

Student Critical Incident Management

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1.0 Purpose

The purpose of this policy is to outline how Griffith plans for, responds to and manages, in a timely and coordinated manner, student critical incidents in line with the Crisis and Incident Response Plan to ensure they are responded to, or resolved, in the best possible way for the student(s), their families, and for the University.

2.0 Scope

This Policy applies to:

- Any category of individual or groups of enrolled students (e.g., non-award, undergraduate, postgraduate and higher degree by research, domestic and international) from the University where the student critical incident occurs on campus.
- Any category of individual or groups of enrolled students from the University when the student critical incident occurs during an approved University related activity regardless of whether in Australia or overseas. University related activities include third party arrangements, field trips, placements, internships, study tours, conferences, or other approved Griffith outbound mobility programs etc.
- All international student critical incidents regardless of whether at the time of the incident, the student is engaged in an approved or non-approved University related activity on or off campus.

This Policy does not apply to:

- Local critical incident management arrangements that apply at transnational program partner organisations.
- Routine student welfare concerns and minor incidents for which the University provides support and assistance through normal service operations such as Student Life Services, counselling services and international student support.

3.0 Policy statement

Griffith University applies a three-level approach to crisis and incident management (crisis, incident and local response). An increase in levels results in the activation of resources to manage the event. If a crisis or incident occurs, the Crisis Management Team (CMT) or Incident Management Team (IMT) respectively will be convened. These teams include both core roles and optional roles depending on the type of incident, determined by the CMT or IMT lead who can determine the nature of the incident and team membership

requirements. Student critical incidents require the inclusion of the optional roles of Academic and Griffith International representatives in the Management Teams. The definition of incident levels, team memberships, and other process documentation is included in the *Crisis and Incident Response Plan*.

Student Critical Incidents may also require the following Policy considerations beyond the protocols and processes established by the *Crisis and Incident Response Plan*:

- Incidents or allegations of student sexual assault, harassment, bullying and discrimination are dealt with in the *Student Sexual Assault, Harassment, Bullying & Discrimination Policy*.
- Incidents or allegations of student misconduct are dealt with in the *Student Misconduct Policy*.
- Concerns about a student's health and wellbeing, including behaviours that may be considered unsafe to themselves or others are dealt with in the *Student Wellbeing and Safety Policy*.
- For students under the age of 18, additional information is included in the *Child Safety and Wellbeing Policy* and *Child Risk Management Procedure*.
- For international students under the age of 18, additional reporting requirements are detailed in the *International Students Under the Age of 18 Policy* and the *International Students Under the Age of 18 Procedure*.
- For coursework students involved in a critical incident, Academic support may be offered under the *Enrolment Procedure*.

3.1 External Reporting Requirement

Any critical incident which constitutes a material breach of safety that impacts students must be reported to the Provost who will notify the Tertiary Education Standards Agency (TEQSA).

4.0 Roles, responsibilities and delegations

The roles, responsibilities, and delegations in relation to Student Critical Incidents are set out in the Crisis and Incident Response Plan.

Any critical incident which constitutes a material breach of safety that impacts students must be reported to the Provost who will notify the Tertiary Education Standards Agency (TEQSA).

5.0 Definitions

For the purposes of this policy and related policy documents, the following definitions apply:

Critical Incident: Require executive leadership (strategic) for events of major to severe consequence that threaten Griffith University's strategy, viability, financial stability or reputation, and may involve high levels of public or stakeholder examination.

6.0 Information

Title	Student Critical Incident Management
Document number	2023/0000484
Purpose	The purpose of this Policy is to outline how Griffith plans for, responds to and manages, in a timely and coordinated manner, student critical incidents in line with the Crisis and Incident Response Plan to ensure they are responded to, or resolved, in the best possible way for the student(s), their families, and for the University
Audience	Public
Category	Academic
Subcategory	Student Services
UN Sustainable Development Goals (SDGs)	This document aligns with Sustainable Development Goal/s: 4: Quality Education
Approval date	17 August 2023
Effective date	17 August 2023
Review date	2028
Policy advisor	Provost
Approving authority	Vice Chancellor

7.0 Related Policy Documents and Supporting Documents

Legislation	Higher Education Standards Framework (Threshold Standards) 2021 National Code of Practice for Providers of Education and Training to Overseas Students 2018
Policy	Risk and Resilience Management Policy Student Sexual Assault, Harassment, Bullying & Discrimination Policy Student Conduct, Safety and Wellbeing Policy Child Safety and Wellbeing Policy International Students Under the Age of 18 Policy
Procedure	Child Risk Management Procedure Enrolment Procedure International Students Under the Age of 18 Procedure
Local Protocol	Crisis and Incident Response Plan
Forms	N/A