

Student Critical Incident Policy

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Scope

This policy applies to all Nan Tien Institute (NTI) students, whether on or off campus unless otherwise stated.

This policy includes international students in respect to any critical incident involving one or more of them in connection with their study in Australia:

- a. in the four weeks prior to the commencement of their first semester of studies at NTI;
- b. during the period of their enrolment; and
- c. in the four weeks following the end of their final semester of studies at NTI.

NTI recognises that some international students may require additional support because they will not have close family available and will try to assist in these cases.

Definitions

Critical incident	<p>A traumatic event, or the threat of a traumatic event, that causes extreme stress, fear or injury to one or more students.</p> <p>Critical incidents include, but are not limited to: death, serious injury/illness, hospitalisation, public health alert, critical mental health episodes, emergency medical evacuation, missing person, student arrest, suicide attempt or other serious concerns of student welfare, perpetrating or being the victim of crime-related incidents, anything that involves a threat to a person (e.g. stalking, domestic violence, bullying, cyber-bullying), fire or natural disasters.</p>
International student	A student who is not a permanent resident of Australia but is studying in Australia at NTI.

Staff	All people employed by NTI, whether on continuing, permanent, fixed term, casual or on a traineeship basis.
Affiliates	Includes people holding NTI honorary awards and titles and people engaged by NTI as agents, contractors, volunteers and work experience students.
Student	A person registered for a course or subject at NTI.
PRISMS	Department of Home Affairs' Provider Registration and International Students Management System.

Policy Statement

This policy aims to provide a clear process for managing NTI's response to critical incidents involving all NTI students by:

- a. ensuring appropriate procedures are followed;
- b. assisting to ensure that each critical incident is managed effectively and compassionately and following the relevant legislation and guidelines.

Nan Tien Institute's (NTI's) response will be timely, professional and personal. Incidents may vary in terms of the level of the emergency and the response required. NTI's response will be adapted, in accordance with this policy, to meet the needs of people within each incident.

Systems and Procedures

REPORTING CRITICAL INCIDENTS

1. All critical incidents should be reported within the first 24 hours to:
 - Student Services Office;
 - NTI President; or
 - Campus security.
2. External emergency services should be called, where appropriate, using the 000 service.
3. If a report of a critical incident is not made in the first instance to the Student Services Office, NTI President or campus security, the person or persons receiving the initial incident report must inform NTI President and the Student Services Office as soon as practicable afterwards.

RESPONSE TO A CRITICAL INCIDENT REPORT

4. NTI President and Student Services and Academic Support Manager are responsible for coordinating the initial response to the report of a critical incident.
5. The initial response will occur within 24 hours of the receipt of the report.
6. NTI President and Student Services and Academic Support Manager will take all reasonable steps to secure the immediate safety and welfare of the affected student(s), including emergency evacuation or immediate medical intervention, where necessary.
7. The Student Services and Academic Support Manager will oversee the process of gathering information

to:

- a. determine the nature of the incident;
 - b. establish a clear understanding of the known facts;
 - c. arrange medical treatment for the affected student(s), if necessary;
 - d. identify the affected student(s) and their contact details;
 - e. determine the current whereabouts of the affected student(s);
 - f. assess the welfare of the affected student(s); and
 - g. recommend counselling services for the affected student(s), if necessary.
8. To facilitate the management and resolution of a critical incident, the Student Services and Academic Support Manager will:
- a. notify and liaise with other relevant NTI staff;
 - b. where appropriate, notify and liaise with external and emergency providers;
 - c. where appropriate, notify government agencies, including the Department of Home Affairs;
 - d. where appropriate, ensure that contact is made with the student's next of kin or other family.
9. In case of international students, where appropriate and depending on the nature of the critical incident, the Student Services Office will respond to enquiries from the NSW Police and will liaise with the embassy or consulate of the student's country of origin and may collaborate in arrangements for:
- a. supporting the student's family;
 - b. transport and accommodation;
 - c. a funeral, cremation or repatriation of the student's body.
10. The release of any personal information to external parties must comply with NTI Privacy Policy and the Privacy and Personal Information Protection Act.

