

Critical Incident Procedures

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To provide a clear process for responding to serious incidents that may affect the safety, wellbeing, or operation of Ruawai College, including international students.

1. Procedures

Ruawai College will:

1. Follow the Ruawai College Emergency Management Plan when a critical incident occurs.
2. Ensure the immediate safety of students, staff, visitors, and caregivers.
3. Call 111 for Police, Fire, or Ambulance where required.
4. Activate evacuation, lockdown, or other emergency procedures if needed.
5. The Principal, or delegated senior leader, will act as Incident Controller.
6. Contact parents, legal guardians, caregivers, and emergency contacts as appropriate.
7. Provide support to affected students, including counselling, health support, cultural support, and international student support.
8. Notify relevant agencies where required, such as Police, Oranga Tamariki, NZQA, Immigration New Zealand, or the Ministry of Education.
9. Keep clear records of the incident, actions taken, communication, decisions, and follow-up.
10. Review the response after the incident and update procedures if needed.

2. Critical incidents may include

- Serious injury or death
- Missing student
- Serious illness or mental health concern
- Abuse, harm, or neglect concern
- Fire, flood, earthquake, storm, or other emergency
- Lockdown or evacuation
- Unsafe accommodation or caregiver concern
- Serious behaviour, criminal, or safety incident
- Any incident involving an international student that may affect their safety or wellbeing



3. Supporting records

- Emergency Management Plan
- Incident report
- International student file
- Emergency contact register
- Communication records
- Pastoral care records
- Review notes