

Management of Student Incident Procedure

PROCEDURE PURPOSE

This procedure is an integral part of UTS College's pastoral care program that identifies the action to be taken in the event of a critical incident.

A critical incident is an event that affects a student's well-being and is treated with the highest priority.

This document should be read in conjunction with the Critical Incident Policy – Student Management and Critical Incident Management – Specific Student Cases. (Please see Schedule 1 at the end of this procedure.)

SCOPE

This procedure applies to all members of UTS College Staff and Affiliates who become aware of an incident involving a student admitted to or enrolled in any program offered by UTS College. It also applies to third-party providers providing UTS College and UTS direct students with UTS College approved accommodation and welfare arrangements.

Third-party providers are required to inform UTS College of any grievance raised by a student as soon as becoming aware of any such grievances and escalate all incidents of a serious nature concerning a student's welfare, or that might be detrimental to the reputation of UTS College and/or UTS without delay.

The procedure outlines the actions that need to be taken in the event of an incident including:

1. Notification of appropriate staff.
2. Assessment of the criticality of the incident.
3. Response to the incident.
4. Documentation and reporting.

DEFINITIONS are set out at the end of this procedure.

PROCEDURE STEPS

Activity	Description	Responsible
GENERAL CRITICAL INCIDENT MANAGEMENT		
Identify and report incident	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 and respond accordingly. Some guidance on the levels of incident is set out under Definitions.	Staff member first on the scene of an incident
Identify students to be monitored for progress	2. The staff member who is the first point of contact or first on the scene of the incident must: <ul style="list-style-type: none"> - Secure the area if necessary, identify students most closely involved or at risk, and make sure the student receives the required level of attention as soon as possible. This may require locating the nearest UTS College First Aid Officer or Security personnel in the relevant building. (Note: Security personnel are trained and can administer first aid or will call an ambulance or the police if required.) <p>NOTE: If required, students must be transported to hospital in ambulances, not in private vehicles.</p> <p>NOTE: If a person does not want to be treated by a First Aid Officer, a “Refusal of Treatment Form” must be completed and signed by the injured person and forwarded to the Student Success Team Leader.</p> <ul style="list-style-type: none"> - During Office Hours: As soon as practicable, contact UTS College or UTS Security, Facilities or the Student Success Team Leader. - After Office Hours: As soon as practicable contact the UTS Emergency After Hours Care or Student Success Team Lead. <p>NOTE: In cases of sexual assault or harassment where there is no immediate threat to life, contact the Student Success Team Lead. UTS Emergency After Hours Care should only be contacted if requested by the student.</p> <p>NOTE: Always advise the student what next steps need to be taken as per the UTS College’s Critical Incident Management Procedure. Ensure the student is managed according to UTS College privacy and confidentiality protocols.</p>	Staff member first on the scene of an incident / Staff managing incident

	<p>3. Report the incident to the Student Success Team Leader via internal email or by emailing welfare@utscollege.edu.au.</p> <p>4. Immediately following the incident, a completed Accident/ Incident Form must be forwarded to the Student Success Team Leader.</p>	<p>Staff managing incident</p> <p>Staff managing incident</p>
<p>Information Handling</p>	<p>5. Media 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 Managing Director by the Student Success Team Leader as soon as practicable, but no more than 24 hours of the incident becoming known to UTS College. These will be managed by the appropriate UTS College staff according to the nature of this incident.</p> <p>6. For all critical incidents, if the student is over 18 years of age, permission from the student is required prior to contacting parents, carers, legal guardians and/or family members. However, the Student Success Team Leader may, in consultation with UTS College Governance/Legal evaluate whether it is necessary to contact parents, carers, legal guardians and/or family members and designate the task to an appropriate member of staff.</p> <p>7. In an ongoing incident the safety and welfare of students, staff and members of the public is the highest priority. If a staff member is involved, People will also need to be informed.</p> <p>8. Staff should be aware of privacy issues and seek approval to disclose any kind of personal information to external parties.</p> <p>9. Requests for information must be in writing and include the following details:</p> <ol style="list-style-type: none"> Name of the person and organisation requesting the information, their contact address and telephone number; Type of information required e.g. student's full name, address, telephone number, details of next of kin; Purpose of the information (e.g. personal emergency, serious accident, Police inquiry); and If in doubt, check with Governance Team. <p>10. Permission should always be sought from the individuals directly and indirectly involved in the incident regarding what support is needed. Use interpreter services if required.</p>	<p>Student Success Team Lead / Emergency After Hours Care / Dean of Studies / Head of Corporate Communications</p> <p>Student Success Team Lead / Governance / Legal</p> <p>All UTS College Staff and Affiliates</p> <p>All UTS College Staff and Affiliates</p> <p>All UTS College Staff and Affiliates</p> <p>Student Success Team Lead / Student Success Adviser</p>

