

# C3 - Managing Issues & Critical Incidents

## Subject Outline

This subject focuses on four key areas of critical incident management: understanding, preparation, response and planning. In Section 1 you will gain a comprehensive understanding of hazards, risks, crises and critical incidents, and you will also gain confidence in your ability to discriminate between these. In Section 2 you will learn about how to prepare yourself and others for critical incidents, as well as how to apply the following considerations: coping behaviour, duty of care, risk minimisation, cross-cultural issues and relevant legislation. Section 3 will then equip you with the knowledge and skills necessary for response to critical incidents, and other activities required of an international education worker during this phase. Finally, Section 4 examines the policies and procedures required to manage critical incidents and issues.

## Objectives

Upon completion of this subject, you will have demonstrated your ability to:

- Assess and control risks that arise in the international education workplace
- Apply critical incident policies and procedures and monitor organisational compliance with such policies and procedures
- Write a critical incident policy and procedure that is relevant to your own workplace
- Communicate effectively to stakeholders in the event of a critical incident; and
- Resolve critical incidents and be able to implement suitable policies and procedures in the international education workplace

## Subject Index

### 1.0 – Understanding risk and critical incidents

- 1.1 Hazards and risks
- 1.2 Assessing risk
- 1.3 What is a crisis?
- 1.4 What is a critical incident?
- 1.5 Conditions affecting the seriousness of an incident
- 1.6 Extension

### 2.0 – Preparing for critical incidents

- 2.1 Preparing yourself and others
- 2.2 Coping behaviour
- 2.3 Duty of care
- 2.4 Minimising risk
- 2.5 Cross-cultural issues
- 2.6 Relevant legislation

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2.7 Extension

## 3.0 – Responding to critical incidents

- 3.1 Case management
- 3.2 Communication with stakeholders
- 3.3 Documenting a critical incident
- 3.4 Dealing with the media
- 3.5 Debriefing
- 3.6 Individual support
- 3.7 An example response
- 3.8 Extension

## 4.0 – Planning with policies and procedures

- 4.1 Particular circumstances
- 4.2 Features of a policy and procedure
- 4.3 Implementation and review
- 4.4 Writing a policy and procedure
- 4.5 Extension

### Tutor

Desma has worked in International Education for over 10 years including 8 years as an International Student Adviser, and managing an exchange & study abroad portfolio for a Tertiary institution. Over that time Desma has facilitated workshops and training modules on Critical Incident Management, as well as developing institutional policies for handling such incidents

### What is expected of me as a student?

While the Diploma is delivered entirely online, you will benefit from opportunities to interact and network with your classmates. You are expected to participate in Focus Tasks and Discussions Boards – this lets your tutor know that you are managing the material. Participation also means your work can be checked and verified for authenticity. The more you interact, the more benefits you will derive from meeting others online, and sharing information and ideas.

You also need to manage your time to ensure you can complete exercises and assessment activities. You should expect to devote 3-5 hours per week to each subject, depending on your computer skills and the time it takes to read source material.

While you can work at your own pace, there is a sequence to the subject, and deadlines for group tasks and assessment. Your tutor can also support you more effectively if you are up to date with your work.

### Assessment

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Assessment is based on the subjects learning materials. There are three Assessment Activities required in this subject. These are due in weeks 6, 10, & 14.