

Critical Incident Policy

Policy Reference	WEG-POL-CRI-001	Version	2026.v01
Effective Date	1 July 2025	Review Date	1 July 2026
Document Owner	RTO Manager	Approved By	Director of Operations
Standards	NC 2018 Standard 6 ESOS Act 2000 Standards for RTOs 2025 OS 2.2	Status	Active — Current
Applies To	All Students and Staff	Classification	Internal / Student-Facing Policy (I/S)

Version	Date	Author	Changes	Approved By
2026.v01	1 July 2025	S. Reddy	Initial issue — aligned with 2025 Standards for RTOs and ESOS Act 2000	A. Kumar

1. Purpose

This policy establishes WEG's procedures for responding to critical incidents affecting students, staff, or operations — ensuring prompt, compassionate responses prioritising safety and wellbeing of all parties.

2. Definition — Critical Incident

Any traumatic event or situation causing distress or threatening safety, including:

- Death or serious illness of a student or staff member
- Serious accident or injury on campus or at a training facility
- Assault, harassment, or threatening behaviour
- Missing student (international students — PRISMS notification obligations apply)
- Natural disaster or emergency affecting WEG premises or training sites
- Family emergency affecting an international student
- Mental health crisis requiring immediate intervention

3. Immediate Response

IN ALL EMERGENCIES: Call 000 (Police/Ambulance/Fire) FIRST if there is any immediate risk to life. Do not delay.

Priority	Action	Contact
1 — Life Safety	Call emergency services immediately.	000
2 — RTO Manager	Notify immediately after life safety is secured.	s.reddy@wyatt.nsw.edu.au
3 — Director of Operations	Notify as soon as practicable.	0410 925 555 A.Kumar@wyatt.nsw.edu.au

4 — Emergency Contact	Contact student nominated emergency contact.	As soon as practicable
5 — DHA / PRISMS (international)	Notify DHA via PRISMS for missing or hospitalised international students.	Within regulatory timeframe

4. Follow-Up Support

- Offer counselling referral — see [WEG-POL-SSP-001 — Student Support Policy](#) for full mental health resources
- Arrange welfare check and ongoing monitoring of affected parties
- Adjust attendance, assessment, and academic obligations as appropriate
- Document all actions in WEG Critical Incident Register (WEG-REG-CRI-001)
- Conduct formal debrief within 5 business days of incident resolution
- Review contributing factors and update procedures to prevent recurrence

5. International Student Obligations

Under ESOS Act 2000 and NC 2018 Standard 6, WEG must:

- Notify DHA via PRISMS when a student cannot be located
- Report where a serious incident may affect enrolment or visa status
- Maintain student CoE during incident response where appropriate
- Student complaints and appeals rights remain in full force — see [WEG-POL-CAP-001 — Complaints and Appeals Policy](#)

6. Emergency Contacts

Service	Contact	Hours
Emergency — Police/Ambulance/Fire	000	24/7
Lifeline — Crisis Support	13 11 14	24/7
Beyond Blue	1300 22 4636	24/7
MATES in Construction	1300 642 111	24/7
RTO Manager — S. Reddy	s.reddy@wyatt.nsw.edu.au	Mon-Fri 9-5
Director of Operations — A. Kumar	0410 925 555 A.Kumar@wyatt.nsw.edu.au	Mon-Fri 9-5
Student CRM — K. Sai Reddy	+61 477 627 677 k.reddy@wyatt.nsw.edu.au	Mon-Fri 9-5

7. Record Keeping

All critical incidents recorded in WEG Critical Incident Register and reviewed annually by RTO Manager. Records retained minimum five (5) years.

8. Related Documents

[WEG-POL-SSP-001 — Student Support Policy](#)

[WEG-POL-CAP-001 — Complaints and Appeals Policy](#)

[WEG-POL-REF-001 — Refund Policy](#)

WEG-REG-CRI-001 — Critical Incident Register

Acknowledgement of Country

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.