



**OXFORD  
International  
College**

A NORD ANGLIA EDUCATION SCHOOL

## CRITICAL INCIDENT POLICY AND MANAGEMENT PLAN

POLICY INTENDED FOR:	Staff
CATEGORY:	Health and Safety
PUBLISHED:	Server and shared staff folder
POLICY IMPLEMENTED BY:	Principal
POLICY MONITORED BY:	Principal and SLT
REVIEWED BY:	Principal/Vice Principal Pastoral
REVIEWED DATE:	August 2025
CONSULTATION WITH:	Senior Leadership Team (SLT)
NEXT REVIEW:	August 2026

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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

**Objectives and priorities** This plan has been drawn up in order to prepare staff to deal with any situations or eventualities that could turn into major incidents for the school. It is designed to help eliminate, or at least minimise, danger or risks to all members of the school community; to facilitate effective recovery, and to minimise adverse publicity and ensure all external enquiries are handled consistently and appropriately by nominated staff.

**The plan, which should be reviewed periodically, is intended to cover possible eventualities such as:**

- Site disasters
- Incidents that occur off-site, eg, on a school trip
- Off-site hazards
- Death / serious injury of students or staff
- Violence to students or staff
- Hostage taking
- Intruder access
- Bomb threat
- Infectious health hazard
- Vandalism / arson
- Adverse media attention

### 1. Critical Incident Team and Responsibilities:

In the case of an emergency or any other out-of-the-ordinary occurrence one of the critical incident team: the Principal, Vice Principals, Deputy Principal and Director of Boarding must be informed immediately.

Their work mobile numbers are as follows:

Sarah Watson – Principal - 07342319425

Ben Holman – Vice Principal Pastoral - 07379119941

Severine Collins – Vice Principal DSL–07900091649

Bill O'Brien - Blake – Vice Principal Academic – 07719103141

Kieran Jones – Director of Boarding – 07553438692

Toby Blundell – Director of Global Strategic Pathways – 07756700231

Paul Dewberry – Head of Facilities - 07342967893

In the unlikely event that none of the above are available, the Three Head of Years and College Support manager will take the lead:

Head of Year 11/12 – Robert Jefferies

Head of Year 13 – Mona Chaudhury

College Support Manager – Erick Soasti

### 2. Critical Incident Management Team (CIMT) and Critical Response Team (CRT)

#### Key Personnel and Roles in the event of a critical incident.

##### 1. Principal (Incident Coordinator)

- Directs the overall response in line with this policy.
- Chairs critical incident team meetings.
- Liaises with emergency services and local authorities.
- Makes critical decisions and oversees communication with stakeholders both in OIC and NAE

##### 2. Vice Principals (Operations, Wellbeing and Pastoral Response)

- Ensures implementation of evacuation or lockdown protocols.

- Monitors on-the-ground safety and logistics.
  - Works with Director of Boarding to provide pastoral and wellbeing support for students.
3. **Vice Principal (Academic Response):**
- Communications with Teach Staff.
  - Coordinates response to impact on teaching and timetabling.
4. **Director of Boarding (Boarding and Facilities Resposne)**
- Manages student well-being and pastoral care.
  - Manages use of sites and co-ordinates the use or closure of buildings.
  - Coordinates communication with boarding staff and parents via communications lead.

The following staff represent the Critical Response Team, they do not sit on the Critical Incident team, however, play a specific operation role in the response to critical incidents.

5. **Operations Manager (Site Safety Lead)**
- Responsible for building safety and infrastructure checks with the Director of Boarding.
  - Ensures compliance with fire, health, and safety protocols.
6. **School Nurses (Medical Lead)**
- Provides immediate medical assistance.
  - Provides advice with regards to level of response.
  - Manages infection control and liaises with healthcare providers.
  - Follow up wellbeing care.
7. **Marketing and Communications Officer (Communications Lead)**
- Handles internal and external communications.
  - Coordinates press releases and updates for stakeholders.
  - Monitors online and social media platforms to monitor coverage.
8. **College Support Manager (School Site Response)**
- Coordinates and communicates response with site reception team.
  - Supports with liaising with third-party contractors (Catering, cleaning, maintenance staff)
  - Ensures all teaching buildings receive and act on communications.
9. **Administration Staff (Logistics Support)**
- Maintains accurate records of affected individuals.
  - Maintains critical incident log.

Supports logistics and documentation.

### 3. Immediate response and action plan:

The response will clearly depend on the nature of the particular event and all other relevant

circumstances. As soon as possible, the Principal will call a Critical Incident Team meeting with as many available members as possible. The clearly outlined roles will be fulfilled.

The Principal will then communicate directly with NAE in the first instance according to the NAE crisis communications app which will be used throughout. The immediate response and plan of action should be discussed with them and their advice sought.

All of the Critical incident team will have access to the Nord Anglia Crisis communications app and this should be used to aid with aspects of the crisis, including external communications and guidance with parental communications.

#### **4. Communication with the press and any other external parties.**

All communications with the press or with any other external parties or agencies should come from the Principal via the marketing officer. In the unlikely event that the Principal is unavailable to respond, such communications may only come from a member of the Critical Incident Team or, in their absence, the head of the relevant section of the school. All communications where possible, should be authorised by NAE prior to circulation.

