

## 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 practised 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

Under Standard 6 – Student Support Services of the Educational Services for Overseas Students (ESOS) National code 2007, 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.

### 3. Principles

This policy will adhere to the following principles:

- safety of all
- value diversity
- promote natural justice
- offer equality of opportunity

### 4. Scope

This policy applies to all current and prospective international students of Melbourne Polytechnic in relation to his or her studies or prospective studies at the Melbourne Polytechnic. This policy applies to International Office staff and staff of the Schools 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](#)

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.

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5.3. A critical incident is not limited to, but could include:

- 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; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

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 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.

## 6. Definitions

ESOS: Educational Services for Overseas Students National code 2007

## 7. Responsibility and Accountability

Task	Responsibility	Notes
Under Standard 6– Student Support Services of the Educational Services for Overseas Students National code 2007, 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	

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Training of staff from Schools responsible for monitoring International Students	International Student 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>

#### Related documents:

International Students Critical Incidents Procedure  
[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](#)  
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### 9. Policy Control

<b>Approving authority</b>	<i>Melbourne Polytechnic Executive</i>
<b>Date approved</b>	<i>17 May 2017</i>
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