International Institute of Training Pty Ltd

CRITICAL INCIDENT POLICY

1.   Purpose

International Institute of Training Pty Ltd has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. IIT aims to be in state of preparedness to deal with any critical incident which may arise during on campus and off campus activities through effective planning, management and rehearsal.

The purpose of this policy is to recognise the duty of care owed by the institute to all persons associated with IIT in accordance with the ESOS Act National Code 2018 Standard 6 (Ref 6.8) and Outcome Standard 2.6 of the Standards for RTOs 2025.

IIT has implemented a documented policy and process for managing critical incidents that could affect the student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. Critical incidents may include but are not limited to: death or serious injury, missing students, severe verbal or physical assault, fire, natural disaster, drug or alcohol abuse, mental health crisis, and threats to life or property.

This policy includes contact information of the police, emergency services and any other organisations that may be able to assist in such a situation, for example, community/multi-cultural organisations or phone-counselling services. This policy applies to all students, staff, contractors, and visitors engaged in IIT activities, on or off campus. This policy is supported by documented procedures, reviewed regularly as part of IIT's continuous improvement process.

2.   Responsibility

The CEO is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implement its requirements if necessary. Staff and students will be informed of the policy through induction and regular updates via the Newsletter and regular campus communications.

IIT will maintain a written record of any critical incident and remedial action taken by the IIT for at least two years after the overseas student ceases to be an accepted student to comply with standard 6.8 of the National Code 2018. Records will be retained in line with IIT's Records Management Policy.

IIT will assist staff and students to prevent or respond promptly, effectively and appropriately to any incident (within or outside Australia) which is likely to cause loss of life, injury, trauma, damage, or disruption. The Administrative Manager, Training Manager, Student Support Officers, and trainers/assessors are also responsible for executing incident response procedures as per IIT's Critical Incident Procedure document.

IIT also ensures ongoing welfare support is provided to affected students, staff including access to counselling services, academic adjustments if needed, and referrals to external services.

IIT will ensure that:

- An effective approach is taken to respond to critical incidents as they occur

- Support and counselling services are available to those who are affected by critical incidents

- Training and information resources are provided to staff in the handling of critical incidents.

- The Critical Incident Team is responsible for coordinating responses and ensuring training effectiveness is monitored and reviewed.

- Support and counselling services will be available both onsite and via referral to external providers. IIT ensures students are informed about these services during orientation and via the student portal.

- Responses to incidents will be timely, culturally appropriate, and tailored to the needs of affected students, including access to translated services if required.

3.   Definitions

Document Name: Critical Incident Policy
Version 26.0
International Institute of Training Pty Ltd t/a International Institute of Training
Campus Location: 13 Tarkin Court, Bell Park, Victoria 3215, Australia
Phone no: 1300 651 348 | Email: info@iitraining.vic.edu.au | Website: www.iitraining.vic.edu.au
RTO Code: 21628 || CRICOS Number: 04028M || ACN 113 898 721 || ABN 82 113 898 721   Page 1 of 17

- A **Critical Incident**: is 'a traumatic event, or the threat of such (within or outside Australia), which causes physical or psychological harms including extreme stress, fear or injury. Examples of critical incidents may include but are not limited to: death or serious injury, suicide or attempted suicide, missing students, severe verbal or physical assault, serious mental health episodes, natural disasters, fire, domestic violence, and serious illness requiring hospitalisation.

- **ESOS Act**: the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ("National Code"). The ESOS Act sets out the legal framework governing delivery of education to international students in Australia on a student visa.

- **PEO/CEO**: Principal Executive Officer, also known as the Chief Executive Officer (CEO)- Mr Ramandeep Aulakh 1300 651 348

- **Critical Incident Team:** A designated group of IIT staff including the CEO, Administrative Manager, Training Manager, Student Support Officer, and Trainers responsible for coordinating the response to a critical incident.

4.   Requirements

4.1. **This policy and procedure cover the:**

a) Action to be taken in the event of a critical incident

b) Required follow up to the incident

c) Important contact

d) Records to be kept of the incident and action taken.

This policy applies to incidents occurring during excursions or work placements on or off-campus locations within or outside Australia. The Critical Incident Team, led by the CEO, is responsible for activating the response process and coordinating all internal and external communications and support services. Communication with affected parties will be prompt, sensitive, and culturally appropriate. Where required, translation services and liaison with family members will be arranged. Detailed response steps are outlined in the associated Critical Incident Procedure document maintained by IIT.

