

Critical Incident Policy

Purpose

The policy ensures that critical incidents or potential critical incidents that could affect an international student's ability to undertake or complete the course in which they are enrolled.

This complies with 2025 Standards for Registered Training Organisations (RTOs); ESOS Act and National Code 2018; Work Health and Safety obligations.

Definitions

Critical incident: Traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Critical Incident Team: Group of individuals specified by Xpert Solutions to plan an immediate response, allocate responsibilities and determine ongoing strategies. This role has been allocated to:

- PEO/ Training Manager
- Student Support Officer
- relevant trainers or staff members
- external emergency or welfare services where appropriate.

Designated person means any Xpert Solutions staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

DET: Department of Education and Training

Emergency Services include:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24-hour crisis counselling line) 131 114
- Poisons Information Centre 13 11 26
- TAS State Emergency Service 13 25 00
- Health Department 1800 020 103

PRISMS: Provider Registration and International Students Management System

Self-assurance means the systematic monitoring, review and improvement activities undertaken to ensure critical incident systems remain effective and compliant.

Welfare concern means any issue that may negatively impact a student's safety, wellbeing, mental health or ability to continue studies.

Mental health crisis means a situation where a student or staff member may be at risk of harm to themselves or others due to psychological distress or mental illness.



Confidential information means personal or sensitive information collected during a critical incident response that must be handled in accordance with privacy requirements.

Policy

1. Xpert Solutions is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved directly and indirectly in the critical incident.
2. Xpert Solutions ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident that could affect student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.
3. Xpert Solutions will maintain a written record of any critical incident and remedial action taken for a minimum of two (2) years after the student/ affected students' cease to be an accepted student.
4. A designated officer and/or critical incident team will manage critical incidents.
5. Xpert Solutions will ensure that appropriate post-incident support is provided as required.
6. Xpert Solutions response to critical incidents will always be evaluated and improvements identified and implemented as required.
7. In addition: Xpert Solutions will:
 - take all reasonable steps to provide a safe environment on campus and advise students and staff on actions that will be taken to enhance their personal security and safety.
 - provide information to students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
 - provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.
8. Xpert Solutions implements risk management strategies to minimise the likelihood and impact of critical incidents. Risk management activities may include:
 - campus safety reviews
 - emergency planning
 - student safety information
 - online safety guidance
 - staff training
 - wellbeing monitoring
 - emergency contact management
 - critical incident simulations or drills.
9. Mental Health and Wellbeing Support

Xpert Solutions recognises that critical incidents may involve mental health or wellbeing concerns. Students and staff affected by critical incidents may be referred to:

- counselling services
- crisis support services
- medical services
- emergency mental health services
- external welfare providers.

Immediate escalation procedures must be followed where there is:



- risk of self-harm
- suicide risk
- threats to others
- severe psychological distress
- serious welfare concerns.

10. Online and Digital Critical Incidents

Critical incidents may include online or digital incidents impacting student safety or wellbeing, including:

- Cyberbullying
- online harassment
- online threats
- inappropriate online conduct
- serious online welfare concerns.

Xpert Solutions will respond to digital incidents using the same principles of safety, support, escalation and documentation.

11. Privacy and Confidentiality

Information relating to critical incidents must be handled confidentially and in accordance with privacy requirements. Personal information will only be disclosed:

- where required for safety or welfare purposes
- where authorised by the individual
- where required by law or regulatory obligations.

Staff involved in critical incident management must maintain confidentiality at all times.

12. Continuous Improvement and Self-Assurance

Xpert Solutions reviews critical incidents and incident responses to identify:

- systemic risks
- wellbeing risks
- response effectiveness
- communication effectiveness
- staff capability needs
- training needs
- opportunities for improvement.

Outcomes of reviews are documented and improvement actions are monitored through the continuous improvement system.

13. Governance and Oversight

management team are responsible for:

- monitoring implementation of this policy
- ensuring emergency procedures remain current
- monitoring critical incident risks



- reviewing incident trends
- monitoring corrective actions
- implementing improvements where required.