STUDENT CRITICAL INCIDENT

2023 ANNUAL REPORT

Introduction

This inaugural annual report provides the statistics to enable the Auckland University of Technology Te Wānanga Aronui o Tāmaki Makau Rau (AUT) to monitor matters, track emergent issues and learn from errors made. As a requirement under the Education (Pastoral Care of Tertiary and Learners) Code of Practice 2021, this report is published on the University's website to ensure transparency and confidence in the management of student critical incidents.

The management of student critical incidents to resolution is a whole–of–organization process. Without teams from Student Services and Administration, AUT Security, Student Accommodation, Departments, Schools, and Faculties, it would not be possible to resolve the incidents in a timely manner.

Management of student critical incident

At AUT student critical incident is classified as level 4 or acute incident. This is where a student critical incident is an unplanned or unforeseen traumatic event affecting a domestic or international learner (student or tauira) which has an impact upon AUT, its staff, its tauira and potentially the wider community. The incident may happen on–campus, including within AUT student accommodation, or off campus. The impact of a current or recent critical incident involving an AUT learner may affect any member of the University, not only those most directly involved.

Where a student critical incident is raised, the Response Manager works with the Case Manager to manage the incident to resolution following six steps: Notify; Respond; Manage; Record Management; Close; and Review where relevant (refer to Diagram 1 for the six steps).

The Response Manager is the Group Director, Student Services and Administration (GD–SSA) or their delegate. Critical incidents are recorded in Microsoft Dynamics 365 Service. At all times, the privacy of the student is maintained, focusing on learner's wellbeing and safety and the resolution of critical incidents.

Student critical incidents 2023

Applying the NZQA and the Committee on University Student Pastoral Care (CUSPaC) agreed approach on reporting of student critical incidents, below is a summary of student critical incidents reported at AUT over 2023.

Summary of AUT student critical incidents 2023

Critical incidents	2023 total reports
Death of a student or tauira on campus	<5
Off-campus deaths of students who had been assessed by the University as being a 'learner at risk '	0
Serious risk or threat to self or others, on and off campus, including domestic violence, terrorism, mental health episode (that is notified to AUT)	<5
Physical or sexual assault – on campus	<5

Learner's profile: critical incidents	2023
Domestic learners	=5
International learners	<5
On campus	<5
Off campus	>5

[1] Learner at risk: (NZQA definitions) means that a tertiary provider has reasonable ground to believe that there is a serious issues relating to the learner's health, safety or wellbeing, including for example the learner is unable to (1) adequately protect themselves against serious harm; or (2) adequately safeguard for personal welfare.

Diagram 1 Overview of student critical incident responses at Level 4 or acute

**Student critical incident reported
Incident Notifier notifies First Responder**

Step 1: Notify
First Responder notifies and updates Response Manager

Step 2: Respond
Response Manager determines the circumstances of the situation and ensures the incident is recorded in Dynamics CRM

Step 3: Manage
Response Manager undertakes initial assessment; determines initial actions and intervention

Step 4: Record and confidentiality
Response Manager ensures all relevant information is recorded in Dynamics CRM adhering to the Privacy Policy

Step 5: Close
Response Manager reports to the appropriate parties

Step 6: Review
GD–SSA may undertake post–incident for continuous improvement

End