4.2. **Critical incidents are not limited to, but could include:**

Medical and psychological emergencies	Student/staff-related emergencies
- Serious injury or illness - Medical emergencies - Suicide or attempted suicide - Outbreak of contagious disease	- Death of a student, staff member, or member of the public - Missing or uncontactable student - Unexplained disappearance or involuntary removal of student(s) or staff - Domestic violence or drug/alcohol abuse
Security and threat-related incidents	**Environmental and structural incidents**
- Threats of violence, harm, theft, or sexual assault - Dangerous or threatening person on campus - Fire, explosion, bomb threat, or gas leak - Siege, hostage situation, or weapons on campus	- Natural disasters such as earthquakes, floods, or windstorms - Chemical, radiation, or biohazard spillage - Major building collapse or significant property damage

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4.3. **Reporting to the Department of Home Affairs (DHA)**

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the institute to notify the Department of Home Affairs (DHA) as soon as practical after an incident occurs to an international student or which causes an absence affecting the student's attendance. In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported to the Department of Home Affairs via PRISMS.

The Administrative Manager/Training Manager is responsible for ensuring the incident is reported via PRISMS and all records are securely maintained. Incidents that may require reporting include student death, serious injury, hospitalisation, or deferral, suspension or cancellation of enrolment due to a critical incident.

4.4. **Providing Assistance in case of serious injury or death:** When a student dies or sustains serious injury, the institute may be required to assist the student's family. This may include:

- Hiring interpreters

- Making arrangements for hospital/funeral/memorial service/repatriation

- Obtaining a death certificate

- Assisting with personal items and affairs including insurance issues

- Assisting with visa issues (in case of international students)

- Liaising with the embassy or consulate of the student's home country

- Notifying the department of home affairs via prisms where required

- Providing access to counselling and wellbeing services for classmates, staff, and affected peers

- Ensuring a culturally appropriate and timely response, with sensitivity to family customs and beliefs

4.5. Following a critical incident, **IIT's authorised staff** will analyse the response and process of the institute and implement improvements where indicated.

This review will be documented as part of IIT's continuous improvement cycle in accordance with Outcome Standard 4.4 of the Standards for RTOs 2025. Feedback may be collected from students, staff, and emergency responders (if applicable) to evaluate the effectiveness of the response.

Any updated procedures or lessons learned will be incorporated into staff training and future critical incident rehearsals. All records of the review and resulting actions will be maintained for audit and compliance purposes.

4.6. CEO will analyse response to the critical incident to contribute the continuous improvement of policy and procedures of the institute. This ensures executive oversight and strategic accountability, as required under Outcome Standard 4.1 of the Standards for RTOs 2025.

5. Procedures

ON CAMPUS INCIDENTS

If the incident is on campus and involves death, serious injury or a threat to life or property, CEO should be contacted immediately.

OFF-CAMPUS INCIDENTS

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> If the critical incident involves a student or staff member and is off campus, the person receiving the information must immediately contact the CEO, Mr Ramandeep Singh Aulakh 1300651348

5.1. Immediate Action: Inform the CEO of a Critical Incident or Call Emergency Services at 000

- Person witnessing critical incident should contact the CEO and other senior members of staff (if CEO is not available) immediately. Or
- If incident is serious, contact emergency services by calling 000.

If no staff is available around you and danger to life or safety occurs, all staff members are authorized to take appropriate action including but not limited to:

- Identify nature of critical incidents and consequences.
- If consequences are life threatening or immediate danger to safety of yourself and other people, remove/ evacuate yourself and others from area of danger to safe area.
- Contact emergency services by calling 000. When you call Triple Zero (000) it will prompt if you want Police, **FIRE OR AMBULANCE --> STAY CALM, DO NOT SHOUT, SPEAK SLOWLY AND CLEARLY**, and tell emergency services exactly:
  - Location, time
  - Nature of critical Incident (e.g. threat, accident, death or injury)
  - Names of people involved
- After providing details of emergency, contact PEO/CEO as soon as practicable. If this is not possible, then contact the senior most people available and brief them about the incident and its status along with:
  - Location, time, nature of critical incident
  - Names, roles and contact information of people involved.
  - All critical incidents must be reported using IIT's Critical Incident Report via Form.
  - The incident must also be recorded in IIT's Critical Incident Register and stored in accordance with the Records Management Policy.

CEO will seek information about the incident and make a determination about whether information about the incident should or should not be publicly available.

