



International Student Critical Incidents Handling Serious Injury or Death Guidelines

Overview

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) requires UNE to demonstrate compliance with the National Code 2018 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.

Scope

Standard 6 of the National Code 2018 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 6.4 UNE must have a documented critical incident policy together with procedures that cover 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.

Guidelines

1. Notification

- a) On learning of serious injury to or the death of an international student, UNE International must be notified immediately.
- b) The Director, UNE International (UNEI) will form a Critical Incident Management Team (CIMT) and call an immediate meeting to commence action referring to International Critical Incident Procedures, Checklist and Guidelines.
- c) If notification of serious injury or death is received after hours or on a weekend the Director UNEI and Manager International Services will meet and commence action as the CIMT.
- d) The Director UNEI or CIMT nominee will contact Police or other emergency providers to confirm the report.
- e) On confirmation that serious injury or death has occurred, the CIMT will gather the following information on the student/s:
 - Student number
 - Full name
 - Date of Birth
 - Passport
 - Armidale address
 - Next of Kin and contact details
 - Degree of study
 - Current location of student/s
 - Date and time of injury/death
- f) The Director UNEI will notify the Vice-Chancellor and follow-up with an email including the information at 1.d and e, as well as any additional information requested.

2. Police, Hospital and Emergency Services
 - a) CIMT nominee will contact Police to obtain full details of incident and to supply information if requested by Police eg. next of kin contacts.
 - b) CIMT nominee will be ongoing Police contact for any Police investigation or assistance.
 - c) CIMT nominee will contact Hospital and ask if UNE can receive information on the student's condition and leave contact details for the student to call UNEI for assistance.
 - d) CIMT will provide OSHC details to the Hospital.
 - e) Police or Hospital will provide information should a Coroner be involved.
 - f) CIMT nominee will go to Hospital to support student/s
3. Media
 - a) All media communication both external and internal to UNE will be handled by the Vice-Chancellor's office or nominee.
 - b) Director UNEI will draft an initial press release ready for Vice-Chancellor.
 - c) CIMT to scan media publications and social media for mention of the incident.
4. Families
 - a) Normal protocol is for the Police to notify the family on the death of a student.
 - b) The Hospital will advise should an injured student require next of kin for acute care approval.
 - c) The injured student, if over 18, must give approval before UNEI can contact family members.
 - d) The Director UNEI will liaise and approve authorized expenditure by CIMT nominee on travel and accommodation should immediate family members or their nominated representative, request financial assistance to be with the injured/deceased student.
 - e) CIMT nominee will coordinate meetings for families (at their request) with any UNE staff members and friends of the student.
5. Friends, classmates and staff
 - a) CIMT to investigate who shares accommodation with the student/s and/or who are the student/s friends.
 - b) The friend or flatmate may be required to organise clothes and person items for the student/s. Depending on the circumstances, the friend or flatmate may take the items to the Hospital themselves as they may want to be with and support the student/s.
 - c) CIMT to draft a notification for classmates and teachers ready for circulation after Vice-Chancellor has made an Official notification to UNE.
 - d) CIMT to contact UNE Counselling to notify of incident in preparation for students who may require their service.
6. Incident occurs outside of Armidale
 - a) CIMT nominee/s will travel to student/s to provide immediate support.
 - b) Time of travel and length of stay depends on nature of student's injury and if possible, should extend till the arrival of family members.
7. Coroner and Repatriation
 - a) CIMT nominee will liaise with the Coroner's office to assist the family with arrangements and to explain the process.
 - b) The Coroner's office may take upwards of two weeks to release a body. The CIMT will liaise with both the Coroner and the family to ensure cultural and religious observances are adhered to if possible.
 - c) For Repatriation the CIMT nominee will assist the family in selecting a Funeral Home experienced in this service who are aware of cultural and religious requirements.
 - d) CIMT nominee will contact the Australian Consul in the student's home country for advice on the receipt of the coffin on arrival at the airport. An address for delivery of the coffin in the student's home country must be provided to the Australian Funeral home. NB. Not all countries have Funeral Homes for the coffin to be delivered to.

8. Community

- a) CIMT may be contacted by Community members to approve a vigil or fundraising activity. Approval cannot be given by CIMT, only advice after consultation with family, which should include consideration of the effect on the student or the student's family. The Community can proceed without UNE approval.

9. Consulate

- a) The Director UNEI or nominee will contact the student's Australia Consulate to notify of the incident and to identify if assistance will be forthcoming.

10. Sponsoring Bodies

- a) If the student holds an Australian Awards Scholarship the UNEI Scholarship Officer will make notification immediately via OASIS of the critical incident.
- b) A decision will be taken whether or not to immediately notify a Sponsor dependent on the seriousness of the incident and whether or not the student will need to defer their studies.

11. OSHC Insurance

- a) CIMT nominee will make initial contact with OSHC provider to notify them of the critical incident.
- b) Current OSHC provider Bupa, has a critical incident agreement with UNE which includes limited financial support. This funding can be used for all students regardless of their OSHC provider and the Director UNEI approves expenditure.

12. Legal assistance

- a) CIMT nominee can assist the student or family with access to initiate legal services. Access to ongoing financial assistance for legal services must be approved by the Pro Vice-Chancellor External Relations.
- b) In Armidale students can contact North and North West Community Legal Services for an initial free consultation.
- c) Anywhere in Australia students can access Redfern Legal Services.
- d) Bupa OSHC has a 24 hour student advice line for general legal inquiries.

13. Academic

- a) The relevant Head of School and Supervisor of the student/s will be notified by the CIMT should a student require a Leave of Absence, extension of time, or other assistance to continue with their studies.
- b) On the death of a student and after the Vice-Chancellor has notified the UNE community, CIMT will contact Student Administration & Services (SASD) to provide certificates required to close the student's UNE accounts and 'put up' a deceased indicator in Callista.
- c) In preparation should the family enquire, CIMT will seek advice from SASD and relevant School if a deceased student is eligible to receive an award posthumously including 'alternative exiting'.
- d) CIMT will notify the relevant Head of School after the Vice-Chancellor's notification, of the death of a student.

14. Counselling

- a) CIMT will contact Counselling as soon as possible to arrange for emergency counselling sessions.
- b) CIMT staff have access to Counselling services via the Staff Health, Safety and Wellbeing program.

15. Accommodation arrangements

- a) CIMT to identify the student/s accommodation arrangements and name/s of flat mates/friends, for the information of the family.
- b) CIMT will liaise with the student's family in the event of death to assist with arrangements to collect personal belongings and finalise arrangements as they relate to eg. rental and utility agreements.

16. Ongoing Assistance

- a) CIMT nominee will maintain contact with students who have taken a Leave of Absence to assist with their re-enrolment at UNE.

- b) UNE staff to seek approval from the PVCER to provide ongoing representation for a student should legal action be a possibility or there be deemed a conflict of interest.

Definitions

CIMT – Critical Incident Management Team

CIC – Critical Incident Coordinator

ESOS – Education Services for Overseas Students (ESOS) Act 2000: The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa

National Code 2018 - National Code of Practice for Providers of Education and Training to Overseas Students

International Student – on campus students studying on a Student Visa in Australia

Administration

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[Signature]

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Related policies or other documents:

International Critical Incidents Immediate Response Checklist

UNE Emergency Management Plan

ESOS Act (Education Services for Overseas Students) legislative framework

National Code 2018 (National Code of Practice for Providers of Education and Training to Overseas Students 2018)

Regulations

Critical Incident Trim Container A16/3883