

CRITICAL INCIDENT POLICY AND ASSOCIATED PROCEDURES

RESPONSIBILITIES

This policy and associated procedures outline Lakewood Institute's approach to managing critical incidents.

This policy and associated procedures meet the requirements of Standard 4.3 of the Outcome Standards for RTOs and compliance with other requirements in the Compliance Standards, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY STATEMENTS

APPROACH TO CRITICAL INCIDENTS

Lakewood Institute is committed to the health and safety of staff and students. This includes having measures in place to ensure the safety of staff, students and visitors in the event of a critical incident.

At the time of the critical incident, a critical incident team will be established to manage the critical incident. The make-up of the team will depend on staff availability at the time of the incident.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for and report a critical incident.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

Post-incident support will be provided to all persons involved in the critical incident.

Lakewood Institute response to critical incidents will be evaluated following each critical incident. Any improvements identified will be implemented as required.

All records of critical incidents will be filed.

PROCEDURES

1. RESPOND TO A CRITICAL INCIDENT

- 1.1 Immediately call the emergency services on 000 in the event of death or an immediate threat to the life of a person or to property.
- 1.2 Action evacuation procedures if required.
- 1.3 Immediately report incident to a member of Lakewood Institute's management team.

- 1.4 Establish a Critical Incident Team who will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken. Roles and responsibilities will be allocated.
- 1.5 Assess required actions which may include but are not limited to:
 - alerting emergency contacts
 - nominating a member of the Critical Incident Team to be a main point of contact
 - liaising with external agencies, including emergency services
 - issuing a media release advising of the situation
 - informing all staff and students of the critical incident situation
 - regularly updating all staff and students of the critical incident situation
 - organising emergency counselling for those affected
 - providing details of support services that can be provided
 - seeking legal advice
 - assisting students with insurance claims.
- 1.6 Document all actions in a critical incident action plan.
- 1.7 Implement the critical incident action plan.
- 1.8 Adjust the critical incident action plan as required.

2. EVALUATE CRITICAL INCIDENTS

- 2.1 The Critical Incident Team formed for the specific critical incident will meet as soon as possible after the critical incident to complete all of the following actions.
- 2.2 Review the actions taken and perceived effectiveness of the response.
- 2.3 Identify any recommendations for improvement.
- 2.4 Action recommendations for improvement.

RESPONSIBILITIES

The CEO is responsible for coordinating the critical incident response.

The RTO Manager is responsible for assisting with the critical incident response.

All staff are responsible for calling emergency services as required in the event of a critical incident and notifying the management team.

PRIVACY POLICY AND ASSOCIATED PROCEDURES

PURPOSE OF THE POLICY

This policy and associated procedures outline Lakewood Institute's approach to ensuring the privacy and confidentiality of all of its staff, students and relevant others.

This policy and associated procedures meet the requirements of information management of Standard 4.3 of the Outcome Standards for RTOs and Compliance Standards (Section 1) regarding information management, as well as Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the National VET Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy.

POLICY STATEMENTS

PRIVACY LEGISLATION AND PRINCIPLES

Lakewood Institute has adopted the Australian Privacy Principles contained in the Privacy Act 1988.

COLLECTION OF PERSONAL INFORMATION

Lakewood Institute collects personal information only for the purposes of its business operations.

Lakewood Institute also collects personal information about students undertaking nationally recognised training and discloses this information to the National Centre for Vocational Education Research Ltd (NCVER).

Lakewood Institute provides information to staff and students about why their information is being collected and how it will be used, as well as their ability to access information held about them.

Both staff and students have the right to request that their personal information be changed.

A Privacy Notice is included in the Application for Enrolment Form and Offer Letter and Student Agreement.

Staff contracts refer to privacy rights and obligations.

All personal information is kept secure and confidential at all times.

All persons have the right to make a complaint or appeal in relation to privacy matters as per Lakewood Institute's Complaints and Appeals Policy and Procedures.

SENSITIVE INFORMATION

Lakewood Institute also collects sensitive information. Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will only be used by Lakewood Institute:

- for the primary purpose for which it was obtained

- for a secondary purpose that is directly related to the primary purpose
- with an individual's consent; or where required or authorised by law.

PROCEDURES

1. MANAGE PERSONAL INFORMATION

- 1.1 Process all personal information according to the relevant procedures.
- 1.2 Archive personal information according to the relevant procedures.

2. PROVIDE ACCESS TO RECORDS

- 2.1 Review written requests for access to records.
- 2.2 Arrange for the individual to view their personal information as requested.
- 2.3 Update personal information according to any requests made.
- 2.4 Keep all documentation relating to access to records.

RESPONSIBILITIES

The RTO Manager is responsible for ensuring privacy at all times and consulting staff on WHS.

The Administration and Student Support Officer is responsible for processing all personal information and providing access to records as required.

APPROVALS AND DOCUMENT CONTROL

This set of policies and procedures has been purchased under a licence agreement with RTO Works and has been reviewed and customised to suit Lakewood Institute's specific requirements.

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