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Critical Incident Management Procedure

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Contents

1. Purpose

This Procedure outlines the operational steps that must be followed when a critical incident occurs involving TIIS students, staff, visitors, contractors, facilities, information systems, or institutional operations.

The Procedure supports the implementation of the Critical Incident Management Policy and ensures that incidents are managed promptly, consistently, and in compliance with legislative and regulatory requirements.

2. Reporting a Critical Incident

Any staff member who becomes aware of a critical incident must immediately report the matter to the most senior staff member available, the Campus Manager, the Registrar, or the Chief Executive Officer.

Where there is an immediate threat to life, safety, or property, emergency services must be contacted before any internal reporting occurs.

The person reporting the incident should provide, where known:

- date and time of the incident;
- location of the incident;
- nature of the incident;
- names of affected individuals;
- actions already taken; and
- emergency services involvement.

All incidents must be recorded using the TIIS Critical Incident Report Form.

3. Incident Classification

The Chief Executive Officer or delegate will determine the severity of the incident.

Classification	Description
Minor	Limited impact and manageable through normal operational processes.
Moderate	Significant impact requiring management intervention and support.
Major	Serious injury, death, major disruption, regulatory implications, or significant reputational risk.

Where uncertainty exists, the incident should be treated as a higher-level incident until an assessment is completed.

4. Immediate Response

Following notification of a critical incident, TIIS will take immediate action to:

- protect life and ensure safety;
- contact emergency services where required;
- provide first aid or emergency assistance;
- secure affected areas;
- prevent further harm or damage;
- support affected individuals.

The safety and wellbeing of students, staff, and visitors must remain the highest priority throughout the response process.

5. Activation of the Critical Incident Management Team

For moderate or major incidents, the CEO may activate the Critical Incident Management Team (CIMT).

The composition of the team may include:

- Chief Executive Officer (Team Leader);
- Academic Dean;
- Registrar;
- Campus Manager;
- Student Support Representative;
- Marketing and Communications Representative;
- Work Health and Safety Representative;
- other personnel as required.

The CEO may invite external specialists, emergency services personnel, legal advisers, or other experts where necessary.

6. Communication and Stakeholder Management

The CEO or delegate will coordinate all internal and external communications relating to the incident.

Only authorised personnel may communicate with:

- media organisations;

- government agencies;
- regulators;
- external stakeholders.

Communication should be accurate, timely, respectful, and consistent.

Where appropriate, TIIS will communicate with:

- affected students;
- family members or next of kin;
- staff members;
- education partners;
- government authorities.

Communication records must be maintained as part of the incident file.

7. Student and Staff Support

TIIS will provide reasonable support to individuals affected by a critical incident.

Support may include:

- counselling services;
- wellbeing support;
- academic adjustments;
- special consideration arrangements;
- study deferrals;
- workplace support services;
- referral to external support providers.

The nature and duration of support will depend on the circumstances of the incident and the needs of affected individuals.

8. International Student Requirements

Where a critical incident involves an international student, TIIS will comply with all obligations under the ESOS Act and National Code.

The Registrar will coordinate:

- communication with family members where appropriate;

- liaison with government agencies;
- visa-related support;
- interpreter services where required;
- record keeping and regulatory reporting.

All actions taken in relation to international students must be documented and retained in accordance with institutional record management requirements.

9. Off-Campus, Online and Offshore Incidents

This Procedure applies to incidents occurring:

- on campus;
- during work-integrated learning activities;
- during official TIIS activities;
- within online learning environments;
- in offshore or transnational education operations.

Where an incident occurs at an offshore location or partner institution, TIIS will work collaboratively with the relevant organisation to ensure that appropriate support, reporting, and response actions are undertaken.

10. Incident Review and Reporting

Following the resolution of a critical incident, the Critical Incident Management Team will undertake a formal review.

The review should consider:

- effectiveness of the response;
- timeliness of actions taken;
- communication effectiveness;
- support provided;
- compliance with regulatory requirements;
- lessons learned and improvement opportunities.

A Critical Incident Review Report shall be submitted to the Executive Management Team. Significant incidents may also be reported to the Audit and Risk Committee and Board of Directors.

11. Record Keeping

The Registrar is responsible for maintaining records relating to critical incidents.

Records may include:

- incident reports;
- investigation reports;
- communication records;
- support actions;
- review reports;
- regulatory notifications.

Records must be maintained in accordance with the TIIS Records Management Policy and applicable legislative requirements.

12. Responsibilities

Chief Executive Officer

The CEO is responsible for leading the institutional response to major incidents and ensuring compliance with reporting and regulatory obligations.

Registrar

The Registrar is responsible for maintaining incident records, coordinating regulatory reporting, and managing student-related matters.

Campus Managers

Campus Managers are responsible for local incident coordination and ensuring staff and student safety.

Academic Dean

The Academic Dean is responsible for coordinating academic support and academic continuity arrangements.

Staff Members

All staff members are responsible for promptly reporting incidents and following directions issued during a critical incident response.

13. Related Documents

Critical Incident Management Procedure V2.0

- Critical Incident Management Policy
- Risk Management Policy
- Crisis Management Plan
- Business Continuity Plan
- Student Support and Wellbeing Policy
- Sexual Harm Prevention and Response Policy
- Work Health and Safety Policy
- Records Management Policy
- Data and Cybersecurity Policy

14. Review

This Procedure will be reviewed every three years or earlier if required by:

- significant incidents;
- legislative changes;
- regulatory requirements;
- audit findings; or
- institutional risk reviews.

15. Version History

Document title	*Critical Incident Management Procedure*
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**********END OF POLICY and PROCEDURE*********