

Critical Incident Management and Business Continuity Policy

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2. Preamble

Critical incidents pose a risk to HEA’s integrity, reputation, business continuity and its higher education operations and delivery. They also pose a risk to the wellbeing and safety of all staff, students and stakeholders of HEA.

Critical incident management identifies potential critical incidents and provides guidelines regarding the appropriate measures to manage critical incidents. Business continuity addresses the impact of critical incidents and recovery strategies to minimise business interruption.

This policy complies with the *Higher Education Standards Framework (Threshold Standards) 2021*, the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, the *Work, Health and Safety Act*, the *Emergency Management Act 2013 (Vic)* and any other legislative requirements.

3. Purpose

This policy provides the principles and framework for HEA’s identification and response to critical incidents.

4. Scope

This policy applies to all staff at HEA involved in responding to and managing critical incidents affecting HEA. This includes contractors and third parties engaged by HEA where relevant to critical incident response.

5. Definitions

Please refer to the Glossary of Terms.

6. Policy

6.1 Principles

- 6.1.1 The duty of care to protect the health and safety of all staff, students and stakeholders is of the utmost priority.
- 6.1.2 Effective risk management is crucial to responding to and recovering from a critical incident.
- 6.1.3 Critical incidents are dealt with in accordance with the Risk Management Plan.
- 6.1.4 All staff are provided adequate training relating to critical incidents and business continuity, including awareness of and access to relevant policies, procedures and plans.
- 6.1.5 Appropriate internal and external resources are allocated to manage critical incidents in compliance with legal obligations, legislation and regulations.
- 6.1.6 Critical incident information is disclosed only to those who have the right to the information by virtue of their role in the management process, or as required by law.
- 6.1.7 The adequacy and effectiveness of critical incident and business continuity responses will be evaluated by the Board of Directors following a critical incident in order to identify improvements. Outcomes of evaluations and any improvement actions will be documented and monitored.
- 6.1.8 HEA will keep a written record of every critical incident and remedial action taken by HEA for at least two years after the student ceases to be an accepted student.

6.2 Breach of this policy

Any breach of this policy will be dealt with in accordance with the relevant procedure. Serious or systemic breaches may be escalated through HEA's governance and risk management processes.

6.3 Policy implementation

The procedure which relates to the implementation of this policy is the *Critical Incident Management and Business Continuity Procedure*.

6.4 Delegation and Responsibility

- 6.4.1 The Board of Directors has delegated the responsibility for this policy to the Chief Executive Officer.

6.5 Review and Improvement

- 6.5.1 The Board of Directors will ensure an internal review of this policy is conducted at least once every two years and will ensure that any improvements identified from the review are implemented, including updates to the policy itself.
- 6.5.2 The Board of Directors will engage external reviewers at least once every seven years to conduct a review of this policy and will ensure that recommended improvements are actioned.
- 6.5.3 At their own discretion, the Board of Directors may undertake a review of this policy as needed.

6.6 Feedback

Feedback, including recommended improvements, is welcomed in relation to this policy.

7. Referred Legislation and References

AS 3745-2010 Australian Standard – Planning for emergencies in facilities

<https://www.fireserviceprofessionals.com.au/images/stories/PDFs/qld-building-fire-safety-regulation-2008/3745-2010.pdf>

Best Practices in Business Continuity Planning for Higher Education (2020, updated 2022) by Tanecia Jackson <https://www.azeusconvene.com/articles/best-practices-in-business-continuity-planning-for-higher-education>

Education Services for Overseas Students (ESOS) Act

<https://www.legislation.gov.au/Details/F2019L00993>

Emergency Management and Security Services Support – Victoria State Government – education and training

Guide to Occupational Health and Safety Regulations 2017

<https://www.worksafe.vic.gov.au/resources/guide-occupational-health-and-safety-regulations-2017>

Higher Education Standards Framework (Threshold Standards) 2021

<https://www.teqsa.gov.au/higher-education-standards-framework-2021>

ISO31000 – International Standards for Risk Management <https://www.iso.org/iso-31000-risk-management.html>

National Code of Practice for Providers of Education and Training to overseas students: Standard 6: Student Support Services <https://www.dese.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018>

Occupational Health and Safety Regulations 2018 <https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/012>

State Emergency Management Plan Cyber Security Sub-Plan Edition 2

<https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/state-emergency-management-plan-cyber-security-sub-plan-edition-2>

TEQSA Guidance Note – Wellbeing and Safety –

<https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety>

Victorian Guide to occupational Health and Safety (updated 2022)

<https://www.nfplaw.org.au/free-resources/work-health-and-safety-laws/victoria>

8. Relevant HEA Policies and Procedures

Acceptable Use of Resources Policy

Acceptable Use of Resources Procedure

Enrolment Variation Policy

Health and Safety Policy

Health and Safety Procedure

Infrastructure and Resources Policy

Infrastructure and Resources Procedure

Records and Information Management Policy

Records and Information Management Procedure

Risk Management Policy

Risk Management Procedure

Student Academic Progression Policy

Student Academic Progression Procedure

Student Wellbeing and Support Policy

Student Wellbeing and Support Procedure

Teach Out Policy

9. Document and Version Details

Approval Authority	Board of Directors
Approval Date	17 March 2026
Review Date	17 March 2029
Version	6

10. Policy Inquiries

For any inquiries about this policy, please email us. (admin@heau.edu.au)