

Critical Incident Policy and Procedure – JTI

A. Purpose

This policy ensures that Job Training Institute Pty Ltd (JTI) has a structured, transparent, and timely process for managing critical incidents that may impact the safety, wellbeing, or ability of individuals to work, study, or complete a course.

It applies to all learners (CRICOS and domestic), staff, contractors, agents, and visitors, and meets the following requirements:

- National Code 2018 Standard 6.8 – critical incident management for overseas students.
- ESOS Act 2000 & ESOS Regulations 2019 – recordkeeping and PRISMS notifications.
- Standards for RTOs 2015 Clauses 6.1–6.6 – support services, resolution, and recordkeeping.
- ASQA 2025 Outcome Standards 2.7 & 2.8 – systematic handling of feedback, complaints, and incidents.
- Work Health and Safety (WHS) legislation – duty of care for health, safety, and wellbeing.

JTI will:

- Maintain a documented and tested process for managing critical incidents.
- Respond promptly and effectively to minimise risk and support those affected.
- Keep records of all incidents, responses, and remedial actions for at least 2 years after an overseas student ceases enrolment (ESOS), and for 7 years for ASQA/WHS compliance and audit evidence.

B. Definition

A critical incident is any traumatic event, or the threat of such, within or outside Australia, which causes extreme stress, fear, or injury, and which impacts JTI's ability to provide safe services. It excludes serious academic misconduct.

Examples include but are not limited to:

- Death or serious injury of a student, staff member, or visitor.
- Missing student or staff member.
- Natural disasters (Australia or a student's home country).
- Acts of violence, terrorism, fire, or bomb threat.
- Physical, sexual, or other abuse.
- Severe verbal or psychological aggression.
- Drug or alcohol misuse resulting in harm.
- Any event significantly impacting safety, wellbeing, or the ability to study/work.

C. Scope

This policy applies to:

- All JTI campuses and facilities.
- Off-campus activities such as excursions, placements, or industry visits.
- Business-related travel undertaken on behalf of JTI.
- Any situation where a JTI staff member becomes aware of, or witnesses, a critical incident.

D. Orientation and Awareness

- Students are informed of this policy during orientation and it is included in the Student Handbook.
- Staff are trained on critical incident management during induction and through refresher WHS/compliance training.
- Students and staff are made aware of how to report incidents and access support services.

E. Procedure

1. Immediate Response

The Designated Officer (first staff member on scene) must:

- Ensure the safety of self and others.
- Contact emergency services (000 or 112 on mobile).
- Notify the General Manager (or delegate).
- Complete a Critical Incident Report Form.

2. Critical Incident Response Team (CIRT)

The CEO/General Manager convenes a Critical Incident Response Team (CIRT), which may include: WHS Officer, Admissions/Enrolment Manager, Student Support Officer, Compliance Officer, and other staff as required.

Responsibilities:

- Take control of incident management.
- Liaise with emergency services and regulatory bodies (including PRISMS/Department of Education & DHA where overseas student enrolment is affected).
- Communicate appropriately with students, staff, families, and media.
- Arrange counselling and welfare support.
- Record, document, and investigate the incident.

3. Within 24 Hours

- Confirm details and control further risk.
- Inform next of kin/emergency contacts, family, and relevant authorities.
- Provide immediate support (counselling, debriefing).
- Update PRISMS if the incident affects a CRICOS student's enrolment.
- Log all actions in the Critical Incident Register.

4. Ongoing Support and Recovery

- Monitor affected individuals for trauma or PTSD (Post Traumatic Stress Disorder)

- Provide access to counselling, trauma, or religious services.
- Maintain contact with family, agents, and community services.
- Organise memorials/debriefs as appropriate.
- Manage media only through the CEO or authorised delegate.

5. Post-Incident Review

- Conduct a debrief with the CIRT.
- Review the response and identify improvements.
- Update risk management strategies, WHS procedures, and staff training.
- Document all outcomes in the Register.

F. Responsibilities

Role	Responsibilities
Designated Officer	Immediate response, ensure safety, complete report.
CIRT / General Manager	Manage incident, liaise with authorities, coordinate support.
CEO / General Manager	Authorised spokesperson, approves final reports, manages media and PRISMS updates.
WHS Officer	Ensures training, compliance, and risk management follow-up.
Compliance Manager	Monitors recordkeeping, reviews policy effectiveness, ensures audit readiness.

G. Privacy and Confidentiality

- All records are handled in line with the Privacy Act 1988 and JTI's Privacy & Recordkeeping Policy.
- Information is shared only where necessary to reduce/prevent a serious and imminent risk to life, health, or safety, or as required by law.

H. Continuous Improvement

- All incidents are reviewed at Management Review Meetings.
- Corrective and preventive actions are documented, assigned, and monitored.
- Trends are analysed and reported to improve student support, staff training, and safety practices.

I. Emergency Contacts

- Police, Fire, Ambulance: 000 (or 112 on mobile)
- Lifeline: 13 11 14
- Alcohol & Drugs Helpline: 1800 888 236
- Sexual Assault Helpline: 1800 424 017