



English Path Australia
› Level 3, 115 Queen St
Brisbane QLD 4000 Australia

› +61 7 3012 9812
› info@englishpath.com
› www.englishpath.com
› CRICOS Code: 04187G

“To create the world's most accessible and innovative language school that changes lives through education.”

English Path

Critical Incident and Emergency Policy

Version History

Document Title	Version	Author	Status	Number of pages
ELICOS Critical Incident and Emergency Policy	1	Phillipa Meek	Final	5
Date first published	Date approved	Approved by	Last review date	Next review date
01/04/2025	08/05/2025	HoO Australia	08/05/2025	01/05/2026

Introduction

The ELICOS Critical Incident and Emergency Policy at Green Academy Pty Ltd trading as English Path Australia herein after known as English Path ensures students, staff or visitors are managed responsibly in the event of a Critical Incident or Emergency. It outlines procedures for supporting students, staff or visitors in serious situations ensuring compliance with ELICOS Standards 2018.



English Path Australia
› Level 3, 115 Queen St
Brisbane QLD 4000 Australia

› +61 7 3012 9812
› info@englishpath.com
› www.englishpath.com
› CRICOS Code: 04187G

“
To create the world's most accessible
and innovative language school that
changes lives through education.
”

Contents

1. Purpose..... 3

2. Definitions 3

3. Responsibility 3

4. Scope 4

5. Policy 4

6. Procedure 5

7. References..... 7

8. Forms..... 7



English Path Australia

› Level 3, 115 Queen St
Brisbane QLD 4000 Australia

› +61 7 3012 9812
› info@englishpath.com
› www.englishpath.com
› CRICOS Code: 04187G

To create the world's most accessible and innovative language school that changes lives through education.

1. Purpose

This policy outlines English Path's approach to managing critical incidents and emergencies affecting students, staff, or visitors. It ensures timely, effective responses to protect health, safety, and wellbeing and complies with:

- Standard 6 of the National Code 2018 – Student support services
- Standard 10 – Complaints and appeals (including emergency-based appeals)
- Work Health and Safety (WHS) legislation and ESOS Act 2000

The policy ensures staff are trained to respond appropriately and that affected individuals are supported during and after an incident.

2. Definitions

Critical Incident: A traumatic event (or threat of) causing extreme stress, harm, or disruption. Examples include:

- Missing student
- Serious injury or death
- Natural disaster or fire
- Assault or verbal threats
- Drug/alcohol overdose
- Terrorism, bomb threats, or intruders

Emergency: A situation posing immediate risk to health, life, or property requiring urgent response (e.g. fire, medical emergency, active threat).

Incident Management Team (IMT): Designated English Path staff responsible for coordinating responses to critical incident.

3. Responsibility

Director of Studies (DoS)

- Leads the Critical Incident Management Team
- Coordinates response plans and follow-up
- Ensures incident documentation and review



English Path Australia

› Level 3, 115 Queen St
Brisbane QLD 4000 Australia

› +61 7 3012 9812
› info@englishpath.com
› www.englishpath.com
› CRICOS Code: 04187G

"To create the world's most accessible and innovative language school that changes lives through education."

Student Services

- Liaises with emergency services and stakeholders
- Approves external communications, including media responses
- Supports ongoing wellbeing services for affected individuals

All Staff

- Must be familiar with emergency procedures
- Must report all incidents immediately
- Support students during evacuation or critical situation

4. Scope

4.1. Scope

This policy applies to all:

- Students
- Staff and contractors
- Visitors on premise at English Path Brisbane

It includes all English Path Australia campus sites (proposed) and external activities such as excursions or off-campus classes.

5. Policy

English Path Brisbane is committed to:

- Providing a safe environment for students and staff
- Responding promptly and professionally to critical incidents
- Maintaining clear communication protocols
- Supporting affected individuals through access to medical, counselling, and legal support
- Recording, reporting, and reviewing all incidents

English Path recognises that both life-threatening and non-life-threatening events can qualify as critical and will treat all reports seriously.



6. Procedure

6.1. Initial Response

- Assess the risk. Ensure personal safety and that of others
- Call Emergency Services on 000 (Fire, Police, Ambulance)
- Notify English Path Reception or DoS immediately (never by text or voicemail)
- Follow evacuation or lockdown protocols if required

6.2. Critical Incident Management Team (IMT)

Contact	Role	Phone
English Path Reception	First Point of Contact	+61 7 3012 9812
Head of Operations / Student Services	Incident Lead	+61 461 331 754
Director of Studies	Academic Response Lead	+61 430 420 555

6.3. Emergency Scenarios and Action Steps

Incident Type	Immediate Action
Fire	Activate fire alarm, evacuate, notify IMT and 000
Medical Emergency	Call 000, apply first aid, notify IMT
Bomb Threat	Record call, notify IMT, evacuate on instruction
Missing Student	Gather Student details, notify HoO and Police if unresolved
Assault / Intruder	Remove others from harm, call 000, notify IMT
Death	Secure area, notify IMT, Police, support next of kin

6.4. Communication and Support



English Path Australia

› Level 3, 115 Queen St
Brisbane QLD 4000 Australia

› +61 7 3012 9812
› info@englishpath.com
› www.englishpath.com
› CRICOS Code: 04187G

To create the world's most accessible and innovative language school that changes lives through education.

- Students receive emergency information at Orientation and in the Student Handbook
- Staff receive training on response protocols and access to this policy
- Counselling and support (e.g., Lifeline 13 11 14) will be arranged for those affected
- Media inquiries must be directed to the Head of Operations - Australia only

6.5 Incident Follow-Up and Reporting

- Complete an Incident Report Form within 24 hours, ensuring all details are accurately recorded for compliance with ESOS Act record-keeping requirements
- IMT to conduct debrief within 48–72 hours
- Long-term support and counselling referrals arranged if needed
- Review incident and update risk management plans as necessary
- Maintain comprehensive records of all critical incidents involving international students, including reports, follow-up actions, and support provided, for a minimum of two years after the student ceases to be an accepted student

6.6 Reporting Timeframes

- All critical incidents involving international students must be reported to the Director of Studies or Head of Operations - Australia within 24 hours of occurrence or discovery
- For severe incidents (death, serious injury, or immediate threats to safety):
 - Emergency services must be contacted immediately (000)
 - The Department of Home Affairs must be notified as soon as practicable, but no later than 24 hours after the incident, in cases of student death or serious injury
- PRISMS reporting must be completed within 3 business days for incidents affecting student enrolment



English Path Australia

› Level 3, 115 Queen St
Brisbane QLD 4000 Australia

› +61 7 3012 9812
› info@englishpath.com
› www.englishpath.com
› CRICOS Code: 04187G

“To create the world's most accessible and innovative language school that changes lives through education.”

7. References

National Code 2018 – Standards 6 (Student Support Services) and 10 (Complaints & Appeals)

ESOS Act 2000

WHS Act 2011 (Qld)

8. Forms

IELTS Critical Incident Report Form

Evacuation Checklist

Student Support Referral Form

First Aid Record Sheet