

## Student Critical Incident Procedure

### In an immediate crisis:

#### Medical emergency

If you or someone with you is experiencing a medical emergency, call triple zero (**000**) or 112 from a mobile device.

Alternatively, if a medical emergency occurs on campus, call **UTS Security 1800 249 559**, who will immediately assist and contact emergency services.

#### Immediate first aid

If you are ill, injured, or need urgent first aid on campus, contact **UTS Security: 1800 249 559** (24 hours a day, seven days a week)

#### Accidents, incidents, and hazards

Report accidents or incidents to campus security as soon as possible – whether you're directly involved, or a witness.

#### If you see a safety hazard or risk

Our campus is a safe environment. But if you see something that may cause harm to you or someone else, move away from danger, and tell a staff member or contact UTS Security.

*See also Schedule 2 Emergency Contacts.*

## 1. PURPOSE

This procedure implements the Student Critical Incident Policy and outlines the actions needed to be taken in the event of a critical incident.

## 2. SCOPE

This procedure applies to:

- All UTS College **Staff**.
- All UTS College **Students**, including those residing in student residential and homestay accommodation.
- UTS College **Third Parties and Affiliates**.
- All members of the **UTS College Community**, including volunteers, visitors to campus, homestay providers and hosts.
- All teaching modes, on campus and on online.

- Other policies, procedures and agreements that apply to staff and students of UTS College in jurisdictions outside Australia or those that reside in student residential or homestay accommodation are not limited by this policy or its procedure. Third Parties and Affiliates in those jurisdictions must follow their local policies and procedures and/or contractual agreements as approved by UTS College.
- All offshore UTS College staff must abide by the UTS College Code of Conduct and adhere to the relevant laws in their own regions.
- UTS Security as it pertains to critical incidents on UTS and UTS College Campuses.

### 3. PROCEDURES

#### 3.1. Initial response to a critical incident

- 3.1.1. In all cases the staff member first on the scene of the incident must assess, to the best of their ability, the level of the incident (see Definitions) and respond accordingly. Details on the management of specific critical incident types are outlined in Schedule 1 of this document.
- a) Sexual assault constitutes a high-level critical incident and this procedure should be followed until the immediate crisis has shifted to a recovery phase, in which case the Student Sexual Assault and Harassment Policy and Procedure should be followed.
  - b) In cases of sexual assault or harassment where there is no immediate threat to life or further harm, the staff member who is the first point of contact or first on the scene must follow the Student Sexual Assault and Harassment Policy and Procedure.
- 3.1.2. The staff member who is the first point of contact or first on the scene of the incident must:
- a) First determine if the incident is an emergency. In the event of an emergency, emergency services should be called on 000. If on campus, UTS Security should be contacted (**1800 249 559**).
  - b) Identify student(s) most closely involved or at risk.
  - c) Ensure the impacted student(s) receive the required level of attention as soon as possible. This may require contacting UTS Security (who are trained to deliver first aid) or a [UTS College First Aid Officer](#).
  - d) When it is safe to do so, advise the student(s) what steps will be taken in accordance with this policy and procedure.
  - e) Ensure the incident is managed in accordance with Section 3.5 Recording of Incidents of this procedure, Section 3.9 Confidentiality of the Student Assault and Sexual Harassment Policy and Procedure (if necessary) and the [UTS College Privacy Policy](#).