The CEO will issue instructions to urgently deal with any emergency matter. The CEO will also ensure any mandatory reporting to PRISMS is completed (in the case of international students) and initiate a post-incident review process as required by Outcome Standard 4.4 of the Standards for RTOs 2025.

REMEMBER: In case of Emergency Evacuation:

- **DO NOT PANIC:** immediately prepare to leave the building by the nearest and safest exit.
- Assist any person with disability to leave the building.
- Do not attempt to carry people downstairs.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.
- Never use the lifts in case of fire if you are near a lift area. Lifts may stop functioning during fire. Therefore, taking the stairs is the best option if you are in a building with multiple floors.
- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.

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- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in alarm.

5.2. **On receipt of news or information regarding a critical incident, the CEO or senior person will do following:**

- Create for themselves a clear understanding of the known facts.

- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.

- Ensure safety of students and staff including evacuation (if not done already).

- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.

- Be present when emergency arrive and liaise with emergency services

- Deploy institute resources and supervise critical incident and emergency response.

- If counselling services are required, contact Life Line on 13 11 14

- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.

- Plan an immediate response.

- Plan ongoing strategies.

- Allocate individual roles/responsibilities for ongoing tasks.

- Ensure the incident is recorded in the Critical Incident Register and that a Critical Incident Report Form is completed.

- Ensure international student-related incidents are reviewed for possible PRISMS reporting obligations under the ESOS Act.

- Ensure decisions, communications, and response actions are documented and retained in accordance with IIT's Records Management Policy.

5.3. **Follow up Action:**

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:

- Contact with next of kin/significant others, contact the person mentioned as an emergency contact on Application form

- Inform staff and students of the institute.

- Prepare a guideline for staff about what information to give to students in line with privacy policy.

- Prepare a written bulletin to staff and students if the matter is complex.

- Brief staff and delegate a staff member to deal with telephone/counter inquiries.

- Managing any media- PEO/CEO or Delegate will be responsible for handing calls and queries from media.

- When liaising with media, PEO/CEO or Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.

- The students and staff members who are most closely involved with the incident will be identified and will be offered support and counselling.

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- Refer to Student Support and welfare and wellbeing policy available on website or from reception for more details.

- A time and place for an initial group/individual debriefing session will be arranged with the Counsellor/s.

- Access to emergency funds will be arranged if necessary.

- Review incident records to ensure all reporting (including PRISMS if applicable) has been completed.

- Ensure lessons learned are recorded and presented at the next compliance or management meeting.

- Update the Critical Incident Register and submit completed Critical Incident Report Form to compliance records.

- Identify if there is a need to update policies, procedures, or staff training as part of continuous improvement.

5.4. Record the incident and the following key details to report including:

- 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 institute including any opportunities for improvement.

- The organisations and people contacted by the institute.

- Any follow-up actions taken, including welfare support and communication with emergency contacts.

- Whether PRISMS reporting was completed (if applicable).

5.5. Recording and Reporting Critical Incidents

After critical incident has occurred, CEO will ensure that within 24 hours, a critical incident report is produced and an entry is made in the Critical Incident Register. IIT will maintain a written record of any critical incident and remedial action taken by IIT at least two years after the overseas student ceases to be an accepted student.

5.6. Continuous Improvements Register

Following the incident, a senior management review will be undertaken, and recommendations should be provided for continuous improvement register, if appropriate. IIT will put in place policies and procedures to ensure the incident is not repeated.

This includes identifying whether the incident indicates a systemic issue, training gap, or risk that should be addressed across the organisation. Where improvements are implemented, responsible persons and due dates will be recorded in the register and monitored until completion.

Maintain a written record of any critical incident and remedial action taken by International Institute of Training for at least two years after the overseas student ceases to be an accepted student.

6. Emergency Contact Details

6.1. International Institute of Training

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IN PERSON	
Critical incident officer: Mr Ramandeep Singh Aulakh	
Phone no: 1300 651 348	

Category	Information
Address	13 Tarkin Court, Bell Park, Victoria 3215, Australia
Contact Person	Reception or relevant Management Member
Office Hours	Office Hours 9:00 a.m. - 5:00 p.m. (Monday to Sunday)
Phone	1300 651 348
After Hours	1300 651 348
Email	sso@iitraining.vic.edu.au or support@iitraining.vic.edu.au
Website	www.iitraining.vic.edu.au

6.2. **State Emergency Services**

Ambulance, Fire or Police: 000 (Dial 112 on mobile if out of network range) https://www.triplezero.gov.au/

