

## International Critical Incidents

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<b>Approved by:</b>	Director, English Language and International Services
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<b>Responsibility for review:</b>	Director, English Language and International Services
<b>Related policies or other documents:</b>	Integrated Project Management Procedures for Teaching Partnerships and International Projects. International Critical Incidents Immediate Response Checklist (ELIS Website)

### Rationale and Scope

The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires UNE to demonstrate its compliance with the National Code 2007 at the point of CRICOS registration and throughout its CRICOS registration period.

This compliance requirement also applies to students enrolled in courses delivered in association with another provider where UNE is the registered provider. UNE is responsible for breaches of the National Code, whatever the nature of its contractual or other arrangements with another provider.

**Standard 6** of the National Code 2007 requires UNE to support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

In order to comply with **Standard 6** UNE must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

For the purposes of this procedure a critical incident is defined as:

*A situation or traumatic event which causes or presents a significant risk to students and staff of UNE outside the normal range of experience of the people affected. Critical incidents encompass situations such as bodily harm, property damage, legal involvement, media activity, pandemics, natural disasters, war or acts of terrorism or other unusual activity that falls outside the scope of activity undertaken by UNE.*

## Principle

1.1 The Director, English Language and International Services (ELIS) is duly authorised by the University to manage critical incidents directly involving:

- International students on-campus in Armidale;
- UNE students studying at partner institutions (domestic and international);
- English Language Centre Students;
- Exchange Students;
- Short Term Non-Award Students;
- Study Tour Students; and
- Visiting Academics.

1.2 The Director, ELIS is the nominated Critical Incident Co-ordinator and forms and manages a Critical Incident Management Team (CIMT) and may co-opt UNE staff as appropriate.

1.3 The Director, ELIS undertakes a risk review annually to ensure appropriate resources are allocated and staff training undertaken to minimise identified risk.

1.4 The Director, ELIS monitors on a regular basis the availability of appropriate resources for managing critical incidents and the development of safety measures.

1.5 Training and clearly accessible and understood procedures are provided to key personnel, both at UNE and UNE's domestic partners, who may be affected by critical incidents.

1.6 The Director, ELIS maintains contact details for the nominated Critical Incident Co-ordinators (CIC) for UNE domestic partners and liaises with the CIC's as required.

1.7 Team Leaders report on the critical incident procedures of UNE's domestic partners as per the *Roles of Project Teams: Integrated Project Management Procedures for Teaching Partnerships and International Projects*.

## **Procedure**

### **2.1 Phase 1: Prevention**

2.1.1 The prevention of critical incidents through risk identification is a major component of critical incident management. The Director, ELIS will:

- a) Undertake Critical Incident Risk Assessment and identify key risks for UNE International.
- b) Develop individual plans to minimise the risks identified through such measures as education and training, improvements to OH&S, student counselling and discipline, individualised plans for students with challenging behaviour, practices at residences, security measures etc.
- c) Report risks and the resources required to manage these risks to the Chief Operating Officer, through the Entrepreneurial Committee where appropriate.
- d) Undertake an annual audit of the resources for managing key risks and report any shortfall to the Chief Operating Officer through the Entrepreneurial Committee where appropriate.
- e) Ensure Immediate Response Checklist is provided to all faculties, staff of UNE International and Integrated Project Management Team Leaders.
- f) Ensure all International students on-campus in Armidale, UNE students studying at partner institutions (domestic), English Language Centre Students, Exchange Students, Short Term Non-Award Students, Study Tour Students and visiting academics complete the International Personal Details Form.
- g) Ensure a copy of the International Personal Details Form is placed on file and recorded in the relevant UNE Database.

### **2.2 Phase 2: Response**

2.2.1 The staff member directly involved with the critical incident is to:

- a) Ensure the physical safety of students and staff as a matter of urgency (i.e. lockdown or evacuation of premises);
- b) Call emergency services as appropriate (including UNE Safety and Security);
- c) Call the Critical Incident Coordinator (CIC); and
- d) Refer directly to the Immediate Response Checklist for response action specific to the incident.

### **2.3 Phase 3: Recovery**

2.3.1 The CIC is to:

- a) Provide all those affected by the incident with access to factual information ;
- b) Co-ordinate the de-briefing of those affected within 8 hours of the incident;
- c) Should the incident involve UNE International, the Director, International Marketing and Pathways and the Director, English Language and International Services to consider the need to invoke the Business Continuity Plan; and
- d) Monitor the need for counselling. Initiate and maintain contact with those affected by the incident. Assess the need for on-going additional support from outside agencies.

## 2.4 Phase 4: Review

2.4.1 A Recovery and Response Plan to assist students and staff affected by a critical incident will be reviewed annually by the Director, ELIS, or in the event of a critical incident, one week post-incident, 2 months post-incident and 6 months post-incident.

a) Meeting 1: CIMT to meet within one week of incident.

Purpose:

- De-brief Team and update on outcomes.
- The UNE Critical Incident Policy requires the CIMT to complete Critical Incident Report to build on cumulative experience of handling crises so that UNE can improve its crisis response. This report to be completed at the initial meeting.
- Assess the need for legal advice.

b) Meeting 2: CIMT to meet two months post-incident

Purpose:

- Review of recovery phase. i.e. Assess need for on-going counselling; provision of memorials, resource management, involvement with coronial inquests etc.
- Re-assess legal position.

c) Meeting 3: CIMT to meet six months post-incident

Purpose:

- Full review critical incident policy and procedures

### Approval signature

06.07.2009

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Date

V. Crew

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Signature

*Director, English Language and International Services (ELIS)*

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Printed Name

### ANNEXURES:

- ELIS: International Critical Incidents Immediate Response Checklist
- ELIS: Recovery and Response Plan
- UNE International: Business Continuity Plan
- ELIS: Critical Incident Database
- ELIS: Risk Analysis
- ELIS: Business Continuity Plan
- International Personal Details Form