- f) Report the incident as soon as possible to the Student Success Team Lead (**02 9218 4911**, [accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au)).
- Where the critical incident is considered to be high and will disrupt, or is likely to disrupt business, the Student Success Team Lead will inform the Chief Executive Officer, who will proceed to convene the Crisis Management Team (see s3.2).
  - Where the incident occurs on campus the Student Success Team Lead will ensure the Facilities Governance and Workplace Health and Safety Coordinator is informed.
- g) Manage the immediate incident through to conclusion to ensure the safety of the student(s) involved, or until other UTS College personnel (Student Success Team Lead, Student Services Manager, Facilities Governance and Workplace Health and Safety Coordinator) or UTS Security arrive and assume responsibility of the incident.
- 3.1.3. As soon as possible, but within 24 hours of the incident email a completed Hazard-Near Miss-Injury-Incident Form to the Student Success Team Lead ([accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au)).
- Where UTS Security have completed an incident report, the Facilities Governance and Workplace Health and Safety Coordinator will email the report to the Student Success Team Lead as soon as practicable.
- 3.1.4. If the person directly impacted is conscious, then verbal consent must be obtained by a first responder on any actions or treatments to be administered. An interpreting service may be required. If the individual refuses to accept treatment or actions, please mention this in the incident report. Note: if the individual is unconscious or unresponsive, consent is implied until such time they are able to provide it. If emergency transportation to hospital is required, students are required to be transported by ambulances, and not in private vehicles.
- 3.1.5. If a person does not wish to be treated by a First Aid Officer and/or emergency services, this must be included in the Hazard-Near Miss-Injury-Incident Form a Refusal of Treatment Form must be completed and the Student Success Team Lead be notified.
- 3.1.6. For any critical incident involving a student under 18 years of age, their parent, carer or legal guardian or other noted emergency contact must be contacted immediately.
- 3.1.7. For any critical incident involving students over the age of 18, consent must be obtained prior to contacting their designated emergency contact. However, the Student Success Team Lead, in consultation with relevant policies, procedures and legislative requirements, may evaluate whether contact with emergency contact is necessary.
- 3.1.8. If a staff member is involved in the critical incident, the People team should be notified as soon as practicable by emailing [People@insearch.edu.au](mailto:People@insearch.edu.au)

### 3.2. Crisis Management Team

3.2.1. If convened, the Crisis Management Team, or their nominee, will

- a) Liaise with emergency services and/or police, medical or other relevant professionals as appropriate
- b) Determine if legal assistance is required and arrange this if so
- c) Provide timely advice to relevant UTS College and UTS stakeholders, as required
- d) Provide follow-up, condolence or other appropriate communications with the next of kin, family or legal guardians of the affected student(s)
- e) Complete the Hazard-Near Miss-Injury-Incident Form and ensure this is forwarded to the Student Success Team Lead ([accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au))
- f) Develop and/or send communications to relevant UTS College staff, students or other stakeholders.

### 3.3. Information handling

3.3.1. Staff should be aware of privacy issues and seek approval to disclose any kind of personal information to external parties in accordance with the UTS College Privacy Policy.

3.3.2. Media (including requests for information) and publicity and any legal proceedings that result from medium or high-level incidents is to be reported to the Dean of Studies, Head of Corporate Communications and the CEO by the Student Services Manager as soon as practicable, but within no more than 24 hours, to ensure the matter is managed according to the nature of the incident.

3.3.3. Requests for information from external authorities must be in writing and include the details listed below. Where in doubt, advice should be sought from the Governance team.

- a) The name of the person and the organisation requesting the information, their contact address, telephone number and/or email address
- b) The type of information required (e.g. student personal and contact details, details of the student(s) next of kin)
- c) The purpose of the information request (e.g. personal emergency, serious accident, police inquiry).

3.3.4. If the affected international student's ability to attend their course or their course duration is affected by the incident, the Student Compliance team must advise the Department of Home Affairs through PRISMS.

3.3.5. Where the incident involves a UTS Direct Student, UTS will advise the Department of Home Affairs of any inability to attend or any change in course duration resulting from the incident (see also cl3.4.5).