No other staff members may respond to any queries from the press or any other external party or agency, or provide any information however basic – not even to confirm or deny simple factual information such as whether a particular person is a member of the school community or associated with the school in any capacity – unless expressly authorised to do so by the Principal or the Chair of the Board.

Callers seeking information should simply be told that someone will be in touch with them in due course. Their contact details, and the name of the organisation they represent, should be noted by the staff member taking the call and these passed to the Principal or the Principal's PA asap.

Press releases and any other information provided to the press should always come from the Principal who will have discussed their content with the Chair of the Board in advance.

Key public facing staff such as teachers, boarding, administration and reception staff are aware of and trained on how to deal with being approached.

#### **5. Communication with parents and guardians, staff, host families and members of the local community**

Communications designed to give general information and updates to parents and guardians, staff, host families and, where appropriate, members of the local community, following a critical incident must always come from the Principal, who will have conferred with senior colleagues and the Chair of the

Board.

Initial communications with parents and other parties that are directly involved must always come from the Principal in person. Subsequent communications may be with the head of the relevant section of the school or the Director of Boarding as appropriate – provided that this has been agreed with the Principal in advance.

**6. Legal, insurance and finance aspects Depending on its nature and scope, a critical incident may require the relevant staff member(s) to:**

Liaise with school insurers, accountants, bank and solicitors (and request their presence in school if necessary);

Preserve evidence and prepare for later inquiries;

Take legal records of proceedings (interview witnesses, take photographs, written inventory of damage etc);

Organise replacement equipment, and secure storage of salvage;

Account for costs;

Liaise with local authorities and relevant regulatory bodies as necessary.

Statutory Reporting Requirements In line with Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and Health & Safety at Work (HSAW)

**7. Actions in the event of an emergency on a school trip – guidance for trip leaders 8.1 Immediate response and action plan A copy of the following guidelines must be taken on trips by all trip leaders:**

Establish the nature and extent of the emergency;

Make sure that all other members of the party are accounted for and safe;

If there are injuries, establish their extent and administer first aid (if you have been trained or feel capable – but be aware of consequences that might follow were you to give incorrect treatment);

Establish names of the injured and call relevant emergency services;

Advise other party staff of the incident and that emergency procedures are in operation;

Ensure that an adult from the party accompanies casualties to hospital – or, if on your own at that particular moment in time, that you go with the injured student(s); the Emergency Services will look after the rest of the party until another member of staff arrives;

Ensure that the remainder of the party are adequately supervised throughout and arrange for their early return to base;

At the earliest possible opportunity, and as soon as you have made sure that all immediate emergency action that can be taken has been taken, contact the Principal and/or the Assistant Bursar to inform them of the incident and of the action already taken and to discuss and agree on next steps;

Arrange for one adult to remain at the incident site to liaise with emergency services until the incident is over and all students are accounted for;

Control access to telephones until contact is made with the Principal and/or Critical Incident Team and until they have had time to contact those directly involved.

Pass full details of the incident (name, nature, date and time of incident, location of incident, details of injuries, names and telephone numbers of those involved, action taken so far);

Telephone numbers for future communication; identify alternate telephone numbers in case telephone lines become jammed);

The school will arrange to contact the parents of those involved. In serious incidents the parents of all party members should be informed by senior staff from the school;

The trip leader should write down as soon as practicable all relevant details. A record should be made of any witnesses. Any associated equipment should be kept in its original condition;

Legal liability should not, under any circumstances, be discussed or admitted;

All accident forms should be completed and insurers and other relevant authorities informed;

Keep parents informed of any delays that will be necessitated or any other changes to the pre-established schedule.

### **Communications with the press**

Do not, and do not allow any of the students or the other staff in the group to, give any information to the press or any other external parties (other than the Police and authorised medical personnel). It is best practice to remove the phones and electronic devices of the pupils.

All communications with the press or with any other external parties or agencies should come from the Principal via the Marketing Officer.

In the unlikely event that the Principal is unavailable to respond, such communications may only come from a member of the critical incident team, in their absence, the head of the relevant section of the school.

Representatives of the press or any other external parties (other than the Police and authorised medical personnel) seeking information should simply be told that the school Principal will make an official statement in due course. Their contact details, and the name of the organisation they represent, should be noted by the staff member receiving the request for information and these passed to the Principal or the Principal's PA asap.

In every respect, communications with the press following an incident on a school trip must strictly follow the guidelines given in the School's Critical Incident Plan of which 'Actions in the event of an emergency on a school trip' forms a part

## **9, RECORD KEEPING**

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

**APPENDIX 1: ASSIGNMENT FORM****KEY ROLES ASSIGNED BY TEAM LEADER**

TEAM MEMBER	TASK
DIRECTOR	
PRINCIPAL	
DEPUTY 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	

## Appendix 2: Prepared Action plan Responses to foreseen Critical Incidents

Whilst OIC acknowledge the nature of critical incidents are unpredictable and unforeseen, we have prepared the below simple Action Plan responses to form a template for the Critical Incident team in the event of foreseen incidents.

