

CRICOS Critical Incident Policy

Provider	The Bright College RTO 45752 CRICOS 03945D
Campus	Level 2, 440 William Street, Perth WA 6000
Policy version	3.1
Regulatory review	15 September 2026
Applies to	Overseas students on student visas / CRICOS operations
Policy owner	CEO /RTO Manager
Next review	15 September 2027 or earlier if legislation, registration conditions or operations change

Regulatory framework

- National Vocational Education and Training Regulator Act 2011 (Cth).
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (effective for RTOs from 1 July 2025).
- Education Services for Overseas Students Act 2000 (Cth) (ESOS Act).
- Education Services for Overseas Students Regulations 2019 (current compilation).
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (current compilation F2026C00148, including the 2026 education-agent commission amendment).
- Work Health and Safety Act 2020 (WA).
- Work Health and Safety (General) Regulations 2022 (WA) (current consolidation from 1 July 2026).
- Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth), where student visa or welfare arrangements are relevant.

Compliance note: This policy is a compliance draft prepared for The Bright College using the regulatory position reviewed on 15 September 2026. It must be approved, implemented, communicated and supported by current forms, registers, training and assessment strategies and staff practices before publication.

1. Purpose

To provide a coordinated response to critical incidents affecting overseas students, including incidents that may threaten life, safety, physical or psychological wellbeing, or a student's ability to continue study.

The Bright College's Management and staff are committed to effective Critical Incident prevention, response, and measures, ensuring that the educational and welfare needs of enrolled students are managed with all due care and appropriate intervention measures. Definitions

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Critical Incident Event

A critical incident may include any real or risk of personal trauma experienced by a student, where physical life or health is threatened or personal health issues are experienced, or any criminal offence perpetrated against them, any accident, civil unrest, or natural disaster where a student's welfare is at risk.

Acute Stress Disorder

The essential feature of Acute Stress Disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, significantly interfere with normal functioning, or impair the individual's ability to pursue necessary task.

Post-Traumatic Stress Disorder

The essential feature of Post-Traumatic Stress Disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving either:

- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one's physical integrity.
- Witnessing an event that involves death, injury, or a threat to the physical integrity of another person.
- Learning about unexpected or violent death, serious hard, or threat of death or injury experienced by a family member or other close associate.
- The onset of systems may be delayed more than 6 months.

2. Examples

- serious injury, illness, assault, sexual assault, violence, threat, missing student or death;
- major accident, fire, natural disaster, public-health event or significant campus/security incident;
- serious mental-health or self-harm concern requiring emergency response;
- events affecting a student overseas or in Australia that have a serious welfare/study impact.

3. Critical Incident Event Procedure

In the event of any Critical Incident event, The Bright College's Management and staff will respond with the following procedures:

Roles and Responsibilities

- The Overseas Contact Officer (OSCO) should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of The Bright College's enrolled students.

In the event of a Critical Incident Event the OSCO (or CEO in the OSCO's absence) shall

- Assess the level of risk and type of Critical Incident and the required resource implications.
- Apply the appropriate intervention measures to the level of risk and type of critical incident.
- Report any relevant resource implications directly to The Bright College's Management or the CEO.

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Interventions Measures

- In identifying a Critical Incident Event the OSCO shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

Prevention Measure

Where a potential Critical Incident can be avoided through risk identification and a report to The Bright College's Management. The OSCO shall:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
- Establish the Work health and safety (WHS), legal parameters and duty of care implications carried by The Bright College.
- Identify students who may be at risk.
- Report any potential avoidance actions that may be implemented by The Bright College Management.

Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred The Bright College's Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services). Please refer to the Emergency services contact chart.

Where a student has experienced a physical injury The Bright College staff shall:

- assess the level of injury
 - remove the student from immediate danger
 - evacuate other students from the accident site
 - in the case of low-level injury request the assistance of The Bright College staff with current First Aid qualifications to apply First Aid, with the additional potential for the students transport to (Local Medical Centre)
 - in the case of high-level injury take immediate action to gain the attendance of an ambulance service and request the attendance of the RTO staff with current First Aid Qualifications
- Make direct contact with the OSCO (or in their absence the CEO) and advise the type of critical incident and actions taken so far in the critical incident event.
 - Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
 - Where possible and appropriate take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.
 - If the College is unable to contact an overseas student and has welfare concerns, it will make reasonable efforts to locate the student and involve police or other relevant agencies as soon as practicable where warranted.
 - Counselling support services are available through:
Name of organisation: Helping Minds
Address: 182 Lord Street Perth WA 6000

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Contact Details: 9427 7100

Post Incident measures

Where a Critical Incident has occurred, the OSCO shall within 5 days, ensure that the following steps are taken in completing a written report to The Bright College Management.

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students who may have been involved or present during the Critical incident.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to The Bright College management utilising the **Critical Incident Report**

Management Review

- Following the receipt of a Critical Incident report the CEO and The Bright College's Management staff shall ensure that the report is reviewed at the next management meeting and improvement items documented and filed for additional review within the Annual Internal Audit.

5. Records and post-incident review

The College will maintain a confidential incident record, actions, notifications and follow-up. After the incident, management will review causes, controls, support effectiveness and any corrective action through WHS/risk/continuous-improvement processes.

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