



<b>Critical Incident Management Policy</b>	
<b>Category/Business Group</b>	Education Group
<b>Published Externally (Yes/No)</b>	Yes
<b>Approver</b>	Chief Executive Officer
<b>Responsible Officer</b>	Group Executive, Education Group
<b>Contact Officer</b>	Manager, Student Life
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<b>Version</b>	4

**Policy Approval**

<b>Approver</b>	<b>Responsible Officer</b>	<b>Policy Officer</b>
Rob Forage	Marc Weedon-Newstead	Emma Drummond
Date:19/03/2019	Date:19/03/2019	Date:19/03/2019



## 1 Background

UNSW Global has obligations under the *Education Services for Overseas Students Act 2000 (Cth)* (the “**ESOS Act**”), which regulates the delivery of education and training courses to students who come to Australia to study on a student visa. One of the functions of the ESOS Act is to set up a National Code, which provides standards for all registered providers including UNSW Global.

Standard 6 of the National Code requires UNSW Global to have effective and transparent processes in place to provide students with easily available access to support services.

## 2 Purpose

This policy outlines UNSW Global’s approach to managing serious incidents, including a situation meeting the definition of “critical incident” under the provisions of Standard 6.4. Student incidents that are not deemed to be Critical Incidents will still frequently require support. Support Services are delivered to UNSW Global Students in accordance with the *UNSW Global Student Support Services Policy*.

This Policy includes the contact details of assistance for students if they wish to access support services.

## 3 Scope

This policy applies to:

- (a) UNSW Global, its employees and contractors;
- (b) any third party providing services to UNSW Global Students on UNSW Global’s behalf; and
- (c) all UNSW Global Students. This includes:
  - i. Domestic students;
  - ii. Overseas Students;
  - iii. Other categories of International Students, such as those studying short courses at UNSW Global and who hold a visa other than student visa; and
- (d) Third Party Test Candidates.

In relation to Overseas Students, serious academic misconduct that might result in exclusion from UNSW Global is not generally within the scope of matters that are considered to be a ‘critical incident’ under the provisions of the National Code. (Academic misconduct may come within the ambit of Standard 13 – *Deferring, suspending or cancelling the student’s enrolment*. Refer to UNSW Global’s *Deferral, Suspension and Withdrawal Policy*).

## 4 Definitions

**CAAW Letter** means a Confirmation of Appropriate Accommodation and Welfare letter.

**CAPS** means the UNSW Counselling and Psychological Services

**Committee** means the Critical Incident Coordinating Committee



**Confirmation of Enrolment (CoE)** means a document issued by UNSW Global (on behalf of UNSW in the case of Packaged Offers), to intending Overseas Students and which must accompany their application for a student visa. It confirms the Overseas Student's eligibility to enrol in the particular Course or Program of UNSW Global and UNSW (if applicable).

**Critical Incident** means a tragic or traumatic event or situation (within or outside Australia), or the threat of such, which affects, or has the potential to affect a student, his/her family members and/or other persons including staff and friends, in a traumatic way, including extreme stress, fear or injury. Student critical incidents include any situation deemed to be a 'critical incident' under the provisions of the National Code. Student critical incidents can include, but are not limited to:

- (a) serious injury or serious threat of these (may include serious injury or health problem which prevents the student continuing with or completing the course);
- (b) death of a student;
- (c) attempted suicide;
- (d) missing student;
- (e) mental health episode requiring hospitalisation;
- (f) natural disaster located away from UNSW Global;
- (g) student arrested or detained;
- (h) assault, including sexual assault, domestic violence or robbery, severe verbal or psychological aggression;
- (i) drug or alcohol abuse; and/or
- (j) Other serious events.

**Domestic Student** means a UNSW Global Student who is an Australian citizen, a New Zealand citizen, an Australian permanent resident, or a person who is entitled to stay in Australia, or to enter and stay in Australia, without any limitation as to time.

**DFAT** means the Department of Foreign Affairs and Trade.

**DHA** means the Department of Home Affairs.

**ESOS Act** means the *Education Services for Overseas Students Act 2000 (Cth)*.

**ESOS Regulations** means the *Education Services for Overseas Students Regulations 2001 (Cth)*.

**International Student** means a UNSW Global Student who is not an Overseas Student nor a Domestic Student, and who holds a visa other than student visa.

**Missing Student** means a Student who cannot be contacted and has been absent from class and/or where there are substantial concerns for their welfare and safety. This includes Under 18 Students who have been issued with a CAAW Letter and who have failed to return to or reside in their approved accommodation.

**National Code** means the National Code of Practice for Providers of Education and Training to Overseas Students established under the ESOS Act.

**Overseas Student** means a person (whether within or outside Australia) who holds a student visa but does not include students of a kind prescribed in the ESOS Regulations.



