

Critical Incident Policy

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	General Manager IGI		
Review Date	Oct 2025		
Relevant to	IGI Staff and Students		
Related Documents	Complaints and Appeals Policy Complaints and Appeals Procedure Critical Incident Procedure Incident Reporting Procedure Privacy Policy Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Student Code of Conduct Student Support Policy Student Support Procedure		
Version	Authorised by	Approval Date	Effective date
1.2	Governing Board IGI	26/05/2025	27/05/2025

1. Purpose

PBL Education Pty Ltd trading as International Graduate Institute (IGI) is committed to ensuring a safe environment for its students. The Critical Incident Policy outlines a coordinated and timely approach to mitigating, responding to and managing student critical incidents at IGI.

The purpose of this policy is to ensure that:

- where a critical incident occurs, IGI responds to and manages that incident efficiently, effectively and with compassion to achieve the best possible outcome for students and their families
- IGI allocates appropriate resources to the response, management and recovery of a critical incident so that IGI's community, infrastructure and business operations can resume normal business as soon as possible and with limited damage to IGI's brand and reputation.

This policy should be read in conjunction with the Critical Incident Procedure and the related documents indicated above.

2. Definitions

In the context of this policy the following definitions apply:

Term	Definition
Critical Incident	A traumatic event, or the threat of such (within or outside of Australia), which causes extreme stress, fear or injury. Examples include (but not limited to): <ul style="list-style-type: none"> • fatality (e.g. natural causes, accidental, murder, suicide) • serious crime • serious accident • fire or explosion

Term	Definition
	<ul style="list-style-type: none"> • terrorism (or threat of) • natural disasters • public health alert • assault, including sexual assault • significant hazards • war • missing student • issues relating to drug, alcohol or substance abuse.
IGI	PBL Education Pty Ltd trading as International Graduate Institute (IGI), Provider ID PRV14347, CRICOS Provider Code 04116M

3. Scope

This policy applies to IGI students and to IGI staff involved in critical incident response and management.

4. Principles

- 4.1. IGI proactively enhances safety and security on campus, manages associated risks and adopts a range of mitigation strategies to ensure the likelihood and the extent of critical incidents are minimised.
- 4.2. IGI ensures that this policy is readily available to students and that they know how and where to access it. Students are provided with information about how to report an incident and where to seek assistance for an incident that significantly impacts on their wellbeing, in accordance with the Critical Incident Procedure (for all critical incidents excluding sexual assault) and the Sexual Assault and Sexual Harassment Procedure (sexual assault).
- 4.3. IGI's response to a critical incident is timely and professional and takes into the account the safety and wellbeing of the individuals concerned. The level of response may vary depending on the nature and scale of the incident.
- 4.4. Following a critical incident, IGI ensures that students who have been directly or indirectly affected have timely and appropriate access to support services.
- 4.5. Staff members are provided with adequate training to ensure their knowledge is relevant, appropriate and current to advise students correctly.
- 4.6. Reported incidents of student sexual assault should be dealt with in accordance with the Critical Incident Procedure, and in conjunction with the Sexual Assault and Sexual Harassment Policy, Student Code of Conduct and the associated procedures.
- 4.7. The confidentiality and privacy of all parties is respected to the extent that is appropriate in accordance with the Privacy Policy. With consent, information may be retained for the purposes of monitoring or reporting. Disclosure of information may be required to satisfy regulatory and legal obligations.

5. Responsibilities

The General Manager IGI is the policy owner and responsible for establishing the Critical Incident Response Team(s) and for regular reporting on critical incidents to the Governing Board.

The IGI Management Team, including the Dean and Student Services Coordinator:

- have oversight of the management of critical incidents and emergencies at IGI;
- receive reports and recommendations for improvement from the Critical Incident Response Team(s);
- monitor potential risks and the effectiveness of this policy and the related procedure.

6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- TEQSA Guidance Note: Wellbeing and Safety

7. Document History

Version	Date	Author	Reason	Sections
1.0	Oct 2020	PBL-IJET	Establish a new policy	All
1.1	Feb 2025	PBL-IGI	Review and update to reflect roles in accordance with recent organisational changes.	All
1.2	Jun 2025	PBL-IGI	Minor updates to role titles and responsibilities.	5