

# Critical Incident Procedure

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 Policy 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		
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>	<b>Effective date</b>
1.2	Governing Board IGI	26/05/2025	27/05/2025

## 1. Purpose

The Critical Incident Procedure gives effect to the Critical Incident Policy. The procedure identifies responsibilities for decision making and outlines how critical incidents are managed at IGI.

## 2. Definitions

In the context of this procedure the following definitions apply:

Term	Definition
<b>Critical Incident</b>	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"> <li>fatality (e.g. natural causes, accidental, murder, suicide)</li> <li>serious crime</li> <li>serious accident</li> <li>fire or explosion</li> <li>terrorism (or threat of)</li> <li>natural disasters</li> <li>public health alert</li> <li>assault, including sexual assault</li> <li>significant hazards</li> <li>war</li> <li>missing student</li> <li>issues relating to drug, alcohol or substance abuse.</li> </ul>
<b>IGI</b>	PBL Education Pty Ltd trading as International Graduate Institute (IGI), Provider ID PRV14347, CRICOS Provider Code 04116M

### 3. Scope

This procedure applies to all IGI students, and to IGI staff involved handling critical incidents at IGI. It does not relate to minor incidents that result in student welfare concerns. Support and assistance in these eventualities are available through usual student service operations as outlined in the Student Support Policy.

### 4. Procedure

#### Reporting a critical incident

- 4.1. If any member of IGI's community has been directly or indirectly involved in a critical incident they should seek immediate assistance as follows:

**Emergency assistance:** 000

**Student Services Coordinator:** in person, at Reception desk (Sydney Campus 540 George St) or by phone: +61 2 7201 7300, for immediate assistance with any critical incident such as:

- personal danger or threats
- fire/smoke
- medical emergencies
- gas leak/chemical spill
- evacuation
- bomb/chemical/biological threat major outage

**Counsellor (including trained first responder for sexual assault\*)**

+61 2 7201 7300

**Fire wardens**

The Campus Manager is the Chief Warden for Sydney campus. The Campus Safety Representatives are the nominated Emergency responder staff.

**First aid - Student Services Team**

In person, Reception desk (Sydney Campus 540 George St)

**Major data/IT breaches - Director of IT:** +61 2 7201 7300

\*If the Counsellor is unavailable students are encouraged to approach the Student Services Coordinator or another senior staff member they are comfortable with.

#### Initial assessment

- 4.2. The first responder to the scene, usually the Student Services Coordinator, undertakes an immediate assessment of the situation and contacts emergency services if required.
- 4.3. Within one hour of the incident being reported, the first responder briefs the General Manager IGI and provides an initial assessment of the incident.
- 4.4. The General Manager IGI may brief the Chair of the Governing Board and/or the Chief Executive Officer, depending on the nature of the incident.

- 4.5. Students who have been a victim of sexual assault should be immediately referred to the Counsellor, and the process outlined in the Sexual Assault and Sexual Harassment Procedure takes precedent.

### Incident management

- 4.6. Within two hours the General Manager IGI determines to establish either a Critical Incident Response Team or opts to manage the incident via the IGI Senior Management Team, depending on the nature and scale of the incident.
- 4.7. Membership of the Critical Incident Response Team is determined at the General Manager's discretion and is dependent on staff members' expertise.
- 4.8. The Critical Incident Response Team or ("Response Team") is responsible for
- assuming immediate control of the situation;
  - reviewing the events and developing a clear and complete understanding about what happened;
  - identifying the tasks that need to be performed including (but not limited to):
    - liaison with emergency services / student's next of kin / third parties;
    - determining communication strategies;
    - identifying and managing risks;
    - identifying welfare concerns and support services;
    - adhering to international student compliance requirements;
    - triggering academic support needs;
  - allocating responsibility for each task;
  - maintaining confidentiality;
  - providing regular updates to the General Manager IGI.

### Reporting

- 4.9. The chair of the Response Team logs the incident in the Critical Incident Register.
- 4.10. Within one month of the incident being resolved, the chair of the Response Team prepares a report that includes a summary of the incident, recommended changes to existing processes or governance instruments to improve future responses and identifying training needs.
- 4.11. The General Manager IGI reports to the Governing Board at the next available meeting.
- 4.12. IGI keeps records of all critical incidents involving students in the Critical Incident Register and the Student Record Management System for at least two years after a student ceases to be an accepted student.

### Complaints

- 4.13. A student who is dissatisfied with an IGI decision in relation to this procedure may lodge a complaint in accordance with the Complaints and Appeals Policy.

## 5. Responsibilities

- 5.1 The General Manager IGI is responsible for establishing a Critical Incident Response Team(s) and submitting regular critical incident reports to the Governing Board.
- 5.2 The Student Services Coordinator is responsible for:

- publishing current information about personal security, emergency contact numbers and how to report a critical incident on IGI's website, Orientation program, Student Handbook and other available platforms;
  - undertaking an initial assessment of a critical incident;
  - immediately reporting critical incidents to the General Manager;
  - maintaining the Critical Incident Register.
- 5.3 The Critical Incident Response Team is responsible for managing all aspects of a critical incident including post-incident reporting and follow up.
- 5.4 The Counsellor is a trained first responder for sexual harassment and sexual assault and providing student support and assistance as required.
- 5.5 Students are responsible for;
- their own safety and welfare;
  - reporting critical incidents that directly or indirectly involve them promptly and in accordance with this procedure;
  - seeking support services at any time in the student lifecycle when required.
- 5.6 IGI is responsible for:
- ensuring that emergency procedures and evacuation plans are prominently displayed across campuses;
  - ensuring the policy and procedure are easily accessible and publicly available;
  - ensuring procedures are transparent, equitable and free of cost; and
  - providing timely responses and support to students.

## 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-IIET	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 reflect changes in role titles and responsibilities.	4, 5