

Managing Critical Incidents

Facilitators: Mary Ann Seow, Sylvia Hooker

This workshop is designed for those that work with International Students at any level.

It deals with the practical issues of preparation, planning of policy and procedures and practical ideas (case studies) to deal with actual critical incidents.

The half-day session aims to give you enough practical ideas, resources and knowledge to devise or revise policy and procedural guidelines and the steps needed in managing a critical incident. We will also look at issues relating to a natural disaster.

Program Outline

- Definitions and Examples of a critical incident - What is a critical incident
- Policy Development - Resources and assistance in developing policy
- Preparation - What do we need to do
- Support - For other students and also staff.

Facilitator: Sylvia Hooker has had a long interest in International Students, different cultures and International Education beginning with Rotary Exchange students from many different countries staying in her family home. This interest, particularly in International Education (support), was further ignited when her husband himself became an International Student studying overseas. On returning to New Zealand she worked for International Business organisations before venturing into the International Education field working for International Pacific College (Japanese owned) from its inception for 10 years, both in the academic and support areas, and currently at Massey University based in Palmerston North managing the International Student Support team.