OXFORD International College

A NORD ANGLIA EDUCATION SCHOOL

CRITICAL INCIDENT POLICY AND MANAGEMENT PLAN

POLICY INTENDED FOR:	Staff
CATEGORY:	Health and Safety
PUBLISHED:	Server, Policy Folders at College and Students Accommodations, Staff Handbook
POLICY IMPLEMENTED BY:	Principal
POLICY MONITORED BY:	Principal and Vice Principals
REVIEWED BY:	Director of Operations
REVIEWED DATE:	August 2026
CONSULTATION WITH:	Senior Leadership Team (SLT)
RECORD OF CHANGES & ADDITIONS:	August 2026 Changes Updated names of designated staff/ Vice - Principals
NEXT REVIE W:	August 2027

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INTRODUCTION

Oxford International College aims to protect the wellbeing of its students, tutors, and staff by providing a safe and nurturing environment. The College has a number of policies and procedures to ensure the safety of all College members during the college day and in the event of a critical incident.

A critical incident is an event, usually sudden, which involves significant personal distress to a level which potentially overwhelms normal responses and coping strategies, and which is likely to have emotional and organisational consequences, e.g., deaths or injuries on college journeys, a college fire, a traffic accident involving a student, tutor, or staff.

CRITICAL INCIDENT PLAN (To be read in conjunction with the Lockdown Policy)

Aim: In the event of an incident the plan will help the Senior Management Team to react quickly, effectively and maintain control of the situation. The plan will also help the College to return to normal as soon as possible and limit the effects of the incident.

RUN – TELL – HIDE

OIC supports the national "Run, Hide Tell" approach advocated by the Anti Terrorist Police.

Run to a place of safety. If there is nowhere to go;

Hide, its better to hide rather than confront, turn your phone onto silent and barricade yourself in.

Tell the Police by dialing 999.

CRITICAL INCIDENT MANAGEMENT TEAM

Principal:	Sarah Watson
Vice Principals:	Ben Holman, Bill O'Brien-Blake & Severine Collins
Director of Studies:	Eleanor Dear
Health and Safety Responsible Person Director of Operations:	Paul Dewberry

The Critical Incident Management Team may co-opt other members of staff to assist them, should they deem it necessary. The Director will act as Team Leader or in their absence the Principal. The Team Leader will:

- Alert the team members as to the crisis and convene a meeting of the team
- Co-ordinate/delegate tasks of the other team members
- Liaise with the public services / department of Education
- In the case of bereavement, liaise with the bereaved family and police

Areas of team responsibility could include:

- Contacting emergency support services
- Briefing and advising staff on information/developments
- Meeting students to brief them on the situation
- Taking care of vulnerable students / vulnerable teachers and staff
- Liaise with external agencies for families/groups closely associated with the incident
- Prepare a press release and liaise with the media
- Preparation of the incident room.

RECORD KEEPING

All team members will keep written records of phone calls; letters, meeting etc using the assignment form.

CONFIDENTIALITY

The College is conscious of its responsibility to protect the privacy of people involved in any incident and will be sensitive to the consequences of any public statements.

APPENDIX 1: ASSIGNMENT FORM

KEY ROLES ASSIGNED BY TEAM LEADER

TEAM MEMBER	TASK
DIRECTOR	
PRINCIPAL	
VICE PRINCIPALS (X2)	
DIRECTOR OF STUDIES	
CO-OPTED STAFF	

SHORT TERM ACTION	ASSIGNED ROLES
GATHER ACCURATE INFORMATION	
CONTACT APPROPRIATE AGENCIES	
ARRANGE STUDENT SUPERVISION	
ORGANISE AND HOLD STAFF MEETING	
INFORM PARENTS	
INFORM STUDENTS	
MAKE CONTACT WITH BEREAVED FAMILY	
DEALING WITH MEDIA	

MEDIUM TERM ACTION	ASSIGNED ROLES
REVIEW THE EVENTS	
ARRANGE SUPPORT FOR INDIVIDUALS, GROUPS, PARENTS, STUDENTS, TUTORS	
PLAN THE RE-INTEGRATION OF STAFF/STUDENTS	
PLAN VISITS TO INJURED PARTIES	
LIAISE WITH FAMILY REGARDING FUNERAL ARRANGEMENTS	

LONGER TERM ACTION	ASSIGNED ROLES
MONITOR STUDENTS FOR CONTINUING SIGNS OF STRESS	
EVALUATE RESPONSE TO INCIDENT AND AMEND CRITICAL INCIDENT PLAN APPROPRIATELY	
INFORM STAFF, PLAN AMENDMENTS	
DECIDE ON APPROPRIATE WAY TO DEAL WITH ANNIVERSARIES	

FURTHER INFORMATION

For further information about critical incident management at OIC please speak to either:

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