**INTERNATIONAL SCHOOL LEARNER EMERGENCIES AND TRAUMATIC INCIDENT RESPONSE PLAN PROCEDURE****RATIONALE**

An International School Learner critical incident is an unplanned or unforeseen traumatic event affecting an International School Learner/s which has an impact on the institution the International School Learner attends; its staff, its students and the wider community.

Wesley College has a responsibility to be prepared for and to respond quickly, effectively and sensitively to any International School Learner critical incident.

Impact of International School Learner critical incidents

International School Learner critical incidents may have a negative impact on a number of people, either through the immediate effects of being involved, by witnessing an event, or because the emotional impact of past experiences has resurfaced.

Where there are negative effects there is a need to be aware not only of the effect on people not directly affected, but also of the unpredictability or spread and impact of this effect.

Effects can impact:

- secondary victims, such as students, staff and family members
- an institution through negative media or public response
- the wider community

The need for an International School Learner critical incident plan

Wesley College has a duty of care to staff and students to ensure staff dealing with the situation are thinking clearly, acting efficiently, communicating responsibly and working as a team to:

- save the life of anyone at risk
- inform those with the need and right to know
- protect others from the effects of the event
- minimise any long term impact on the provider and the industry reputation
- restore normality
- mitigate the potential for a reoccurrence or resulting events where possible

The critical incident response team

In the event of an emergency, a response team may need to be established to provide the necessary support for people immediately affected by the incident and to plan for active monitoring and longer term care of those concerned. The school International Director and Pastoral Care Team are to be part of this group.

PROCEDURE**Role of**

As soon as notification is made of an International School Learner critical incident the Principal will:

- verify that the student(s) is enrolled at Wesley College
- call the International School Learner critical incident Response Team to meet
- ensure there is a clear understanding of the facts
- select a person from the team to lead and manage the response
- select someone to manage media if required
- plan and approve the immediate response
- plan and approve ongoing strategies
- appoint a manager to be point of contact for feedback and questions
- appoint a manager to maintain group communications, records and documentation
- appoint a manager to allocate individuals roles / responsibilities for ongoing tasks
- deal with any other issues as they arise

- ensure appropriate support for staff/students during a critical incident
- address legal requirements
- address media requirements
- Pastoral team to meet and review the incident, to access and make changes to actions if required

INTERNATIONAL SCHOOL LEARNER CRITICAL INCIDENT RESPONSE TEAM CONTACT LIST

ROLE	NAME	DDI / MOBILE	EMAIL
Principal/Director of Int School Learner	Dr Brian Evans	(09) 2370224 (027) 2975399	bevans@wesley.school.nz
Int School Learner Coordinator	Mr Lesley Vainikolo	(09) 2370224	lvainikolo@wesley.school.nz
DP	Mrs Charlotte Saunders	(09) 2370224 x 817 (022) 0609669	charlottes@wesley.school.nz
DP	Mrs Christine Pereira	(09) 2370224 x 844 (027) 3222573	christinep@wesley.school.nz
DP	Mr Chris Wood	(09) 2370224 x 809 (021) 0714354	cwood@wesley.school.nz
Head of Hostel	Dr Siasoi Vaili	(021) 2356891	svaili@wesley.school.nz
Director Boarding	Mr Chris Field	(09) 2370224 x 846 (021) 517720	directorb@wesley.school.nz
Presiding Member	Mrs Patisepa Tāla'imanū	(021) 1875071	stalaimau@wesley.school.nz
Counsellor	Mrs Janice Collins-Evans	(09) 2370224 x 880	jcollins-evans@wesley.school.nz
Chaplain	Rev. Aliitasi Salesa	(09) 2370224 (027) 4971952	aliitasis@wesley.school.nz

External agencies to contact:

Agency Link

[MOE](#)
[NZ Police](#)
[MFAT](#)
[NZQA Code Practice](#)

Phone

0800 TI TEAM (0800 84 8326)
(09) 2371700
(04) 4398000
(04) 4633000

Embassy / consulate

[Samoa House](#) (09) 3031012
[Atalanga Tonga](#) (09) 6246303
[Solomon Islands](#)
[Fiji High Commission](#)

