

## International Students Critical Incidents Policy

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### 1. Purpose

The policy recognises that in most cases international students do not have close family available to care and provide support to them in Australia. It is imperative that the institution responds in a practiced and timely way with any critical incident involving an international student, that timely and regular information is relayed to families abroad, that ongoing support is provided to a student in need, and comprehensive records are maintained.

### 2. Policy Statement

Melbourne Polytechnic has obligations under the *Education Services for Overseas Students Act 2000 (Cth)* (the “**ESOS Act**”), which regulates the delivery of education and training courses to students who come to Australia to study on a student visa. One of the functions of the ESOS Act is to set up a National Code 2018, which provides standards for all registered providers including Melbourne Polytechnic.

Standard 6 of the National Code requires Melbourne Polytechnic to have effective and transparent processes in place to provide students with easily available access to support services.

### 3. Principles

This policy will adhere to the following principles:

- safety of all
- value diversity
- promote natural justice
- offer equality of opportunity
- Melbourne Polytechnic’s commitment to ensuring that Critical Incidents are managed effectively, compassionately, in a timely manner and that appropriate resources are available to respond to all aspects of a critical incident

### 4. Scope

This policy applies to all current and prospective International Students of Melbourne Polytechnic, to employees of the International Office, the Schools and Student Services at Melbourne Polytechnic who deal with International Students.

The critical incidents covered in this policy and procedure may occur at the Institute or after hours.

### 5. Policy

5.1. The policy stated in this document relates to international students studying at Melbourne Polytechnic and should be read in conjunction with Melbourne Polytechnic’s general policies and procedures

- [Emergency Procedures Manual](#)
- [Occupational Health and Safety Policy](#)
- [Smoke & Fire](#)
- [Bomb Threat](#)
- [Civil Disorder, Siege or Attack](#)
- [Disturbed or Hostile Person](#)
- [Armed Intrusion – Hold Up](#)
- [Internal/External Emergency](#)
- [Emergency Response Procedure For Off Campus Activities Procedure](#)

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- 5.2. The Institute will support and care for students during their period of study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course of study, and underpin this with this documented critical incident policy and procedures.
- 5.3. A critical incident is a tragic or traumatic event or situation or the threat of such, which affects, or has the potential to affect a student, his/her family, members and/or other persons including staff and friends, in a traumatic way, including extreme stress, fear or injury. Student critical incidents include any situation deemed to be a 'critical incident' under the provisions of the National Code. Critical incidents include but are not limited to:
- missing students;
  - severe aggressive behavioural episodes;
  - major psychological or emotional distress, including threat of suicide;
  - death, serious injury or any threat of these;
  - natural disaster;
  - incident or allegation involving actual or alleged sexual, physical or other abuse;
  - drug or alcohol abuse;
  - student arrested or detained; and/or
  - other serious events
- 5.4. Emergency contacts:
- **During Office Hours** – 03 9269 1666 – International Office
  - **All Hours** – 1800 462 090 – Melbourne Polytechnic Emergency Service for International Students
- 5.5. All international students will be advised of details of this document enabling students to seek emergency support at all times.
- 5.6. This policy document will be made available to all staff. Staff members who have responsibility for monitoring international students will be provided with training in the requirements of the policy outlined in International Students Critical Incidents Procedure.
- 5.7. The Vice President, International Development will communicate details of the critical incident to the Executive Director, Student Experience where deemed appropriate.
- 5.8. Where the circumstances of a critical incident involving an international student is considered to have some public relations implication, the Chief Executive Officer (or Chief Executive Officer nominated representative) is the only authorised person to speak to media representatives on behalf of Melbourne Polytechnic.

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### 6. Definitions

CAAW Letter: a Confirmation of Appropriate Accommodation and Welfare letter

CoE: Confirmation of Enrolment, a document issued by Melbourne Polytechnic to intending International Students and which must accompany their application for student visa. It confirms the International Student's eligibility to enrol in the particular Course at Melbourne Polytechnic

ESOS Act: the *Educational Services for Overseas Students Act 2000 (Cth)*

International Student: Melbourne Polytechnic student who holds a student visa and has a valid CoE issued by Melbourne Polytechnic

Missing Student: Student who cannot be contacted and has been absent from class and/or where there are substantial concerns for their welfare and safety. This includes Under 18 Students who have been issued a CAAW Letter and who have failed to return to or reside in their approved accommodation

National Code: National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the ESOS Act

Under 18 Student: Melbourne Polytechnic International Student who is under 18 years of age

### 7. Responsibility and Accountability

Task	Responsibility	Notes
Under Standard 6– Student Support Services of the Educational Services for Overseas Students National Code 2018, Melbourne Polytechnic must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.	Manager, International Inbound  International Office Staff  Melbourne Polytechnic Staff	
Training of staff from Schools responsible for monitoring International Students	International Student Welfare and Compliance Officer	
Sharing details of Critical Incident Policy with commencing students at orientation	International Student Engagement Officer	

### 8. Supporting Documents and Templates

#### Legislative Context

Educational Services for Overseas Students (ESOS) Framework -  
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

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### Related documents:

- [International Students Critical Incidents Procedure](#)  
[Smoke & Fire](#)  
[Bomb Threat](#)  
[Civil Disorder, Siege or Attack](#)  
[Disturbed or Hostile Person](#)  
[Armed Intrusion – Hold Up](#)  
[Internal/External Emergency](#)  
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### 9. Policy Control

<b>Approving authority</b>	<i>Melbourne Polytechnic Executive</i>
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