Information Handling	<p>13. If the affected student's ability to attend their course or their course duration is affected by the incident, the Registrar must advise the Department of Home Affairs through PRISMS.</p> <p>NOTE: 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.</p>	Registrar
	<p>14. Manage the incident through to conclusion to ensure the safety of the student/s involved.</p>	Student Success Team Lead / Student Success Adviser
Registering details of the Critical Incident	<p>15. Include the details of the incident in the "Incident/Accidents Register" and keep evidence of e-mails 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...".</p>	Student Success Team Lead / Student Success Adviser
	<p>16. Full incident records are to be kept on the student's iRecords 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 overseas student ceases to be an accepted student.</p> <p>NOTE: due to privacy, only designated staff members from departments across UTS College have access to this information</p>	Student Success Team Lead / Student Success Adviser
	<p>17. The Student Success Team Leader is responsible for reviewing the critical incident and all attached documentation to verify compliance with the procedure.</p>	Student Success Team Lead
	<p>18. If the incident is WHS related, send report to the Senior People Adviser for reporting to the WHS Committee.</p> <p>NOTE: all student information will be de-identified when reporting outside of WHS & HSOC.</p>	Student Success Team Lead / Student Success Adviser
Closure of matter	<p>19. For WHS matters, the WHS Committee will inform the Student Success Team Leader when the case can be closed in the Register.</p>	WHS Committee / People / Student Success Team Lead / Staff managing incident

Compliance	20. <i>The National Code must be adhered to at all times.</i>	Students and all UTS College staff
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DEFINITIONS


After Hours	Outside Office Hours: Monday to Friday 5pm- 9am AEST, weekends and public holidays
Emergency after Hours Care	UTS Security 24/7.
Emergency services	<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. (Please see Annexure A.)</p>
High level incident [Critical Incident]	<p>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.</p> <p>For example: serious assault or accidents, death, harassment, missing persons, sexual assault and sexual harassment. Or a 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.</p> <p>These need to be escalated. The Student Welfare Team will contact the student at the earliest opportunity but always within 24 hours to offer further support.</p> <p>In instances of sexual assault or harassment where there is no immediate risk of further harm / threat to life, at the request of the person who has experienced the violence the staff member may provide options for further support services and does not need to escalate the incident. Where further support is not accepted the staff member will let the person know the Student Welfare Unit will be informed.</p>
Low level incident	<p>A minor injury or illness which is easily handled by the attending staff member without need for further referral. For example, fainting student, small cut finger.</p> <p>No follow up is required for a low-level incident.</p>
Medium level incident	<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. For example: assault, fights, theft, or minor traffic accident.</p> <p>These need to be escalated.</p>
Office Hours	8.30 am – 5pm Monday to Friday.
PRISMS	Provider Registration and International Student Management system
iRecords	UTS College's electronic student filing system otherwise known as RM8

UTS Direct student	Any student under 18 years of age who gains direct entry to UTS or completes a UTS College course offered transnationally by either UTS College or a UTS College transnational partner institution.
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SUPPORTING DOCUMENTS:

- ESOS Act 2000
- The National Code 2018
- Critical Incident Policy– Student Management
- Accident / Incident Form
- UTS College Homestay Policy
- UTS College Homestay Procedure
- UTS College Under 18 Policy
- Privacy policy
- PR and Media Policy
- UTS College Sexual Assault and Harassment Policy
- UTS College Sexual Assault and Harassment Response Procedure
- UTS College Student Residential Accommodation and Welfare Policy
- UTS College Student Residential Accommodation and Welfare Procedure
- First Aid Policy
- Fire and Emergency Procedure
- Deferring or Cancelling Student Enrolment Policy

ADMIN USE ONLY

APPROVAL	
Signature: 	
Name: Tim Laurence	Executive Title: Dean of Studies Date: 12 July 2022
Procedure Title	Management of Student Incident Procedure
Executive Manager	Dean of Studies Student Support Manager
Procedure ID	[To be added by Governance team]
Effective Date:	12 July 2022

Annexure A.