### 3.4. Post-incident response (Recovery)

- 3.4.1. The Student Success Team will, at the earliest opportunity but within 24 hours of the incident, make contact with the affected student(s) to offer further support.
- 3.4.2. The Student Services Manager will maintain oversight of the management of the incident and all follow-up activity. For incidents involving sexual assault and harassment and follow up activity should be done only with the permission of the student in accordance with the Student Sexual Assault and Harassment Policy and Procedure.
- 3.4.3. Follow-up should include debriefing for all students and staff most closely involved and at risk, monitoring staff and students for signs of delayed stress and the potential onset of post-traumatic stress disorder; and providing all necessary support.
- 3.4.4. If the incident includes the death or serious injury of an international student, assistance to the student's family may be required. This may include:
  - hiring interpreters
  - making arrangements for hospital / funeral / memorial service/ repatriation
  - obtaining a death certificate
  - assisting with personal items and affairs including insurance issues
  - assisting with visa issues
  - assisting with accommodation arrangements.
- 3.4.5. If the student is a UTS Direct Student, the Student Success Team Lead must advise the UTS Student Adviser Under 18 Students. If the student is a UTS Foundation Studies student, the Student Success Team Lead must advise the UTS Manager, International Student Services and the UTS Compliance Officer. The Student Success Team Lead must provide regular updates until the incident is resolved. In extreme cases, UTS College will seek direction from UTS.
- 3.4.6. Students under 18 years of age:
  - may require additional support and an assessment should be made with regard to ongoing assistance, both welfare and academic and establishing and maintaining a follow-up plan in consultation with the student's parents/legal guardian; and
  - should be managed in accordance with the UTS College [Under 18 Policy](#) and relevant provisions under the National Code (2018).

### 3.5. Recording of incidents

- 3.5.1. Details of the incident are to be recorded in the Critical Incident Register and keep evidence of emails and documents related to the incident. When recording an incident, the 'comments' field should be updated with as much additional information as possible, such as "student has provided a medical certificate indicating illness...".

- 3.5.2. Full incident records are to be kept on the student's file. The written record of all critical incidents and remedial actions taken by UTS College must be recorded for at least two years after the student ceases to be an accepted student.
- 3.5.3. Only Student Success Advisers have access to critical incident information on students' files.
- 3.5.4. For all critical incidents, the Student Success Team Lead is responsible for reviewing the critical incident and all attached documentation to verify compliance with the procedure.
- 3.5.5. For workplace health and safety-related incidents on campus:
  - a) A report must be sent to the Facilities Governance and WHS Coordinator for reporting to the Staff Health and Safety Committee (SHSC)
  - b) All student and staff information must be de-identified when reporting outside of Staff Health and Safety Committee and the Health Safety Oversight Committee (HSOC).
  - c) The Student Success Team Lead will inform the Facilities Governance and WHS Coordinator when the case can be closed in the Centralised Incident Register.
- 3.5.6. All incidents subject to 3.5.1-3.5.3 must be recorded on the UTS College Critical Incident Register. Where incidents occur on campus, they must also be recorded on the Centralised Incident Register.

## **4. RESPONSIBILITIES**

### **4.1. Student Success Team Lead**

The Student Success Team Lead is responsible for:

- a) Receiving reports of critical incidents and facilitating the timely flow of information to appropriate stakeholders, including the UTS College Executive and Facilities Governance and WHS Coordinator, as required,
- b) Providing leadership to and ensuring Student Success Team staff are adequately trained and resourced to receive and notifications of critical incidents as required,
- c) Act as or designate an appropriate staff member to be the contact person for affected students, their next of kin, parents or legal guardians in the event of a critical incident, and
- d) Upon resolution of the critical incident, reviewing the incident and all associated documentation to verify compliance with this policy and procedure; and
- e) Maintaining the Student Critical Incidents Register.

### **4.2. Facilities Governance and Workplace Health and Safety Coordinator**

The Facilities Governance and Workplace Health and Safety Coordinator is responsible for:

- a) Ensuring any reports of critical incidents that occur on UTS College campuses received from UTS Security are actioned in accordance with this procedure;
- b) Contributing to the response to critical incidents that occur on UTS College campuses; and
- c) Maintaining the Centralised Incident Register.

#### **4.3. UTS College Governance team**

The UTS College Governance team is responsible for:

- a) Providing subject matter expertise in regulatory, reporting and communications matters that may arise during critical incidents; and
- b) Ensuring records are maintained accurately and appropriately in accordance with the relevant policies, procedures and legislative requirements of UTS College.

#### **4.4. Responsibilities listed in the Policy apply**

All responsibilities listed in the Student Critical Incident Policy extend to this procedure.