**PRISMS** means the Provider Registration and International Students Management System.

**SAM** means UNSW Global's Student and Agent Management system

**Terms of Reference** means the Terms of Reference of the Committee.

**Third Party Test Candidate** means a person, whether or not they are a UNSW Global Student, who takes a language test, which is conducted by UNSW Global at a Test Centre on its premises on behalf of a third party organisation. Examples include:

- International English Language Testing System (**IELTS**), which is conducted by UNSW Global on behalf of IELTS Australia Pty Ltd;
- Test of English as a Foreign Language (**TOEFL**) which is conducted by UNSW Global on behalf of Educational Testing Services (**ETS**); or
- Occupational English Test (**OET**) which is conducted by UNSW Global on behalf of Cambridge Boxhill Language Assessment Trust (**CBLA**)

**Under 18 Student** means a UNSW Global Student who is under 18 years of age.

**UNSW Global Student**, means a student who is enrolled with UNSW Global to study a program of studies which is delivered by UNSW Global, including, but not limited to domestic students, Overseas Students, and Third Party Test Candidates, who, for the purpose of this Policy, take a language test at UNSW Global's premises during weekends.

## 5 Policy Statement

UNSW Global is committed to ensure that Critical Incidents are managed effectively, compassionately, in a timely manner and that appropriate resources are available to respond to all aspects of a critical incident.

In all cases, the response to a Critical Incident shall be timely, professional and in accordance with the Critical Incident Management Procedure. Where necessary the Critical Incident Management Procedure shall be adapted to meet the needs of the student experiencing a Critical Incident.

### 5.1 UNSW Global's Commitment to Critical Incident Management

In the event of a Critical Incident:

- (a) Students will be informed whom to contact, please see paragraph 5.3;
- (b) a Case Manager will be allocated to manage such Critical Incident;
- (c) the response of UNSW Global staff should be adapted within this policy and accompanying procedure to meet the needs of each incident;
- (d) Critical Incidents shall be reported to Senior UNSW Global staff and relevant persons/departments at UNSW, as required on a case by case basis;
- (e) A *Critical Incident Coordinating Committee* may be established to coordinate responses to a Critical Incident, whether a Critical Incident affects only an individual student or a cohort of Students, where necessary to effectively resolve such Critical Incident;
- (f) timely medical treatment, counselling or other support will be arranged as needed;



- (g) follow-up and ongoing interventions will be provided where necessary;
- (h) Student's parents/guardian or next of kin will be contacted where appropriate;
- (i) UNSW Global shall liaise with identified external agencies if required, and in line with Privacy legislation;
- (j) UNSW Global shall record all Critical Incidents and any actions taken in the Critical Incident Register; and
- (k) a copy of the Critical Incident Register will be provided to the UNSW Global Compliance Committee on a quarterly basis.

## 5.2 Critical Incidents involving Under 18 Students

Critical Incidents that involve Under 18 students will require the following additional actions:

- (a) A staff member from Student Support (usually a student advisor) will be appointed as a Case Manager to help manage the Critical Incident. This person will be the liaison between the Under 18 Student, UNSW Global and any relevant third party. The Case Manager may also get in contact with the Under 18 Student's parents or legal guardian, where the circumstances require it;
- (b) Compliance with the UNSW Global [Under 18 Student Policy](#).

## 5.3 Critical Incidents involving disruption to the welfare arrangements of Under 18 Students

When a Critical Incident disrupts, or is likely to disrupt, the welfare arrangements of an Under 18 Student the following will occur:

- (a) Where relevant, UNSW Global will arrange to collect or move the student to ensure their safety;
- (b) Where the Critical Incident involves an Under 18 Student's accommodation arrangements, the Under 18 Student will be moved to suitable alternate accommodation, this may be short term accommodation (such as a hotel) on a temporary basis, until a long-term arrangement can be made;
- (c) A student advisor will be appointed as a Case Manager to assist the student and ensure their welfare;
- (d) UNSW Global will carry out all necessary steps to mitigate such Critical Incident, for example: if the Critical Incident involves Under 18 Student accommodation, UNSW Global will investigate the incident and put in place appropriate remediation plans, such as not placing Under 18 Students in the same accommodation in the future;
- (e) UNSW Global will keep records of all Critical Incidents involving Under 18 Students for a minimum of two years after the Under 18 Student has completed their studies with UNSW Global; and
- (f) UNSW Global will make all necessary notifications, such as to the police, the DHA, the student's parents or legal guardian and other relevant authorities.



**5.4 Incidents that are not ‘Critical Incidents’**

Incidents that are not deemed to be Critical Incidents in accordance with this Policy will still frequently require support. Support Services for such incidents are delivered to Students in accordance with the [UNSW Global Student Support Services Policy](#).