RECOMMENDED PROCESS FOR MISSING PERSONS

11. From time to time, parents or other family members of a student, a recent graduate or a recent student may contact NTI to report that student or graduate is missing. These enquiries should be referred to the Student Services and Academic Support Manager, who will alert NTI President and NTI Dean of Studies.
12. The Student Services and Academic Support Manager should refer the relative to the Police. In circumstances where the family are reluctant to engage with law enforcement, other global charitable organisations may provide suitable alternatives. These organisations are outlined in *Appendix A*.
13. Depending on the advice provided by the family, the Student Services and Academic Support Manager should ascertain whether the family has had any contact with the student and/or has current contact with the student, through which a message may be communicated.
14. There are privacy constraints to providing student addresses and/or other information to family members. If a current student address/email address is on NTI student management system, NTI may offer to send a letter on behalf of or from the family to that address or to telephone them using the last known contact numbers on the student's record.
15. NTI shall provide advice as requested by the Police, ensuring adherence to any legal obligations.

RECOMMENDED PROCESS FOR STUDENT DEATH

16. In the event of the death of a student, the Student Services and Academic Support Manager is responsible for ensuring that appropriate contact is made with the deceased student's next of kin or other family nominated, if it's not a Police matter.
17. Student Services and Academic Support Manager will also be responsible for:
 - a. ensuring the student's record is updated; and
 - b. where relevant, facilitate appropriate reporting to the Department of Home Affairs via PRISMS.
18. NTI President will prepare a letter of condolence to be sent on behalf of NTI to the student's family. The letter will be respectful of the student's culture and country of origin, be translated where appropriate and reflect the student's engagement with NTI.
19. NTI President will consult with NTI Dean of Studies on additional appropriate actions to be taken. These may include:
 - a. assessing the likely scale of impact, e.g. friends affected / social networks etc;
 - b. responsibility for internal communications;
 - c. determining the necessary actions to ensure a professional and compassionate response.
20. NTI will return any personal effects to the next of kin, or dispose of these, in consultation with the family.

CONTACT WITH MEDIA

21. NTI President is responsible for responding to media enquiries in relation to critical incidents involving students and will, where appropriate, make statements on behalf of NTI.

ONGOING LIAISON

22. The Student Services and Academic Support Manager will take responsibility for managing the incident including, where necessary, liaison with:
 - Police;
 - medical services;
 - NTI President – to be kept informed;
 - family – ongoing contact;
 - other organisations, as relevant, in the case of incidents that involve international students.

RECORD KEEPING

23. The Student Services and Academic Support Manager will make appropriate records of all critical incidents and their management.
24. These records will be kept in NTI Student Critical Incident Register for seven (7) years after the student ceases to be NTI's student.

Legislation and Regulation

Higher Education Support Act 2003

Education Services for Overseas Students (ESOS) Act 2000

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

Privacy and Personal Protection Information Act 1988

NTI Privacy Policy

Contacts

Emergency Services	Dial 000
Campus Security (Insight security)	0416 276 313
NTI President	(02) 4258 0700
Student Services Office	enquiry@nantien.edu.au
	(02) 4258 0740
Student Services and Academic Support Manager	v.penberthygroves@nantien.edu.au
	(02) 4258 0741
Salvation Army	+61 2 9211 0277
Mission Australia	1800 227 772

Appendix A

Charitable organisations who may provide assistance to family and relatives of missing persons:

- a) The Salvation Army offer a family tracing service. However, due to its international protocol, it will not initiate enquiries in Australia. The student's relatives should be advised to contact the Salvation Army in their home country. The Salvation Army operates in 100 countries. This applies even if the family have arrive in Australia to look for their relative. If the Salvation Army locates the missing person, it will request the person to let their family know they are safe.
- b) Mission Australia has a 24 hour free Family and Friends of Missing Persons support line. It offers support and a referral service.