## **5. RELATED DOCUMENTS**

### *UTS College Policies and Procedures*

- Business Continuity Plan
- Critical Incident Policy – Student Management
- Deferring or Cancelling Student Enrolment Policy
- Fire and Emergency Procedure
- First Aid Policy
- Hazard-Near Miss-Injury-Incident Form
- Homestay Procedure
- PR and Media Policy
- Privacy Policy
- Student Residential Accommodation and Welfare Procedure
- Student Sexual Assault and Harassment Policy
- Student Sexual Assault and Harassment Response Procedure
- Under 18 Policy

### *Legislation*

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students (National Code) 2018
- Higher Education Standards Framework (Threshold Standards) 2021

- Tertiary Education Quality and Standards Agency Act (TEQSA) 2011
- Work Health and Safety Act 2011d

## DEFINITIONS

<b>Affiliates</b>	UTS College Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
<b>After Hours</b>	Outside Office Hours: Monday to Friday 5pm- 9am AEST, weekends and public holidays
<b>Emergency services</b>	<p>According to the level of the incident, the staff in charge of the situation may need to contact a number of different services in order to solve the situation or mitigate any risks.</p> <p>A list of emergency service contacts is included at the end of this document. (See Schedule 2)</p>
<b>Levels of Incidents</b>	<p>In accordance with the Critical Incident – Student Management Policy:</p> <ul style="list-style-type: none"> <li>• <b>Low-level incident</b> A minor injury or illness which is easily handled by the attending staff member without need for further referral. No follow up is required for a low-level incident. <i>Examples: fainting student, small cut to a finger.</i></li> <li>• <b>Medium-level incident</b> An illness or an injury which requires the attention of more than one staff member and may involve calling an ambulance or notifying the police. Medium-level incidents must be escalated. <i>Examples: assault, fights, theft, or minor traffic accident.</i></li> <li>• <b>High-level incident [Critical Incident]</b> Is a serious illness or injury which threatens the safety of a student, is a traumatic event or threat that causes extreme stress, fear or injury. High-level incidents must be escalated. <i>Examples:</i> <ul style="list-style-type: none"> <li>• <i>serious assault or accidents, death, harassment, missing persons, sexual assault and sexual harassment; and/or</i></li> <li>• <i>serious illness, injury, or physical or mental condition that impairs a student’s ability to attend classes, affects academic progression, is ongoing and likely to include periods of incapacity, care in a hospital, ongoing specialist treatment.</i></li> </ul> </li> </ul>
<b>Office Hours</b>	9am – 5pm Monday to Friday.
<b>PRISMS</b>	Provider Registration and International Student Management system
<b>Staff</b>	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
<b>UTS College</b>	UTS College Limited, its representative offices and its controlled entities.



<b>UTS Direct Student</b>	Any international student under 18 years of age who gains direct entry to UTS
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## SCHEDULE 1: INCIDENT MANAGEMENT RESPONSE TABLE

Incident	Responsible
<b>Death of a student</b>	
<p>The death of a student must immediately be reported to the Police and Student Services Manager</p> <ul style="list-style-type: none"> <li>• Student Services Manager will advise the CEO and CMT and escalate as appropriate per the provisions of this policy and procedure.</li> <li>• In the case of the death of an International Student the incident must be reported to the Department of Home Affairs at the earliest opportunity and prior to reporting on PRISMS. This will ensure the Department of Home Affairs does not send correspondence to the deceased student thus minimising further distress for the student's family.</li> <li>• If the death of the student occurs on campus or as part of UTS College operations, Safe Work NSW must be notified immediately after becoming aware it has happened.</li> <li>• File notes are entered into Student One and the deceased field must be checked so that no further correspondence is sent out by UTS College.</li> </ul>	<p>Student Success Team Lead / UTS Security</p> <p>Student Services Manager</p> <p>Student Services Manager</p> <p>Workplace Health and Safety Officer</p> <p>Student Success Team Lead</p>
<b>Dangerous or threatening behaviour</b>	
<p>a) Any person witnessing or aware of, dangerous or threatening behaviour should notify UTS Security. If this is not possible students should notify UTS College Staff, and UTS College Staff should notify their supervisors if required.</p> <p>b) UTS Security will establish the appropriate approach to handling the person whose behaviour is dangerous or threatening and will arrange the assistance needed. This may include the Student Success Team Lead, Counselling Services, Police or other appropriate service.</p>	<p>All persons</p> <p>Student Success Team Lead / UTS Security</p> <p>Student Services Manager</p>
<b>Serious injury or illness</b>	
<p>a) The staff member or student aware of the incident is to advise the appropriate Student Success Adviser or the Student Success Team Lead who then will complete a <b>Critical Incident form</b> and advise the Student Services Manager.</p> <p>b) The Student Success Adviser will advise the relevant teachers or UTS College Staff Members.</p>	<p>Student Success Team Lead Student Success Adviser UTS Security Student Services Manager</p> <p>Student Success Adviser</p>

