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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA (UTHM)
CRISIS MANAGEMENT PLAN FOR INTERNATIONAL STUDENTS**

1.0 OBJECTIVE

UTHM Crisis Management Plan (UCMP) is designed to manage emergencies and crisis that specifically affect UTHM international students and the University operation as a whole.

The purpose of UCMP is to;

- 1.1 Categorize types of crisis and the appropriate action.
- 1.2 Identify the appropriate office / person to undertake responsibility.
- 1.3 Provide clear guidelines during crisis response.
- 1.4 Assist international students in receiving appropriate assistance following the critical incident.
- 1.5 Comply with the requirements of good governance.

2.0 CRISIS DEFINITION

Crisis can be defined as an emergency which happens without plan. It could also be a set of external circumstances or events over which we have no control. The crisis that involves international student as a client requires cross-cultural understanding.

International students are at a transitional stage in adapting to a new culture and environment. The very fact of being in a new and different culture could trigger off a crisis for some individuals. Crisis management helps us to emerge from crisis successfully, without incurring heavy loss.

3.0 CATEGORY OF CRISIS

Aspects of a crisis that affect international students can be divided into 2 categories:

3.1 Individual Cases

3.1.1 Accident

The student gets into accident in campus or outside campus that requires first aid intervention or professional medical treatment (Refer to Page 8).

3.1.2 Death of a Student

The sudden loss of a student can become a traumatic incident that will lead to emotional and physical pain (Refer to Page 9 and 10).

3.1.3 Illness

The student suffers a protracted illness which significantly affects his/her studies (Refer to Page 11).

3.1.4 Mental Health Issues

The student may face difficulty to adapt with the new environment and culture adjustment. The difficulties could lead to personal problem that will change the student's behaviour (Refer to Page 12).

3.1.5 Missing Student

The student has been reported absent from the lecture and has gone missing for a certain period of time (Refer to Page 13).

Report of missing can be done based on these scenario :

- a) If Absent from class for 7 consecutive days
- b) Within 7 days after the visa has been expired
- c) Once received any report from students or others

3.1.6 Crime and Misdemeanours

The student could be a victim of could have committed or could face an accusation or could be found guilty of a crime (Refer to Page 14). The following are examples of the situations:

- ✚ Vandalism
- ✚ Demonstration
- ✚ Gangsterism
- ✚ Drug abuse

- ✚ Obscenity / Sexual Harassment
- ✚ Kidnapping
- ✚ Murder
- ✚ Robbery / Burglary

3.1.7 Financial Problem

The student faces financial problem constraints that affect his/her ability to pay the tuition fees (Refer to Page 15).

3.1.8 Visa Issues

The student is subject to visa related issues such as overstay, withdrawal/ termination /deferment of study that affect their legal stay in Malaysia. (Refer to Page 16 and 17).

3.2 Group Cases

3.2.1 Communicable Diseases

A situation whereby an outbreak of communicable diseases that could affect the students, regardless of their nationality e.g. Covid 19, Influenza, Meningitis (Refer to Page 18).

3.2.2 Crisis in The Home Country

The critical situation that may arise in the student's home country which have an impact towards the student's personal life and behaviour (Refer to Page 19). The following are examples of situation that may arise:

- ✚ Natural disasters such as earthquakes, floods and others.
- ✚ Civil or political upheaval such as war, civil war, mass demonstration and others.
- ✚ Financial turmoil such as currency devaluation, foreign exchange restriction and others.

3.2.3 Discrimination / Racism / Extremism Threat

The movement of discrimination and racial disparities among students in the campus (Refer to Page 20).

3.3 Revision and Amendment

- i) This UCMP can be revised and amended whenever appropriate and necessary, subject always to the laws, procedures, rules and regulations for the time being in force.
- ii) All revisions and amendments are subject to the approval of the University's Executive Committee or any Committee responsible for approving the implementation of this UCMP.

4.0 CRISIS MANAGEMENT TEAM

The International Office will be the central point of referral whenever the crisis involves international students. However, it will be impossible for only one department to be responsible in managing international students' welfare without any commitment and co-operation from others which respective department involved. Communication can be done through any platform such as email, whatsapp, telegram and others.

Hence, the role could be fulfilled by various offices / departments across UTHM depending on the role & responsibilities required. Therefore, it is important for UTHM to establish specific Crisis Management Team that has clearly stated responsibilities and duties to function as a team during the crisis.