Insurance provider

[UniCare](#) (09) 3092119
[NZ Immigration](#) (09) 9144100

Funeral Director

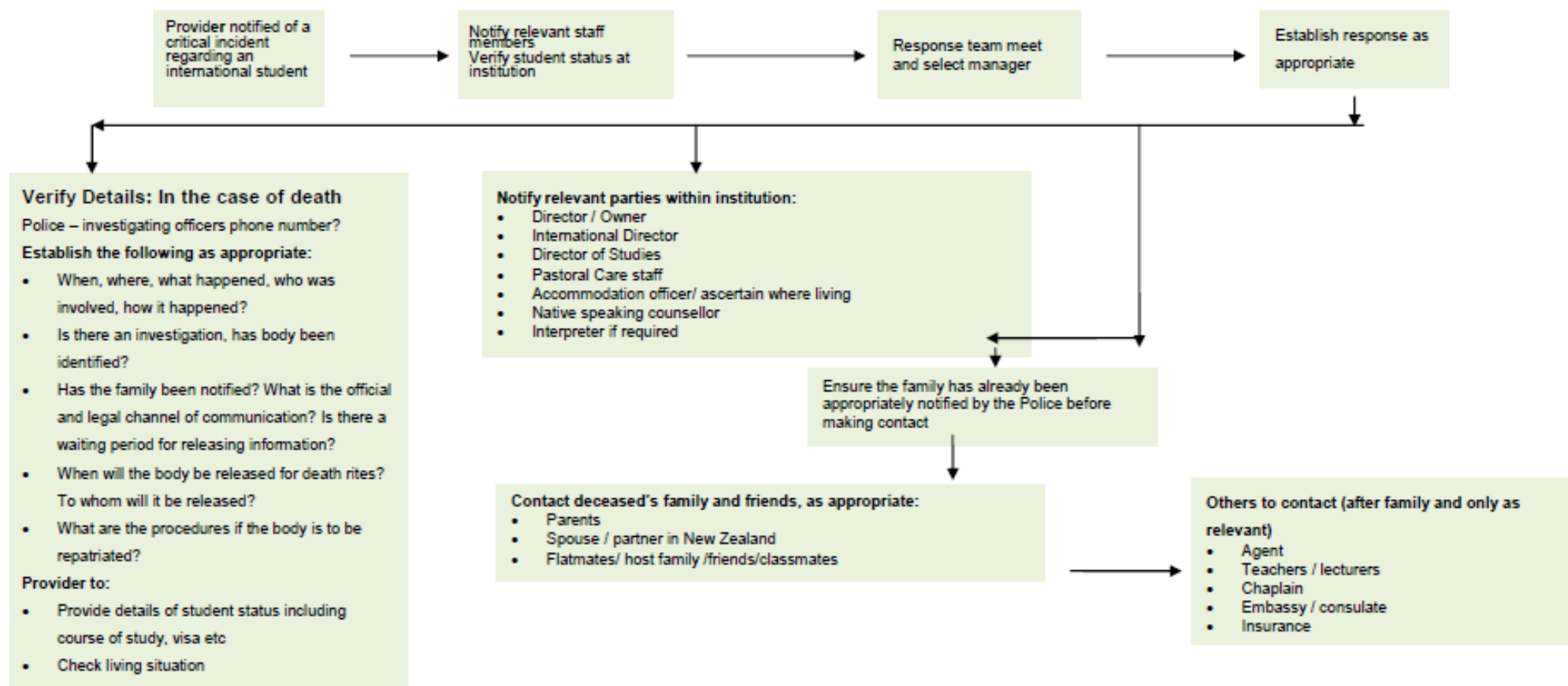
[Fountains Funeral Director](#) (09) 2982975

This procedure was issued by the Principal November 2024.

This procedure will be reviewed on / before November meeting 2027.

Procedure flow chart- International Student Critical Incident

Information / communication flow chart



Review: After each incident the Critical Incident Response Team should meet to review the incident, to assess the plan and make changes as required