<b>Sexual assault and harassment</b>	
<p>a) Sexual assault constitutes a high-level critical incident and this procedure should be followed until the immediate crisis has shifted to a recovery phase, in which case the Student Sexual Assault and Harassment Policy and Procedure should be followed.</p> <p>b) In cases of sexual assault or harassment where there is no immediate threat to life or further harm, the staff member who is the first point of contact or first on the scene must follow the Student Sexual Assault and Harassment Policy and Procedure.</p>	
<b>Missing student (UTS Foundation, Diploma and English)</b>	
<p>a) Student attendance is recorded and tracked in Student One. Refer to the English Language Teaching (ELT) and UTS Foundation Studies Attendance Policy and Procedure for more information.</p> <p>b) Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency. The Student Success Team will attempt to contact the student via phone, sms or email.</p> <p>c) If student is not able to be contacted, Student Success Team will contact their Education Agent.</p> <p>d) If contact cannot be made, UTS College will escalate the event as a critical incident and the relevant authorities will be notified (eg police, the Department of Home Affairs, next of kin).</p> <p>e) All attempts to contact student and resolution of the case are to be documented on the student's record in Student One.</p> <p>If there are concerns about the welfare of the student, this should be escalated to Student Services Manager</p> <p>f) Student Services Manager and discussed with the Student Success Team Lead.</p> <p>g) If the student is under 18 years of age, the student's parents or legal guardians must be informed immediately.</p> <p>h) If required, proceed with steps under Student Critical Incident procedure.</p>	<p>Teachers, Student Success Adviser</p> <p>Student Success Adviser</p> <p>Student Success Adviser</p> <p>Student Success Adviser</p> <p>Student Success Adviser</p> <p>Student Success Adviser / Student Success Team Lead Student Services Manager</p> <p>Student Success Team / Student Success Team Lead</p>

**Student Critical Incident Procedure**

## SCHEDULE 2: EMERGENCY CONTACTS

### *Emergency contacts:*

- For police, fire or ambulance services – **000** or **112** from a mobile device
- National Sexual Assault, Domestic Violence Counselling Service – **1800 737 732**
- Mental Health Line – **1800 011 511**
- Lifeline – **13 11 14**
- Department of Home Affairs – In Australia: **131 881**. Outside Australia: **+61 2 6196 0196**
- UTS College and UTS Key contacts:
  - UTS College 24/7 welfare/accommodation line **02 92184911**  
[accommodation@utscollege.edu.au](mailto:accommodation@utscollege.edu.au)
  - UTS College Student Centre 02 9218 8666 [studentcentre@utscollege.edu.au](mailto:studentcentre@utscollege.edu.au)
  - UTS Security – general enquiries 02 9514 1194 [security.general@uts.edu.au](mailto:security.general@uts.edu.au)
  - UTS Security – Emergencies 1800 249 559

APPROVAL		
<b>Procedure Title</b>	<b>Student Critical Incident Procedure</b>	
Procedure ID	PROC/EDUC/16/24	
Procedure Category	Governance	
Procedure Audience	Staff, Students, UTS College Community, Third Parties and Affiliates	
Procedure Custodian	Student Services Manager	
Approval Authority	Executive	
<b>Approved by</b>	<b>Executive</b>	<b>Date: 14 September 2024</b>
Effective Date	21 October 2024	
Next Review Date	20 October 2024	

## VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		July 2022	
2.0	DVE Business Solutions	Updated to align to the Student Critical Incident Policy and the moving to UTS Campus.	May 2024