



THE LEARNING
CONNEXION

CRITICAL INCIDENTS

2024 Overview – Self Review

The Learning Connexion School of Creativity and Art
October 2024

CRITICAL INCIDENTS – 2024 OVERVIEW

DEFINITION

A critical incident involving a learner is defined as an unplanned or unforeseen traumatic event significantly affecting a learner or learners.

It is likely to have a stressful impact on The Learning Connexion; its staff, its learners and/or the wider community, requiring immediate attention.

The definition includes a critical incident that occurs on campus property, or off campus during the undertaking of organisation-related activities; for example, off-campus field trips.

Deaths are reported below when they occur:

- on campus
- while undertaking organisation-related activities, or
- where a learner was previously identified as a 'learner at risk'

RESPONDING TO LEARNER CRITICAL INCIDENTS

When a critical incident occurs we have a responsibility to respond quickly, effectively and sensitively to ensure safety and wellbeing and minimise the impact on our community. Coordination and leadership are required across a range of responding groups including our TLC Crisis Team, Management, Emergency Response, Culture & Employment and Student Services teams.

The Learning Connexion has a Physical and Psychological Emergency and Crisis Protocol to assist with managing critical incidents, assisting learners and responding effectively in emergency situations. This includes processes for suicide crisis (risks and attempts), learner death, sexual assault/misconduct, threatening behaviour or physical assault, and alcohol or drug abuse. This protocol is overseen by the TLC Crisis Team and reviewed annually. This was last reviewed in February 2024 and will be due for review again in February 2025.



LEARNER CRITICAL INCIDENTS IN 2024

There were no critical incidents in 2024.

AREAS OF FOCUS FOR 2025

A key priority for 2025 will be to customise the NZQA Critical Incident Response Plan and contact list template to further support our Physical and Psychological Emergency and Crisis Protocols, particularly in regard to responding to a critical or unexpected situation involving the death of a learner.

In line with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 reporting obligations, further work is to be undertaken to review the definition that is outlined in this report. This will support greater clarity on how critical incidents are defined and then recorded.

Working with staff and learners to review how effective current practices are will further assist with identifying areas for further training or process improvements.

