

Critical Incident and Student Support Policy & Procedure

1. Purpose

The purpose of this policy is to ensure that **Skill Hire** provides a supportive, inclusive, and safe learning environment that promotes student success and wellbeing. This policy outlines the organisation's commitment to identifying individual student needs, offering tailored support, and managing critical incidents effectively in compliance with **Quality Area 2 of the 2025 Standards for RTOs**.

2. Scope

This policy applies to all students enrolled at Skill Hire (including minors), all educators and staff, and any third-party providers delivering services on behalf of the organisation. It covers all aspects of training support, welfare provisions, and emergency management.

3. Definitions

- **Critical Incident:** An incident with a high likelihood of traumatic effects, such as an on-site accident, serious injury, or assault, which may interfere with an individual's ability to function.
- **Reasonable Adjustment:** A modification to the learning environment or assessment method to ensure students with disability or ill health can participate on an equal basis.
- **Student Support Services:** Resources and services, such as academic mentoring or LLND support, designed to help students complete their training product.
- **Wellbeing Support Services:** Resources to assist with a student's physical, mental, and emotional wellbeing.

4. Policy Principles

- **Holistic Support (SRT0 2025 Strengthening):** Skill Hire is committed to supporting students cognitively, emotionally, and socially. Under the **2025 Standards (Standard 2.6)**, the organisation identifies student wellbeing needs specifically by **reference to the training product content** to ensure supports are relevant to the learning context.
- **Cultural Safety:** The organisation fosters a learning environment that respects the unique cultural identities of **First Nations people**, addressing systemic barriers and ensuring all staff are culturally competent.
- **Procedural Fairness:** All student support and incident management processes are conducted transparently and impartially, ensuring natural justice is maintained during any resulting appeals or disciplinary actions.

5. Mandatory Student Support Information

- **Support Needs Identification:** Individual support needs are determined prior to enrolment through the **Pre-Training Review (PTR)** and **Language, Literacy, Numeracy, and Digital (LLND)** assessments. This ensures students are enrolled in the most appropriate learning pathway.
- **Academic and Technology Support:** Students have reasonable access to educators and support staff for academic issues. This includes one-on-one mentoring, study skills guidance, and timely technical support for online learning platforms.

- **Reasonable Adjustments (Standard 2.4):** Skill Hire engages students to collaboratively identify adjustments (e.g., extra time, adaptive technology). These adjustments are implemented provided they do not compromise the **integrity of the competency standard** or the industry requirement.

6. Student Wellbeing and Safety

- **Wellbeing Awareness and Referrals:** Educators are trained to recognise signs of distress or disengagement. Skill Hire maintains a **Student Support List** for referrals to 24/7 crisis services, including:
 - **Lifeline:** 13 11 14 (Crisis support).
 - **Beyond Blue:** 1300 22 4636 (Mental health).
 - **Mates in Construction:** 1300 642 111 (Industry-specific suicide prevention).
- **Child Safety (Standard 4.3)** For students under 18, Skill Hire adheres to the **10 National Principles for Child Safe Organisations**. Staff working with minors must hold valid **Working with Children Checks**, and the organisation maintains zero tolerance for child abuse or harm.

7. Critical Incident Management

- **Response Protocols:** The Incident Management Team (IMT) oversees responses to emergencies.
 - **Evacuation/Lockdown:** Educators are responsible for safely escorting students to secured areas or evacuation points.
 - **Medical Assistance:** Immediate arrangements for medical care are made, and parents/guardians (for minors) are notified on the same day.
- **Reporting and Debriefing** All critical incidents are recorded in the **Critical Incident Register**. A structured debriefing is offered within **three to seven days** post-incident to assist affected staff and students in their recovery.

8. Student Code of Conduct and Discipline

- **Behavioural Expectations** Students must treat others with respect and follow all safety directives, including the mandatory use of **PPE (steel-capped boots/Hi-Vis)** in workshop environments.
- **Disciplinary Process** Breaches of conduct (e.g., bullying, property damage, plagiarism) follow a structured warning system:
 - **First & Second Warning:** Verbal warnings recorded in the Student Management System.
 - **Third Warning:** Guardian or school notification via phone.
 - **Written Warning/Suspension:** Formal notification and potential termination of enrolment.
- **Under the Influence** Students attending training under the influence of alcohol or drugs will be removed immediately. To return, students must provide a **clear drug test at their own expense** within 48 hours.

9. Responsibilities and Monitoring

- **Chief Executive Officer:** Ultimately accountable for the effective management of critical incidents and student support.
- **Compliance Manager:** Reviews support processes annually to ensure performance meets **2025 Outcome Standards**.
- **Educators:** Responsible for identifying student needs and ensuring a safe learning

Schedule of Approvals and Amendments

This document is owned by Compliance Manager

| Status Initial document / Amendment | Actioned By | Date of Review | Scheduled Review |
|---|----------------|----------------|------------------|
| Created & reviewed | Lauren Hollows | 01/01/2021 | 01/02/2022 |
| Minor - Updates made in relation to student progression | Lauren Hollows | 01/07/2021 | 01/02/2022 |
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