These are not designed to be comprehensive, but a starting point for the Critical Incident Management Team in the event of a critical incident.

### 1. Site Disasters (e.g., fire, flood, structural collapse)

#### Immediate Actions:

1. Activate the fire alarm or site-wide evacuation alert.
2. Evacuate all students and staff to the designated assembly point.
3. Call emergency services and inform them of the nature of the disaster.
4. Conduct a roll call to ensure everyone is accounted for.
5. Move boarding students to alternative boarding house or school site, ensure it is sufficiently staffed.

#### Response:

- **Facilities Manager:** Assess the site for risks and liaise with emergency services.
- **Principal:** Inform parents, trustees, and relevant authorities.
- **Pastoral Lead:** Provide emotional support to students.
- **Director of Boarding:** Ensure students can be housed or roomed, dependent on specific building.

### 2. Incidents That Occur Off-Site (e.g., on a school trip)

#### Immediate Actions:

1. Ensure the immediate safety of all students and staff involved.
2. Call emergency services and follow their guidance.
3. Notify the College Principal or on-call Major Incident Team contact.
4. Secure the area and gather accurate details of the incident.

#### Response:

- **Trip Leader:** Manage the situation locally, ensuring students are accounted for.

- **Principal:** Act as the primary communicator with parents and media.
- **Operations Manager:** Arrange transportation and medical assistance if needed.

### 3. Off-Site Hazards (e.g., local threats such as flooding or riots)

#### Immediate Actions:

1. Monitor updates from local authorities and emergency services.
2. If the hazard threatens the school, initiate lockdown or evacuation protocol as per the policies.
3. Inform parents about the situation and any necessary precautions.

#### Response:

- **Principal:** Decide on school closure or relocation.
- **Operations Manager:** Coordinate logistics for student movement.

### 4. Death or Serious Injury of Students or Staff

#### Immediate Actions:

1. Contact emergency services and provide first aid if appropriate.
2. Remove students from the immediate scene to avoid distress.
3. Notify the Principal and next of kin (if appropriate).
4. Ensure area is isolated and not accessible to assure confidentiality

#### Response:

- **Principal:** Communicate with families and ensure respectful handling of information.
- **Pastoral Lead:** Organize grief counseling and support for the community.
- **Communications Lead:** Prepare and manage sensitive external communications.

### 5. Violence to Students or Staff

#### Immediate Actions:

1. Ensure the safety of all individuals by isolating the aggressor (if possible).
2. Call emergency services and secure the site.
3. Provide first aid if necessary.

#### Response:

- **Principal:** Coordinate with law enforcement and notify parents.
- **Pastoral Lead:** Provide emotional and psychological support to victims and witnesses.

## 6. Hostage Taking

### Immediate Actions:

1. Immediately inform police and follow their instructions.
2. Evacuate non-affected areas and initiate lockdown.
3. Keep communication lines open for law enforcement while refraining from contacting the hostage-taker directly.

### Response:

- **Principal:** Act as the liaison with emergency services and parents.
- **Pastoral Lead:** Support students and staff indirectly impacted by the event.

## 7. Intruder Access

### Immediate Actions:

1. Initiate lockdown by following lockdown procedure.
2. Inform emergency services and provide them with a description of the intruder.
3. Secure students and staff in locked, out-of-sight areas.
4. Ensure staff or students not currently on the site are aware of situation and do not approach particular site.

### Response:

- **Facilities Manager:** Monitor CCTV and assist police.
- **Principal:** Communicate updates to parents and staff.

## 8. Bomb Threat

### Immediate Actions:

1. Evacuate the building to a safe distance, avoiding areas with suspicious packages.
2. Call emergency services and provide details of the threat.
3. Conduct a roll call and secure the perimeter.

**Response:**

- **Principal:** Coordinate with law enforcement and communicate with parents.
- **Operations Manager:** Ensure the site remains secure until declared safe.

**9. Infectious Health Hazard****Immediate Actions:**

1. Isolate suspected cases and notify local health authorities.
2. Communicate precautionary measures to staff and parents.
3. Initiate remote learning if on-site closure is required.

**Response:**

- **Medical Lead (nurses):** Implement health protocols and liaise with public health services.
- **Communications Lead:** Share regular updates with the school community.

**10. Vandalism / Arson****Immediate Actions:**

1. Call emergency services if the vandalism or arson is ongoing.
2. Secure the affected area to prevent further damage.
3. Document the incident with photos and written accounts.

**Response:**

- **Facilities Manager:** Oversee repairs and assess structural safety.
- **Principal:** File an insurance claim and notify authorities.

**11. Adverse Media Attention****Immediate Actions:**

1. Prepare an official statement in collaboration with the Communications Lead.
2. Direct all media inquiries to the designated spokesperson.
3. Avoid unauthorized staff or students speaking to the press.

**Response:**

- **Principal:** Approve and oversee all communications.
- **Communications Lead:** Manage social media and press coverage to protect the school's reputation

**FURTHER INFORMATION**

For further information about critical incident management at OIC please speak with Mr Andrew Gillespie

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Principal

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