



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

2024 University of Waikato Student Critical Incidents Report

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Student Critical Incidents Report

This report details the University of Waikato student critical incidents for 2024 as required under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 [Code]. In accord with the Code requirements this report will be made publicly available via the University website.

Critical Incident & Reporting Criteria

In accordance with the criteria set in 2023 by NZQA and the Committee on University Student Pastoral Care (CUSPaC) the definition of a 'critical incident' encompasses three primary situations:

- A student death that occurs on campus including in student accommodation.
- A student death that occurs off campus and involves a 'learner at risk'. A student is defined as a learner at risk when the university has reasonable grounds to believe that the student was dealing with serious issues relating to their health, safety, and/or wellbeing.
- An occurrence of serious physical and/or mental harm to a student(s) occurred and either:
 - planning to manage/mitigate the event/incident risk was inadequate and/or an event/mitigation plan was not followed.
 - or an external review/investigation was undertaken.

In accordance with the Statistics New Zealand's guidelines that are formulated to ensure the confidentiality of sensitive reporting data; the critical incident categories that number fewer than 5 are reported as '<5' in the publicly available report. The actual numbers, when fewer than 5, are retained in a confidential report to the University of Waikato's Health & Safety, Risk and Assurance Committee.

Student Critical Incident Protocol

The University of Waikato maintains a Student Incident Response Plan (SIRP) that is utilised in the occurrence of a critical student-related incident. The SIRP is a procedural document administered by the Student Services Division and in the first instance requires the formation of a Student Incident Group (SIG) to oversee the University's response. The SIG includes the

Director of Student Services and Pastoral Care, and the Deputy Vice-Chancellor Academic and any other University senior staff as appropriate.

One of the SIG members will be designated as the Student Incident Response Manager. The Student Incident Response Manager will form a Student Incident Response Team who will undertake the primary operational response and engage with internal and external stakeholders to stabilise the incident, support those affected, and provide timely updates to the SIG team.

The Student Incident Response Team is made up of appropriate university staff members and can include - depending upon the circumstances of the incident - the Associate Director Student Health, Campus Security and Emergency Manager, International Student Services Manager (if an International Student), Associate Director Tauranga Student Services (if a Tauranga Student), Associate Director Student Accommodation (If the student is in the Halls of Residence), Deputy Vice-Chancellor Māori (if the student is Māori), Assistant Vice-Chancellor Pacific (if the student is Pacific), and the School Dean/Director/Head depending on the student’s programme of study.

The Student Incident Response Plan recognises that the university’s response and responsibilities when dealing with an international student incident - due to an absence of immediate family contact/support and potential cultural issues - can differ to a domestic student incident and consequently the Plan has a similar but parallel response for the two student groups.

2024 Student Critical Incidents

Table 1 details the 2024 student critical incident(s).

Critical Incident Type	2024 Total reports	Incident closed	Open or under investigation	Domestic student	International student
Student death on campus	0	0	0	0	0
Student death off campus of a 'learner at risk'. ^a	1	1	0	1	0
Serious harm (physical or mental) to a student and either: - planning to manage/mitigate the event/risk was inadequate or a plan was not followed, or. - an external review/investigation was carried out.	0	0	0	0	0
Total	1	1	0	1	0

Table 1

^a a learner at risk is defined as an incident where the university has reasonable grounds to believe that the student was dealing with serious issues relating to their health, safety, and/or wellbeing.



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