

Critical Incident Management - International Students Procedure

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Purpose

This procedure has been developed to articulate the University's practices that apply to enrolled International Students in compliance with Standard 6 – Student Support Services of The National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Standard 6 requires registered providers to have a documented critical incident procedure that specifies 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.

The procedure recognises that in most cases international students do not have close family available to care and provide support to them in Australia. It is imperative that the University responds in a practised and timely way with any critical incident involving an international student so that:

- Timely and regular information is relayed to families abroad in accordance with information privacy principles
- Ongoing support is provided to a student in need, and

- Comprehensive records are maintained.

Scope

This procedure applies to all critical incidents, as articulated below, that involve International Students enrolled at Federation University, which may include those studying online or offshore.

Legislative context

- [The Tertiary Education Quality and Standards Agency Act 2011 \(TEQSA Act\)](#)
- [The Education Services for Overseas Students \(ESOS\) Act, 2000](#)
- [The National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Privacy & Data Protection Act 2014](#)

Definitions

Term	Definition
Consent to report	Explicit permission or request by the student affected to report an incident. Gaining consent is mandatory in all cases except where student does not have the capacity to consent, where the student is under the age of 18 or where student is missing.
Critical Incident	A traumatic event, which is likely to cause extreme physical and/or emotional distress involving the University, its staff and/or students.
Crisis Incident Management Team	The dedicated group within the University responsible for the strategic management of critical incidents.
International Student	A student enrolled in a Federation University unit or course under a Student Visa (Subclass 500). This includes students studying offshore where offshore study is approved by the University.
Missing Student	A student who has been: <ul style="list-style-type: none"> • Officially reported as missing to the Police; OR • Missing during off-campus University activities, after reasonable attempts have been made to locate and contact them; OR • Out of contact with University staff for 10 working days, after repeated attempts to contact them by phone and email, where a reasonable concern for their safety exists
Partner Provider	Educational institution providing units and courses of the University through an approved Education Agreement.
PRISMS	Provider Registration and International Student Management System
Traumatic Event	May include, but is not limited to <ul style="list-style-type: none"> • a missing student (See 'Missing Student' above); • any fatality or serious injury requiring emergency medical attention, or any threat of these;

	<ul style="list-style-type: none"> • a serious traffic collision resulting in serious injury or death; • physical / sexual assault or domestic violence, where this has caused fatality or severe psychological or physical trauma; • severe verbal or psychological aggression; • fire resulting in death, significant injury or significant property loss; • a hold up or attempted robbery resulting in death, significant physical or psychological injury, or significant property loss; • serious threats of violence, and • storms or natural disasters; • serious physical or psychological illness; • drug or alcohol abuse resulting in hospitalisation or death; • being charged in relation to a criminal offence.
University	Federation University Australia

Actions

Reporting missing International Students (Except where Police report as missing)

	Activity	Responsibility	Steps
A	Attempting to contact the student	Staff/Student making the report	<ol style="list-style-type: none"> 1. Attempt to make contact by phone and/or email as per 'Missing Student' definition. 2. Assess whether there are grounds for concern about the student's safety.
B	Reporting the student as missing	Staff/Student making the report	<p>Students:</p> <ol style="list-style-type: none"> 1. Report to International Student Advisory (or Partner campus equivalent) immediately or the University's Emergency Phone number (1800 333 732) out of hours. <p>Staff:</p> <ol style="list-style-type: none"> 1. Report to Director, Student Services and Registrar or Partner Provider equivalent, or the University's Emergency Phone number (1800 333 732) out of hours in an emergency. 2. Partner Provider staff to report incidents to Director, Student Services and Registrar.

C	Determining action to be taken	Director, Student Services and Registrar /Director, Partner Provider or equivalent/Crisis Incident Management Team	<ol style="list-style-type: none"> 1. Consider the details and severity of the incident and determine what action needs to be taken. 2. If the incident is not severe and can be resolved with resources available, initiate action to ensure the appropriate level of support is provided. Partner Provider will forward a report of the incident to the Director, Student Services and Registrar within 5 working days. 3. If the incident is severe and warrants a level of support/ assistance from external resources, initiate action to arrange that support.
D	Reporting to the Crisis Incident Management Team	Director, Student Services and Registrar / Director, Partner Provider or equivalent	Notify Crisis Incident Management Team Lead to determine if the matter should be escalated to the Crisis Management Team for action and oversight.
E	Reporting to Department of Foreign Affairs and Trade as required for Australia Award recipients	International Student Advisory	Report Critical Incident through OASIS.

Reporting all other critical incidents

	Activity	Responsibility	Steps
A	Reporting incident	Staff/Student making the report	<p>Students: Report to International Student Advisory (or campus equivalent) or the University's Emergency Phone number (1800 333 732) out of hours.</p> <p>Staff: Report to Director, Student Services and Registrar or Partner Provider equivalent, or the University's Emergency Phone number (1800 333 732) out of hours in an emergency.</p>
B	Determining action to be taken	Director, Student Services and Registrar, Director, Partner Provider or equivalent/Crisis Incident Management Team	<ol style="list-style-type: none"> 1. Consider the details and severity of the incident and determine what action needs to be taken.

