International Critical Incidents – Operating Procedure

Overview

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2017 instrument effective 10 April 2017) requires UNE to demonstrate compliance with the National Code 2017 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 2017 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.

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, UNE International (UNEI) is duly authorized by the University to manage critical incidents directly involving:
   - International students on-campus in Armidale
   - English Language Centre Students
   - Exchange Students
   - Short Term Non-Award Students
   - Study Tour Students; and
   - UNE students studying at partner institutions (domestic and international)

1.2 The Director, UNEI is the nominated Critical Incident Coordinator and forms and manages a Critical Incident Management Team (CIMT). The CIMT is comprised of the Director UNEI, the Manager International Services & Compliances and other relevant UNEI staff (dependent on the critical incident) and can include other co-opted UNE staff as appropriate.

1.3 The Director, UNEI undertakes a risk review annually to ensure appropriate resources are budgeted for and available, to manage critical incidents and, staff training is identified and undertaken to equip staff managing critical incidents with appropriate skills as per identified risks.

1.4 The Director, UNEI monitors on a regular basis or after each significant critical incident, the availability of appropriate resources for managing future critical incidents and the development of ongoing 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, UNEI (or nominee) maintains contact details for the nominated Critical Incident Coordinators (CIC) for UNE domestic partners and liaises with the CIC's as required.

1.7 Partnership 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, UNE (or nominee) will:

    a) Undertake Critical Incident Risk Assessment and identify key risks for UNE International.
    b) Develop individual plans to minimize the risks identified through such measures as: education and training, improvements to WH&S, student counselling, individualized plans for students with challenging behaviour, practices at Residences, and security measures.
    c) Report risks and the resources required to manage these risks either direct to the PVC External Relations, or through the appropriate Committee.
    d) Undertake an annual audit of the resources for managing key risks and report any shortfall either direct to the PVC External Relations, or through the appropriate Committee.
    e) Ensure the Immediate Response Checklist is made accessible to all UNE staff, Safety and Security and Integrated Project Management Team Leaders.
    f) Ensure all International students on-campus in Armidale, studying at partner institutions (domestic), English Language Centre students, Exchange Students, Short Term Non-Award Students, and Study Tour Student's details are recorded either on Callista or on Trim, depending on the student's study status.

2.2 Phase 2: Response

2.21 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 (ie. lockdown or evacuation of premises);
    b) Call UNE Safety and Security and liaise to ensure the appropriate Emergency Services are called;
    c) Call the Critical Incident Coordinator (CIC);
    d) Refer directly to the Immediate Response Checklist for response action specific to the incident; and
    e) Refer to the UNE Emergency Response Plans (located on Safety Hub).

2.3 Phase 3: Recovery

2.31 The CIC is to:

    a) Provide all those affected by the incident with access to factual information;
    b) Coordinate the de-briefing of those affected within 8 hours of the incident;
    c) Should the incident involve UNE International, the Director UNEI, is to consider the UNE Emergency Management plans and the need to invoke a 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

2.41 A Recovery and Response Plan to assist students and staff affected by a critical incident will be reviewed annually by the Director UNEI, 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 Reports 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 ie. assess need for eg. on-going counselling; provision of memorials, resource management, involvement with coronial inquests or court cases.
- Re-assess legal position.

c) Meeting 3: CIMT to meet six months post-incident.
Purpose:
- Full review of critical incident policy and procedures

Definitions

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 2017 - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

CIMT – Critical Incident Management Team

CIC – Critical Incident Coordinator

Administration

Document Type: Operating Procedure

Administrator: Director, UNE International
TRIM reference: D07/29714
Date approved: August 2017
Due for review: August 2019

Responsible party for review: Manager International Services & Compliance, UNE International
Approved by: Director, UNE International

| [Signature] | *(signature)* |
| [Name] | VIRGINIA PATTINGACE |

Related policies or other documents:
International Critical Incidents Immediate Response Checklist

UNE Emergency Management Plans

ESOS Act (Education Services for Overseas Students) legislative framework

National Code 2007 (National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007) Regulations

Critical Incident Trim Container A16/3883