**5.5 Contact Details Of Assistance**

In the event of a Critical Incident, Students can contact the following people:

Type of Incident	Hours of Operation	Contact Person/Entity	Contact Details
All Critical Incidents	9:00am – 5:00pm Monday to Friday	Student Services Officers Student Services Counter at 223 Anzac Parade, Kensington	Phone: (02) 9385 0555 Email: <a href="mailto:student.support@unswglobal.unsw.edu.au">student.support@unswglobal.unsw.edu.au</a>
	9:00am – 5:00pm Monday to Friday	Student Services Counter, Randwick Campus	
All Critical Incidents that occur on UNSW Campus	24 hours a day 7 days a week	Campus Security UNSW Security Services	For emergencies phone: (02) 9385 6666 For general enquiries phone: (02) 9385 6000
Off-Campus Emergencies	24 hours a day 7 days a week	Emergency Services Fire, Police and Ambulance	Phone: 000
Off-Campus Non-emergencies. For example, if you are the victim of a crime and minor traffic crashes.	24 hours a day 7 days a week	NSW Police	Phone: 131 444
Counselling, mental health and other health incidents	8.15am - 6.00pm Monday to Thursday	For general health case call the University Health Service	Phone: (02) 9385 5425 Email: <a href="mailto:unihealth@unsw.edu.au">unihealth@unsw.edu.au</a>
	8.15am - 5.15pm Friday		
	24 hours a day 7 days a week	For mental health case call the Mental Health Line	Phone: 1800 011 511
	24 hours a day 7 days a week	For crisis support and suicide prevention call Lifeline	Phone: 13 11 14
	9.00am - 5.00pm Monday to Friday	UNSW Global will refer students to the UNSW Counselling and Psychological Services (CAPS) if appropriate	Phone: (02) 9385 5418 Email: <a href="mailto:counselling@unsw.edu.au">counselling@unsw.edu.au</a>



Type of Incident	Hours of Operation	Contact Person/Entity	Contact Details
On-campus security	24 hours a day 7 days a week	Students are advised to download the UNSW security app. The app includes the following: <ul style="list-style-type: none"> <li>• Emergency contacts</li> <li>• Request a security escort</li> <li>• Track the night security bus</li> <li>• A flashlight and alarm</li> <li>• Security tips</li> </ul>	Download the app: 'StaySafe@UNSW'

Further contacts for help emergencies and for advice with personal and study related matters can be found on the UNSW website <https://student.unsw.edu.au/emergency>

**5.6 Financial Approvals**

UNSW Global may be required to incur expenses to deal with a Critical Incident. In such cases, expenses may be put on corporate credit card/s and, where the relevant staff member does not have a corporate credit card, they may pay for such expense and seek reimbursement after. Financial approval for covering Critical Incident expenses can be given by the following persons:

- (a) Up to \$2000                      Student Support Manager and Manager Student Life.
- (b) Over \$2000                      General Manager, Education Support and Development.

**5.7 Exchange of Information with Parents, Family or External Agencies**

- (a) UNSW Global will contact and provide assistance to parents/guardian or the next of kin for a Student who is missing, seriously injured or deceased, in accordance with the Critical Incident Management Procedure. Where necessary, interpreters will be used in this process.
- (b) In dealing with a Critical Incident, UNSW Global may release a student’s personal information to external agencies, these agencies may include, but are not limited to, hospitals and health providers, insurance companies, Police, Consulates or an Embassy.
- (c) Where a Critical Incident results in an Overseas Student’s enrolment being suspended, deferred or cancelled, UNSW Global must inform DHA through PRISMS.

**6 Legal and Policy Framework**

This policy is intended to comply with the ESOS Act and the National Code.



**6.1 Responsibilities**

(a) *Approver*

The Chief Executive Officer is responsible for the approval of this policy.

(b) *Responsible Officer*

The Education Group Executive is responsible for the implementation, dissemination and review of this policy.

(c) *Contact Officer*

The Manager, Student Life is responsible for the day to day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.

(d) *Policy and Compliance Officer*

The Policy and Compliance Officer is responsible for the administration and publishing of this policy.

(e) *Staff, Supervisors and Executives*

UNSW Global staff, supervisors and executives are responsible for assisting in the implementation of and adherence to this policy.

**6.2 Review**

This policy is due for review three years from its date of implementation or in case of legislative or regulatory changes

**7 Linked Documentation**

- (a) Critical Incident Register (restricted access)
- (b) [UNSW Foundation Studies Student Handbook](#)
- (c) [UNSW Institute of Language Student Handbook](#)

**8 Related Policies and Procedures**

- (a) Critical Incident Management Procedure
- (b) Under 18 Student Policy
- (c) Under 18 Student Procedure
- (d) Student Support Services Policy

**9 Version History**

Version Control	Date Effective	Approved By	Amendment Notes
2	1 August 2017	T. Kelly	Definitions amended to match the definitions & the reviewed Critical Incident Management Procedure
3	1 January 2018	E. Drummond	Reflect changes made to the company letterhead and UNSW branding
4	18 March 2019	E. Drummond	Add in new section 5.2 and 5.3, in relation to Under 18 Student Critical Incidents