6.3. **Free Support Services**

- Sexual Assault Crisis Line, 1800 806 292, www.sacl.com.au

- Lifeline, 13 11 14, www.lifeline.org.au

- Beyond Blue, 1300 224 636, www.beyondblue.org.au

- DACAS (Drug and Alcohol Clinical Advisory Service) 1800 812 804, https://www.dacas.org.au/

- Gambling, 1800 858 858, www.gamblinghelponline.org.au

- Counselling online, 1800 888 236, https://www.counsellingonline.org.au/

- Rainbow Health Australia (LGBTIQ) (03) 9479 8700, www.glhv.org.au

- QLife (LGBTI peer support and crisis counselling) 1800 184 527, https://qlife.org.au

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6.4. Emergency and Support Services

SUPPORT SERVICES		
Police	000	https://www.police.vic.gov.au/
Ambulance	000	https://www.ambulance.vic.gov.au/
Fire	000	https://www.emergency.vic.gov.au/
National Security Hotline	1800 123 400	www.nationalsecurity.gov.au/
State Emergency Service	132 500	https://www.ses.vic.gov.au /
Telstra Call Tracing Service	1800 805 996	www.telstra.com.au
Poisons Information	13 11 26	https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service
Gas Emergency	1800 427 532	https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies
Electricity Emergencies	1800 000 922	https://esv.vic.gov.au/safety-education/emergencies/electrical-emergency/
COMMUNITY BODIES		
Australian Red Cross	1800 733 276	www.redcross.org.au
Salvation Army Counselling Services	13 Salvos (13 72 58)	www.salvos.org.au https://www.salvationarmy.org.au/
Mens line	1300 78 99 78	https://mensline.org.au/
Enough is Enough (anti-violence counselling) & Amber Community		www.enoughisenough.org.au https://ambercommunity.org.au/

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7.   Critical Incident Management Flowchart

IMMEDIATE ACTION	
Witnessing Critical Incident	- Contact Emergency Services - Dial 000. - Person witnessing critical incident should contact the CEO and other senior staff members (if CEO is not available) immediately.
Assess Situation: focus on immediate safety of other students and staff	Assess the situation and if immediate danger exists: - Remove yourself and others from the area to emergency gathering area (refer to evacuation plans in each area) - Contact emergency services by calling 000, when you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly and tell emergency services exactly where to come. - Give an address or location. - Contact CEO/senior staff and IIT's first aid officers.
PEO/Critical incident officer	- Create for themselves a clear understanding of the known facts - Call 000 if an emergency exists and emergency services are not contacted already. - Ensure safety of students and staff including evacuation (if not done already). - Be present to liaise with emergency services. - Deploy resources and supervise critical indent. - Plan an immediate response. - Plan ongoing strategies. - Allocate individual roles/responsibilities for ongoing tasks. - Communicate with families, students, staff and other relevant people. - Undertake debriefing & identify counselling needs and arrange counselling. - Ensure Critical Incident Report Form is completed and stored within 24 hours. - Review if incident must be reported in PRISMS as per ESOS Act obligations.
Within 24-48 hours	- PEO/ CEO - Manage the media - Prepare a written statement - Plan ongoing action - Ensure all public communication complies with the Privacy Act 1988 and IIT's privacy policy. Sensitive or identifying information must not be disclosed without proper authorisation. - The CEO or delegate must consult emergency services before issuing any media statement that could interfere with emergency operations.

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IMMEDIATE ACTION	
	Based on an evaluation of the critical incident, the CEO or most senior person will, where appropriate, implement the following: • Contact with next of kin/significant others • Inform IIT's staff and students. • Prepare a guideline for staff about what information to give to students in line with privacy policy. • 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. • Managing any media - CEO or Delegate will be responsible for handing calls and queries from the media. • When liaising with media PEO/CEO Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect function of the emergency services. • Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling • Arrange a time and place for an initial group/individual debriefing session with Counsellor/s • Arrange access to emergency funds if necessary. • Ensure all actions and outcomes are recorded for internal review and audit purposes
Within 7 days	CEO completes "Critical Incident Report Form" (Appendix 1) Record the incident and include the following key details in 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 institute including any opportunities for improvement • The organisations and people contacted by the institute.
Within 7-14 Days (as deem appropriate)	Following the incident, a senior management review will be undertaken, and recommendations will be placed in the continuous improvement register if appropriate. IIT will put in place policies and procedures to ensure that the incident is not repeated. This review must also assess whether systemic risks, training needs, or communication gaps were identified.

