**UTS Insearch**
UNIVERSITY OF TECHNOLOGY SYDNEY

# Critical Incident Policy – Student Management

## Policy Statement

The broad intent of this policy is to state Insearch's position and key rules in relation to critical incidents as part of its duty of care to staff and students.

Insearch is committed to responding effectively to critical incidents involving students by:

- Ensuring appropriate infrastructures are in place for the provision of all necessary support services
- Ensuring staff are prepared through appropriate training
- Making appropriate resources available to staff
- Providing appropriate support and ongoing help and counselling services to those effected is available
- Ensuring students under the age of 18 years are given specific assistance
- Documenting occurrences of critical incidents
- Informing the appropriate authorities

## SCOPE

This policy applies to all Insearch staff, specifically those involved in ensuring the welfare of Insearch students and any staff who become aware of a critical incident involving an Insearch student. The policy applies both during Office hours and After hours.

## DEFINITIONS

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| Crisis Management Team (CMT) | The CMT is responsible for providing leadership and direction during each phase of an incident leading to a business disruption. The Senior Leadership Team and the Head of ICT compromise the CMT and only critical incidents where business may be disrupted or affected are escalated to the CMT.  For all other incidents, a member of the SLT can offer guidelines and leadership. |
| Critical incident | A critical incident is defined by The National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to, but could include: <ul><li>Missing students</li><li>Severe verbal or psychological aggression</li><li>Death, serious injury or any threat of these</li><li>Natural disaster</li><li>Issues such as domestic violence, sexual assault, drug or alcohol abuse</li><li>Non-life threatening events could still qualify as critical incidents.</li></ul> |

| PRISMS | The Provider Registration and International Student Management System |
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| Office Hours | 8.30 am – 5.30 pm Monday to Friday |
| After Hours | Outside Office Hours, weekends and public holidays |
| Emergency after Hours Care | UTS Security 24/7 |
| National Code: | The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). |

## POLICY PRINCIPLES

| Principles | Responsible |
|---|---|
| 1. Insearch has a systematic approach In the event of a critical incident, and all staff should take the appropriate action outlined in the *Management of Students' Incidents Procedure*. | COO and HR |
| 2. Insearch will provide information and training on action to take in the event of an emerging risk or actual critical incident. | COO and HR |
| 3. In the event of a major or critical incident (During and After Office Hours) clear procedures will ensure effective management of the immediate situation and its aftermath. | Student Welfare Team Leader |
| 4. Where the whole student body is affected the COO will notify the Managing Director, who is responsible for the appropriate level of response, including<br>• Incident assessment;<br>• Risk management;<br>• Liaison with/escalation to the Crisis Management Team; and<br>• Communication strategies. | COO |
| 5. Liaison with media shall me managed in accordance with the PR and Media Policy. | MD |
| 6. Personal, confidential and sensitive information shall be managed in accordance with the Privacy Policy. | Head of Student Services |

| Principles | Responsible |
|---|---|
| 7. Aiming to provide a proper care and follow up to incidents where students have been involved, and Incidents-Accidents Register is to be maintained to record all incidents, action plans and solution dates. The Register is reported to the Insearch Board twice per year and monthly to the SLT. | Student Welfare Team Leader |
| 8. In the case of a student's absence affecting the student's attendance, the Registrar must notify the Department of Home Affairs as soon as practical after the incident. | Registrar |
| 9. Incident notification will need to be reported via PRISMS by the Registrar. | Registrar |
| 10. All aspects of the incident and its management will be recorded on the student files. | Student Welfare Team Leader |

## SUPPORTING DOCUMENTS

- Management of Students' Incidents Procedure
- Critical Management – Specific cases
- Emergency Contact Guide Accident / Incident Report Form
- Business Continuity Plan (BCP)
- Privacy Policy
- PR and Media Policy

## RELATED LEGISLATION

This policy is in response to the 2018 National Code, specifically the standard, or chapter, called Overseas Student Support Services.

**The following standards are referred to specifically:**

| Standard Referred to: | What is required of Insearch |
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| Standard 6: | Insearch is a registered provider. As such it must support students to:<br><br>• Adjust to study and life in Australia<br>• Achieve their learning goals<br>• Achieve satisfactory academic progress towards meeting the learning outcomes of the course |

| Standard 6.8 | This Standard requires Insearch to have: <br><br> • A critical incident policy <br> • Procedures that state the action required in the event of a critical incident <br> • A follow-up to the incident <br> • Records of the incident and action taken |
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| Standard 5 | This Standard requires Insearch to have: <br><br> • Specific arrangements in place to protect the personal safety and social well-being of students, particularly students under the age of 18 years |

## ADMIN USE ONLY

| APPROVAL |
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| Signature: <br><br> Name: **Alex Murphy, Managing Director**              Date: |

| Procedure Title | Critical Incident Policy – Student Management |
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| Procedure Owner | COO |
| Procedure ID | PO/OPS/01/18 |
| Effective Date | July 2018 |