

Critical Incident Policy

Purpose

1. This Policy outlines the principles underlying the management of any critical incidents affecting the Global Higher Education (GHE) campus or community.

Scope

2. This Policy applies to the entire GHE community including students, academic and professional staff, members of governance boards and committees, mentors, guests on campus and members of the public where they may also be affected by a critical incident occurring on or near a GHE campus.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

4. This Policy is linked to the Critical Incident Procedure.

Policy

Principles

5. A critical incident is an event or series of events that require a significant response and ongoing management and that have the potential to severely damage or impact on:
 - a) staff, students, governance board members, contractors, volunteers and visitors while they are participating in GHE-related activities;
 - b) the operating environment including the delivery of courses;
 - c) GHE's reputation.
6. In the event of an incident or critical incident, GHE's paramount concern is delivering the highest possible standard of safety and support to students, academic and professional staff, members of governance boards and committees, mentors, guests on campus and the public.
7. GHE is also aware of the need to actively manage its reputation for the benefit of students, staff, and the higher education sector more broadly.
8. GHE will ensure that:
 - a) key staff are trained for their roles and responsibilities in relation to managing critical incidents;
 - b) the effectiveness and ongoing fitness for purpose of its critical incident responses is regularly reviewed.
9. A written record of any critical incident and remedial action is kept for at least two years after any student involved in the incident ceases to be an enrolled student or any staff member ceases to be employed.

Categories of critical incidents

10. Critical incidents are categorised as outlined in Table 1.

Table 1: GHE Coding of Critical Incidents

Category	Type of incident	Examples
1	Critical incident involving immediate potential or actual harm to a person or people	<ul style="list-style-type: none"> Fire on campus or in adjacent building Explosion Negative building evaluation Biological or chemical hazard Construction accident Death of staff or student Medical emergency Bomb threat Suspicious package Active shooter, intrusion or hold-up Sexual or other assault Siege or terrorism Child protection matter Kidnapping Self-harm, actual or attempted Violent behaviour
2	Critical incident involving probable harm to a person or people	<ul style="list-style-type: none"> Missing students / staff Anthrax scare Asbestos
3	Potential harm to GHE's reputation	<ul style="list-style-type: none"> Staff/governance member accused of or arrested in relation to a serious crime Serious conflict of interest Industrial action Major case or systemic plagiarism Theft, fraud, corruption, mismanagement, malice Third party negligence including in work-based learning arrangements
4	Facilities	<ul style="list-style-type: none"> Critical equipment failure Cyber-attack or data / records loss Gas leak Failure of essential services/utilities IT equipment or software failure Power failure Sabotage of building Security access Structural or water damage
5	External threat	<ul style="list-style-type: none"> Pandemic diseases Natural disasters Political upheaval Public disorder Off campus incident

Associated information

Related Internal Documents	<p>Critical Incident Procedure</p> <p>Business Continuity Policy</p> <p>Campus and Asset Management Policy</p> <p>Human Resources Framework</p> <p>Records and Data Management Policy</p> <p>Risk Management Policy</p> <p>Strategic Asset Management Plan</p> <p>Strategic Plan</p> <p>Student Complaints, Grievances and Appeals Policy</p> <p>Student Sexual Assault and Sexual Harassment Policy</p> <p>Teaching and Learning Plan</p> <p>Work-Integrated Learning Placement Policy</p> <p>Glossary of Terms</p>
Related Legislation, Standards and Codes	<p><i>Tertiary Education and Quality Standards Agency Act 2011</i></p> <p><i>Higher Education Standards Framework (Threshold Standards) 2021</i></p> <p><i>TEQSA Guidance Notes: Staffing, Learning Resources and Educational Support, Version 1.3, Wellbeing and Safety, Version 1.2</i></p> <p><i>TEQSA: Material Change Notification Policy, Version 3.5</i></p> <p><i>Education Services for Overseas Students Act 2000</i></p> <p><i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i></p> <p><i>Work Health and Safety Act 2012 (SA)</i></p>
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Change history

Version Control	Version 1.2	
Change Summary	12-Aug20	V1.0 Draft approved by the Board of Directors (BoD 1-May-20 with minor amendments)
	9-Dec-21	V1.1 revised for HESF 2021 and administrative updates
	8-Jul-23	V1.2 update following TEQSA registration

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