

## CRITICAL INCIDENT POLICY

### PURPOSE

This policy articulates CG Spectrum Institute's (CGSI) *Critical Incident Policy* and ensures the interests of students and staff are protected in the case of a critical incident.

The Policy is in accordance with the Higher Education Standards Framework, 2021 (HES).

### SCOPE

CGSI is an online provider, this policy applies to all critical incidents which affect CGSI's students and staff in the online and digital domain.

### DEFINITIONS

A **Critical Incident** means a traumatic event, or the threat of such (which causes extreme stress, fear, or injury to CGSI's students and staff, . Critical incidents are not limited to, but could include:

- a student death;
- a serious injury (for example, as a result of a traffic accident, violence, sexual assault, drug or alcohol abuse);
- an illness which has a seriously detrimental impact on a student's mental or physical health;
- a missing student (neither staff nor any of the student's friends have been able to make any contact with the student for a period in excess of 24 hours);
- an act of terrorism;
- other events, such as a natural disaster, an emerging epidemic or outbreak of disease (for example, Coronavirus, SARS or Bird Flu), a global financial crisis, an outbreak of conflict between nations, or any other event that might impact on the health and safety of students;
- non-life threatening events that may also constitute critical incidents (for example, online bullying, sexual harassment, cybersecurity incident); and/or
- an incident in a student's Work-Integrated placement.

The **Critical Incident Response Team** means the group convened by the CEO for the purpose of responding, advising and assisting in the event of a critical incident and its impact on the CGSI community. The team will also be responsible for planning and risk management of potential incidents.

### RESPONSIBILITIES

The **CEO** is responsible for:

1. Ensuring that all CGSI staff are familiar with this policy, and are given ongoing appropriate training to ensure they can respond appropriately to critical incidents in an online and technological environment.
2. Developing and documenting agreed protocols (including emergency contact details for key personnel) for engagement with external parties, including (but not limited to):
  - parents, partners and/or relatives of the person(s) involved;
  - Work-Integrated Learning agreements between CGSI and host organisations;

- police and emergency services;
  - hospitals and medical staff;
  - relevant State and local Government authorities;
  - professionally accredited and registered counsellors;
  - regulators; and
  - other groups, including cybersecurity authorities as required.
3. Ensuring the Student and staff handbooks contain information on:
    - Emergency service protocols;
    - relevant State and local Government authorities;
    - professionally accredited and registered counsellors; and
    - other groups as required.
  4. Documenting vital information on the CGSI website.
  5. Establishing the Critical Incident Response Team and:
    - ensuring that the team has the required expertise and training to respond promptly, professionally and effectively to critical incidents;
    - allocating individual roles and responsibilities to team members in advance of a critical incident, including an executive role for management and communication.
  6. Convening meetings of the Critical Incident Response Team (as required) to review incident scenarios and the Critical Incident Register, including actions taken.
  7. Briefing the Chair of the Board of Directors about any critical incident as soon as the issue has been contained and for any further action to be taken

## POLICY

1. CGSI will take reasonable steps to be as prepared as possible for critical incidents that may involve or impact on members of the CGSI community.
2. CGSI will plan, trial, review and improve protocols for management of critical incidents.
3. In the event of a critical incident, CGSI staff will provide immediate advice on critical incidents to the CEO, the Executive Dean and / or members of the Critical Incident Response Team.
4. In the event of a critical incident occurring in a Work-Integrated Learning activity, CGSI will immediately contact the host organisation and offer support to the affected student(s) and supervisor.
5. In the event of a seriously injured, ill or deceased student, CGSI's overriding objective is to provide a high level of assistance and support to the student and family as appropriate.
6. All students are required to advise CGSI of their up-to-date contact details, including emergency contacts at the time of enrolment. These details are to be regularly updated with student administration.
7. CGSI values the privacy of every individual and is determined to protect the personal information of all students and staff

## DOCUMENTATION

Relevant aspects of critical incidents are recorded in the Critical Incident Register.

A formal briefing will be provided to the Chair, Board of Directors, as soon as is practicable.

**RELATED**

Critical Incident Procedure  
Critical Incident Register  
Privacy Policy  
Student Records Management Policy  
Student Welfare and Support Policy  
Student Welfare and Support Procedure  
Media and Communication Policy  
Workplace Health and Safety Policy  
Work-Integrated Learning Policy

**Version Control**

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|----------------------|---|--------------------------|
| <b>Document:</b>     | Critical Incident Policy  |                          |
| <b>Approved by:</b>  | Board of Directors  | <b>Date:</b> 11/12/2023  |
| <b>Version:</b> V4.1 | <b>Replaces Version:</b> V4.0   | <b>Next Review:</b> 2025 |
| V4.0                 | Updates to reflect changes to organisational structure and responsibilities and Higher Education Standards. |                          |
| V3.1                 | Further refinements   |                          |
| V2.1                 | Refinements arising from external review and logo added   |                          |