

Student Critical Incident Policy

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 of the Student Critical Incident Procedure

1. PURPOSE

This policy states UTS College's position and key rules in relation to critical incidents or potential critical incidents and planning for the effective management of critical incidents as part of its duty of care to students.

This policy is supported by the Student Critical Incident Procedure

2. SCOPE

This policy 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. PRINCIPLES

UTS College is committed to responding effectively to incidents that cause or threaten to cause extreme stress, fear, or injury to UTS College students

- a) Responding promptly and proportionately to critical incidents as they occur;
- b) Providing appropriate support, ongoing help, and counselling services is available to those affected;
- c) Ensuring appropriate planning, infrastructure, and resource is in place for the provision of all necessary support services;
- d) Ensuring staff are prepared through appropriate training and information resources;
- e) Ensuring students under the age of 18 years are given specific assistance; and
- f) Documenting and monitoring occurrences of critical incidents and analyse incidents and responses to contribute to future risk mitigation planning and strategies.
- g) Informing the appropriate authorities in accordance with Australian law and UTS College Policies.

4. POLICY STATEMENTS

4.1. Critical incident management

- a) A critical incident is a traumatic event, series of events, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury and requires immediate action. A critical incident includes but is not limited to:
 - Death, serious injury or any threat of these
 - Missing students
 - Severe verbal or psychological aggression
 - Natural disaster
 - Major public health risks, including pandemics
 - Civil unrest

- Sexual assault or harassment
 - Acts of self-harm or drug-related incidents that require medical attention
 - Issues such as domestic violence, physical, sexual or other abuse
 - Drug or alcohol abuse
 - Non-life-threatening events that could still qualify as, or become, a critical incident.
- b) UTS College will maintain a systematic approach in the event of a critical incident, and all staff should take the appropriate action outlined in this policy.
- c) UTS College will provide appropriate information and training on action to take in the event of an emerging risk of, threatened, or actual critical incident
- d) 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.
- e) Where the whole student body is affected, the Student Services Manager will notify the Chief Executive Officer, who is responsible for determining the appropriate level of response, including:
- Incident assessment
 - Risk management
 - Liaison with/escalation to the Crisis Management Team
 - Communication strategies.
- f) Liaison with media will be managed in accordance with the UTS College PR and Media Policy.
- g) Personal, confidential and sensitive information will be managed in accordance with the UTS College Privacy Policy.
- h) A Critical Incident Register must be maintained to record all critical incidents, associated action plans, and resolution dates. The Register must be reported to the UTS College Board twice per year and monthly to the Executive Team. Reports will be de-identified where necessary, and in accordance with this policy.
- i) Incident notification must be reported via PRISMS by the Student Compliance team.
- k) All aspects of the incident and its management will be recorded on the relevant student record, in accordance with the [UTS College Privacy Policy](#).
- l) Incidents of sexual harassment and/or assault, including those classified as critical incidents, are managed under the UTS College Sexual Assault and Harassment Policy and UTS College Student Sexual Assault and Harassment Response Procedure.
- m) UTS College utilises a risk-based critical incident classification and escalation processes to define the level of response required to manage incidents:
- Low-Level Incident

- Medium-Level Incident
- High-Level Incident

The table below outlines UTS College’s incident classifications and the responsible officers or teams for managing the respective level of incident. These people or teams are responsible for seeking relevant qualified assistance (security, first aid, fire wardens, emergency services) where necessary.

Incident Classification	Definition	Managed by
1. Low	<p>A minor injury or illness which is easily handled by the attending staff member without need for further referral.</p> <p>No follow up is required for a low-level incident.</p> <p><i>Examples: fainting student, small cut to a finger.</i></p>	<p>Attending staff member</p> <p>Facilities Governance and WHS Coordinator</p>
2. Medium	<p>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.</p> <p>Medium-level incidents must be escalated to the Student Success Team Lead.</p> <p><i>Examples: assault, fights, theft, or minor traffic accident.</i></p> <p>The Student Success team will contact the student at the earliest opportunity but always within 24 hours of the incident to offer further support.</p>	<p>Student Success Team Lead</p> <p>Student Services Manager</p> <p>Dean of Studies</p> <p>Facilities Governance and WHS Coordinator</p>
3. High (Critical)	<p>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.</p> <p>High-level incidents must be escalated in accordance with this policy and the Student Critical Incident Procedure, and/or the Student Sexual Assault and Harassment Procedure as the case may be.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>serious assault or accidents, death, harassment, missing persons, sexual assault and/or</i> • <i>serious illness, injury, or physical or mental condition that impairs a student’s ability to attend classes, affects academic progression, is</i> 	<p>Student Success Team Lead</p> <p>Student Services Manager</p> <p>Dean of Studies</p> <p>Facilities Governance and WHS Coordinator +CMT as required</p>

