incident must contact the Campus Manager, or the nominee, as soon as practicable. If this is not possible, then the most senior person available must be contacted and informed.

2. On receipt of news or information regarding a critical incident, the Campus Manager, nominee, or most senior person must:
   - create for themselves a clear understanding of the known facts
   - contact the relevant emergency services by phoning 000 if an emergency exists
   - contact the Translating and Interpreting Service by phoning 131 450, if translators are required
   - contact Life Line on 131 114, if counselling services are required
   - plan an immediate response
   - plan ongoing strategies
   - allocate individual roles/responsibilities for ongoing incident management.

3. Based on an evaluation of the critical incident, the Campus Manager, nominee or most senior person must, where appropriate, implement the following:
   - contact with next of kin/significant others, if applicable
   - identify students and staff members most closely involved with the incident and ensure they are offered support and counselling if necessary
   - arrange a time and place for an initial group/individual debriefing session with counsellor/s or other relevant personnel
   - inform NIA staff and students where appropriate
   - prepare a guideline for staff about what information to give to students
   - prepare a written bulletin for staff and students, if the matter is complex
   - brief staff and delegate a staff member to deal with telephone/counter inquiries
   - manage media/publicity
   - arrange access to emergency funds if necessary.

4. Record the incident and include the following key details in a report:
   - the time of the incident
   - the location and nature of the incident
   - the names and roles of persons directly involved in the critical incident
   - the action taken by the NIA, including any opportunities for improvement as per the continuous improvement policy and procedure ● the organisations and people contacted by the NIA.

5. Confer a meeting with relevant parties to:

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- review the NIA's handling of the critical incident
- implement improvements to the policy and procedures to ensure the NIA is well prepared should an incident occur again.

6. Responsibilities

The Campus Manager should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of enrolled students.

In the event of a Critical Incident Event the Campus Manager (or student administration manager in their absence) shall:
- assess the level of risk and type of Critical Incident and the required resource implications
- apply the appropriate intervention measures to the level of risk and type of critical incident
- report any relevant resource implications directly to the Nexgen Institute of Australia's Management or the CEO.

7. Version Revisions

12 months from the date of this version, or as required.

8. Review Date

Version Number	Date	Reason for change	Prepared By	Approved By
V.3	20/06/2024	Updated and improved	RTO Manager (SC)	CEO (HH)