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8. Related documents

- Critical Incident Report Form
- Sample Letter: Letter Sent to Parents
- Critical Incident Checklist
- IIT Records Management Policy
- Continuous Improvement Register

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APPENDIX 1: CRITICAL INCIDENT REPORT FORM

PART A		
Details of the Person completing the form	Name:	
	Phone No:	
	Email Address:	
Date and Time of Incident		
Location of the Incident		
Brief Description of Incident	Type of Incident:	
	Description of Incident:	
Name and contact details for witnesses to the incident		
Was anyone injured	No (Complete Part C)		Yes (Complete part B)	

PART B		
Details of Injured Person	Name	
	Gender	☐ Male ☐ Female ☐ Prefer not Say ☐ Other/ Please Specify: _____
	Date of Birth	
	Contact Details	
	Emergency Contact Details	
Description of Injury		
Treatment Required	☐ No ☐ First Aid ☐ Doctor ☐ Hospital admission ☐ Other, please specify _____	

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PART C - ADDITIONAL DETAILS

Description of Damage	
Were there any other services involved/ attended? (e.g., police, ambulance, fire)? (If yes, attach a copy of the report)	

Person/s Involved

Name	Contact Number	Address

RECOMMENDED ACTIONS TAKEN BY IIT

CHECKLIST

☐ Incident entered into Critical Incident Register

☐ PRISMS notification required? ☐ Yes ☐ No (If yes, date submitted: _____/_____/_____)

☐ Follow-up counselling or support provided

☐ Referred for continuous improvement review

☐ Document filed in accordance with Records Management Policy

Sign:	Date:

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APPENDIX 2: SAMPLE LETTER

LETTER TO PARENTS
(Sample letter in the event of a tragedy)

Dear Parents,

The Institute has experienced **(the sudden death/accidental injury)** of one of our students. We are deeply saddened by the death/events.

(Brief details of the incident, and in the event of a death, perhaps some positive remembrances of the person lost).

We have support structures in place to help your child cope with this tragedy. **(Elaborate).**

This includes access to counselling services, mental health support, and a Student Support Officer for confidential assistance.

It is possible that your child will have some feelings that he/she may like to discuss with you. You can help your child by taking time to listen and encouraging them to express their feelings.

If you would like to receive any advice or assistance, you may contact the following people at the Institute:

[PEO/CEO]
[Adminstrative Manager/ Training Manager]
[Student Support Officer]

All personal information related to this matter is handled in accordance with IIT's Privacy Policy and the Privacy Act 1988.

We thank you for your understanding and ongoing support during this difficult time.

Regards,
Mr Ramadeep Singh Aulakh
Chief Executive Officer
International Institute of Training
Address: 13 Tarkin Court, Bell Park, Victoria 3215, Australia
Telephone: 1300 651 348
Email ID: sso@iitraining.vic.edu.au or support@iitraining.vic.edu.au

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APPENDIX 3: CRITICAL INCIDENT CHECKLIST

QUESTIONS	YES	NO	ANY COMMENTS
Staff and Students are aware about the process followed during Critical Incident policy.			
Team has been designated to provide support and guidance to students.			
Safety of students and others confirmed.			
Incident reported to the Emergency services. (By Dialing 000- Police, Fire, Ambulance)			
Incident reported to the CEO			
Incident reported to any other person. Please specify:			
CEO is present to liaise with emergency services			
Critical incident has been supervised			
Immediate response planned by the CEO			
Families, students, staff, and other relevant people have been communicated.			
Written Bulletins has been prepared if the matter is complex.			

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RTO Code: 21628 || CRICOS Number: 04028M || ACN 113 898 721 || ABN 82 113 898 721   Page 15 of 17

QUESTIONS	YES	NO	ANY COMMENTS
Students offered counselling and ongoing support.			
Staff members are given a brief description on how to deal with telephone/counter enquiries			
Arrangements have been made for Media management			
Privacy legislation has been kept in mind before speaking to the media.			
Consulted with emergency services before providing information to media.			
Written Critical incident record is maintained			
Recommendation have been placed in the continuous improvement register			
Written records of a critical incident and actions taken by IIT will be maintained for at least two years after the overseas student ceases to be an accepted student.			
PRISMS reporting completed if applicable (death, deferral, suspension, etc.).			
Critical Incident Report Form completed and attached			
Incident entered into Critical Incident Register.			
Actions reviewed during management or compliance meeting.			

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