			<ol style="list-style-type: none"> If the incident is not severe and can be resolved with resources available, initiate action to ensure the appropriate level of support is provided. Partner Provider will forward a report of the incident to the Director, Student Services and Registrar within 5 working days. If the incident is severe and warrants a level of support/ assistance from external resources, initiate action to arrange that support.
C	Reporting to University Crisis Incident Management Team	Director, Student Services and Registrar/ Manager, Global Professional Services	Notify Crisis Incident Management Team coordinator to determine if the matter should be escalated to the Crisis Management Team for action and oversight.
D	Reporting to Department of Foreign Affairs and Trade as required for Australia Award recipients	Scholarships Department	Report Critical Incident through OASIS.

Monitoring/Follow-up of Critical Incidents

	Activity	Responsibility	Steps
A	Monitoring condition of student(s) affected	International Student Advisory or equivalent service	<ol style="list-style-type: none"> Liaise with student(s) or authorised contact, police or other services as required to monitor status of incident. Collect only relevant information for handling of incident. Report to Director, Student Services and Registrar as required.
B	Liaising with students' family	Crisis Incident Management Team	Where student is in critical condition, or has requested their family be notified, Crisis Management team (in consultation with partner provider if relevant) will nominate a single point of contact for all family liaison.

C	Coordinating provision of University-based supports/resources	International Student Advisory or equivalent service	<ol style="list-style-type: none"> 1. Conduct needs-assessment of other University supports/resources - in conjunction with student where practical. 2. Facilitate referrals to/liase with other services and/or provision of resources as required. 3. Case-manage student access to services/resources.
D	Liaising with police and/or other emergency services	Director, Student Services and Registrar/Director, Partner Provider or their nominee	Act as single point of contact between the University and Emergency Services.
E	Advising and assisting family members with travel and accommodation arrangements as required to support the student	Director, Student Services and Registrar/Director, Partner Provider	<ol style="list-style-type: none"> 1. With consent from student, liaise with family members wishing to travel to support student. 2. Assist family with travel arrangements if travelling from overseas. 3. Provide on-campus accommodation (where appropriate) at no cost.

Additional Actions involving international students under the age of 18

	Activity	Responsibility	Steps
A	Advising family members	Director Student Services and Registrar	<ol style="list-style-type: none"> 1. Due to the age of the student, the student's parents and/or legal guardian will be contacted regardless of the criticality of the incident. 2. The Director may nominate an International Student Advisor to follow up with the student and/or liaise with student's parent or guardian.
B	Ensuring appropriate welfare and accommodation arrangements are in place	International Student Advisor	<ol style="list-style-type: none"> 1. If the student's welfare (e.g. accommodation) arrangements are disrupted, the international student advisor will notify Fed Uni International Compliance within 24 hours so that the team can advise the Department of Home Affairs as necessary.

Additional actions in the event of a death

	Activity	Responsibility	Steps
A	Follow University Deceased Student Procedure	All staff	<p>Ensure that all actions follow the University Deceased Student Procedure including the following:</p> <ul style="list-style-type: none"> • Appointing a Case Manager • Notification • Verification of Death • Communication • Academic Status
B	Coordinating repatriation of body	Appointed Case Manager	Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations.
C	Coordinating support for other students affected	Director, Student Services and Registrar/ Director, Partner Provider or their nominee	<ul style="list-style-type: none"> • Ensure that appropriate levels of pastoral care, mental health and other relevant supports are made available to students who may be affected by the death. • Ensure that supports are accessible, and that students understand how to access additional 24/7 support
D	Reporting to Department of Home Affairs	Coordinator, International Student Compliance	Report death of student through PRISMS.

Record-Keeping

	Activity	Responsibility	Steps
A	Keeping accurate and timely records of all actions relating to critical incident	All staff involved in Critical Incident	Record all notes within 48 hours of action using approved, secure University system in line with Records Management Procedure , e.g: Point and Click, CRM, FDL as appropriate.
B	Maintain Critical Incident Register	Crisis Incident Management Team Coordinator	Ensure details captured in central critical incident register within 24 hours of notification.
C	Disposal of records	All staff involved in Critical Incident	Dispose of records in line with University Records Management Procedure .

Public Relations

	Activity	Responsibility	Steps
A	Making public comment on critical incident	Vice-Chancellor (or their nominee)	Where the circumstances of a critical incident involving an international student/s is considered to have some public relations implication, the Vice-Chancellor or nominee, as indicated in the Critical Incident Plan is the only authorised spokesperson to speak to media representatives on behalf of the University.

Supporting Documents

- [Global Partners and Community Engagement Policy](#)
- [Health and Safety Operations Manual](#)
- [Information Privacy Procedure](#)
- [Student Support and Orientation for International Students Procedure](#)
- [Study Adjustment and Course Flexibility Guidelines](#)
- [Deceased Student Procedure](#)
- [Records Management Procedure](#)

Responsibility

- Chief Learner Experience Officer, as the Approval Authority, is responsible for monitoring the implementation, outcomes and scheduled review of this procedure.
- Director, Student Services and Registrar, as the Document Owner, is responsible for maintaining the content of this procedure as delegated by the Chief Learner Experience Officer.

Promulgation

This procedure will be communicated throughout the University community via :

- A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website.
- Notification to Institutes, Centres and Directorates.

Implementation

This procedure will be implemented throughout the University via:

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website.
2. Staff induction sessions.

3. Training sessions.

Records management

Document title	Location	Responsible officer	Minimum retention period
All case notes relating to Critical Incidents	Approved University systems including SharePoint	All staff	7 years