	<p><i>ongoing and likely to include periods of incapacity, care in a hospital, ongoing specialist treatment.</i></p> <p>The Student Success team will contact the student at the earliest opportunity but always within 24 hours of the incident to offer further support.</p>	
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4.2. Crisis Management Team

- a) A critical incident that disrupts, or is likely to disrupt, business is managed by the Crisis Management Team (CMT). The CMT will coordinate and manage the response to a critical incident that has been escalated to its attention to minimise trauma, loss and damage and manage the recovery process from the incident, after it has moved to a recovery phase.
- b) The CMT will at all times comply with the Business Continuity Plan.

5. RESPONSIBILITIES

5.1 UTS College Board

The Board is responsible for:

- a) Ensuring compliance with regulatory requirements through its oversight of UTS College activities and taking action when lapses of compliance have been detected.
- b) Overseeing the development, monitoring and annual review of this Policy and its Procedure.
- c) Regularly reviewing the Incidents-Accidents Register to ensure appropriate controls are put in place to manage and mitigate risks and potential risks.

5.2 Chief Executive Officer

The Chief Executive Officer is responsible for:

- a) Implementing this policy and associated procedure, including incident assessment and grading determinations, risk management, liaison and escalation to the Crisis Management Team where required and developing and executing appropriate communication strategies in the event of a critical incident.
- b) Managing or delegating the management of high-level (critical) incidents that are not escalated to the Crisis Management Team in accordance with this Policy and its Procedure.

5.3 Crisis Management Team

The Crisis Management Team is responsible for:

- a) Managing critical incidents escalated to its attention in accordance with this Policy and Procedure and managing the recovery phase of that incident.
- b) Reviewing its performance in managing critical incidents and ensuring its approach to critical incident management is consistent with this Policy and its Procedure.
- c) Recommending to the UTS College Board any required or desirable improvements, amendments or adjustments to the critical incident management process, systems or other functions as arising from the review process.

5.4 UTS College Student Compliance team

The UTS College Student Compliance Team is responsible for:

- a) Ensuring appropriate notification and reporting to the Department of Home Affairs through regular channels and PRISMS occurs where required.

6. RELATED DOCUMENTS

UTS College Policies and Procedures

- Business Continuity Plan (BCP)
- Emergency Contact Guide Accident / Incident Report Form
- Student Critical Incident Procedure
- PR and Media Policy
- Privacy Policy
- 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
- Privacy and Personal Information Protection Act 1998 (NSW)
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act (TEQSA) 2011

DEFINITIONS

Affiliates	UTS College Limited 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.
After Hours	Outside office hours, weekends and public holidays.

ARC	Audit and Risk Committee
Crisis Management Team (CMT)	The CMT is responsible for providing leadership and direction during each phase of an incident leading to a business disruption.
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’.
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).
Office Hours	8.30 am – 5pm Monday to Friday
PRISMS	The Provider Registration and International Student Management System
Staff	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.
UTS College	UTS College Limited and its controlled entities.

APPROVAL		
Policy Title	Student Critical Incident Policy	
Policy ID	PO/EDUC/16/24	
Policy Category	Governance	
Policy Audience	Staff, Students, Third Parties and Affiliates	
Policy Custodian	Student Services Manager	
Approval Authority	UTS College Board	
Endorsed by	Executive	Date: 14 September 2024
Approved by	UTS College Board	Date: 18 October 2024
Effective Date	21 October 2024	
Next Review Date	20 October 2024	

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		June 2020	
2.0	Student Services Manager	Reviewed and updated post move to UTS Campus.	July 2024