



Critical Incident Policy

WEG-POL-CRI-001 | Version 1.2 | Effective 1 July 2025

Standards for RTOs 2025

Policy Reference	WEG-POL-CRI-001	Version	1.2
Standards	OS 2.6, OS 4.3 — Standards for RTOs 2025 ESOS NC Std 6	Effective Date	1 July 2025
Review Date	1 July 2026	Document Owner	RTO Manager
Approved By	Director of Operations	Status	Active — Current

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.

DOCUMENT CONTROL

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VERSION HISTORY

Version	Date	Author	Changes	Approved By
1.0	Jan 2024	RTO Manager	Initial version	Director of Operations
1.1	Jul 2025	Student Services	Expanded; ESOS NC Std 6 added	Director of Operations
1.2	Apr 2026	RTO Manager	Corrected: OS 2.6, OS 4.3 (removed ASQA OS prefix)	Director of Operations

1. PURPOSE

This policy establishes WEG's obligations for identifying, responding to and reporting critical incidents. It ensures compliance with **OS 2.6** (Student wellbeing) and **OS 4.3** (Risk management and child safety) of the Standards for RTOs 2025, and ESOS National Code 2018 Standard 6.

2. SCOPE

Applies to all staff, trainers, contractors, visitors and students at all WEG premises and delivery sites — domestic and international.

3. DEFINITION OF A CRITICAL INCIDENT

Any event causing or threatening serious harm: serious injury or death; sexual assault; mental health crisis or suicide attempt; missing person; natural disaster or fire; significant property damage; any event requiring emergency services.

4. LEGISLATIVE FRAMEWORK

Standard / Legislation	Relevance
OS 2.6 — Standards for RTOs 2025	WEG must support student wellbeing during critical incidents
OS 4.3 — Standards for RTOs 2025	Risk management — WEG must identify and respond to safety risks

ESOS NC Std 6 — National Code 2018	Welfare and support obligations for international students
Work Health and Safety Act 2011 (Cth)	Duty of care to workers and visitors

5. RESPONSE PROCEDURE

Step 1: Ensure personal safety. Call emergency services (000) if required. Notify Director of Operations immediately.

Step 2: Notify RTO Manager. For international students, notify emergency contact. Document all actions.

Step 3: Arrange support (counselling, medical, welfare). International student welfare under ESOS NC Std 6 must be met.

Step 4: Report to ASQA via PRODA if RTO operations are affected. Report to DHA/OSO if required. Record in Incident Register.

Step 5: Post-incident review within 10 business days. Update Risk Register.

6. RELATED DOCUMENTS

WEG-POL-WHS-001 | WEG-REG-RSK-001 Risk Register | WEG-POL-REC-001