Emergency contacts

- For police, fire or ambulance services - 000
- 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 are below:
 - UTS College 24/7 welfare/accommodation line **92184911**
accommodation@utscollege.edu.au
 - UTS College Student Centre 9218 8666 studentcentre@utscollege.edu.au
 - UTS Security – general enquiries 02 9514 1194 security.general@uts.edu.au
 - UTS Security – Emergencies **1800 249 559**

Schedule 1: Critical Incident Management - Specific Student Cases

Incident	Responsible
<p>Death of a student</p> <p>a. The death of a student must immediately be reported to the Police, Dean of Studies.</p> <p>b. Dean of Studies will advise MD, the Senior Leadership Team and escalate as appropriate.</p>	<p>Student Success Team Lead/ Emergency After Hours Care</p> <p>Dean of Studies</p>
<p>c. 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.</p> <p>d. 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.</p>	<p>Student Services Manager</p> <p>Student Success Team Lead/Student Success Adviser</p>
<p>Dangerous or threatening behaviour</p> <p>Any person witnessing or aware of, dangerous or threatening behaviour should notify your manager/ security or the Student Centre Team Leader/ or Emergency After Hours Care. Student Success Team Leader/ or UTS Emergency After Hours Care will establish the appropriate approach to handling the person whose behaviour is dangerous or threatening and will arrange the assistance needed. This may include Counselling Services, Police or other appropriate service.</p>	<p>Student Success Team Lead/ Emergency After Hours Care/ Dean of Studies</p>
<p>Serious injury or illness outside UTS College premises</p> <p>The staff member or student aware of the incident is to advise the appropriate Study Success Adviser or the Student Success Team Leader who then will complete a Critical Incident form advising the Dean of Studies. The Study Success Adviser will advise the relevant lecturers/tutors.</p>	<p>Student Success Team Lead/ Student Success Adviser/ Emergency After Hours Care/ Dean of Studies</p>

Missing student: for UTS Foundation, Diploma and English

1. Student attendance is recorded and tracked in Ci. Please refer to ELT and UTS Foundation Studies Attendance Policy and Procedure for more information.
2. Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency. Student Welfare Team will attempt to contact the student via phone, sms or email.
3. If student is not able to be contacted, Student Welfare Team will contact their agent.
4. If contact cannot be made, UTS College will raise as a critical incident and the relevant authorities will be notified (eg police, the Department of Home Affairs, next of kin).
5. All attempts to contact student and resolution of the case are to be documented in the Student record in Ci.

Student Success
Adviser

<p>7. If there are concerns about the welfare of the student, this should be escalated to Dean of Studies and discussed with the Student Success Team Leader.</p> <p>8. If the student is less than 18 years of age, the parents or legal guardians must be informed immediately.</p> <p>9. If required, proceed with steps under CRITICAL INCIDENTMANAGEMENT.</p> <p>10. All Medium/High level incidents involving students undertaking UTS Foundation Studies MUST be notified to the UTS CollegeRegistrar who will advise the International Student Services Coordinator at UTS.</p> <p>Sexual Assault and Harassment</p> <p>Sexual assault and harassment are identified as HIGH-level risks (definitions – page 7). However, unlike other HIGH-level incidents, there should be a caveat: <i>For incidents involving sexual assault or harassment:</i></p> <ul style="list-style-type: none"> - Secure the area if necessary, identify students most closelyinvolved or at risk, and provide the student with information as to next steps. - Do not call security, first aid, or emergency servicesunless given permission by the person who has experienced violence. - <i>if there is a clear threat to life emergency services may becalled.</i> <p>External services: NSW Rape Crisis – 1800 424 017</p> <p>NOTE: more details can be accessed in the UTS College Sexual Assault and harassment Policy and the UTS College (Student) Sexual Assault and Harassment Response Procedure.</p>	<p>Student Success Adviser/Student Success Team Lead</p> <p>Success Team Lead</p>
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