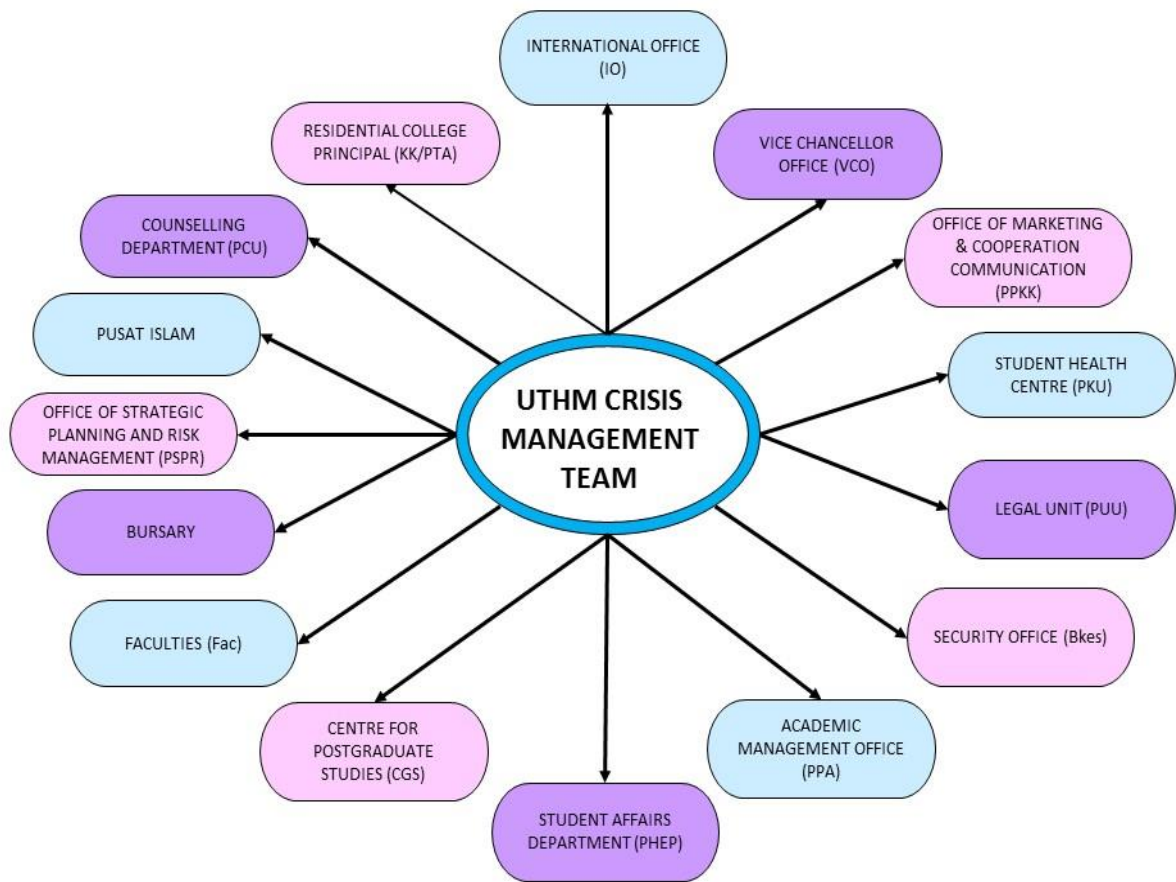


Figure 1: UTHM Crisis Management Team

4.1 ROLES & RESPONSIBILITIES

NO	DEPARTMENT	RESPONSIBILITY
1.	International Office (IO)	Main communication point with the student, student's family, embassy, insurance company, and other related agencies.
2.	Vice Chancellor Office (VCO)	Offering condolences on behalf of the University.
3.	Office of Marketing Corporate Communication (PPKK)	Preparation of a press release and receiving all media inquiries.
4.	UTHM Health Care Centre (PKU)	Initial emergency response on campus that involves health & death issues. PKU will communicate with Health District Office (PKD), if necessary.
5.	Legal Unit (PUU)	Preparation on legal documentation and provide advice.
6.	Security Office (BKes)	Initial emergency response and gathering evidence on security, crime & misdemeanours issues and lodge report to authorities.
7.	Student Affairs Department (PHEP)	Initial emergency response on campus if involve hostel issues and student's welfare.
8.	Academic Management Office (PPA)	Finalization of student's academic status and record for undergraduate students.
9.	Centre for Postgraduate Studies (CGS)	Finalization of student's academic status and record for postgraduate students.
10.	Faculties	Identify of student's status and provide the details of students.
11.	Bursary	Finalization of the student's financial status.
12.	Office of Strategic Planning and Risk Management (PSPR)	Coordinate issue related to outbreak of communicable disease.
13.	Pusat Islam	Handling students welfare (death management, zakat).
14.	Residential College Principal (KK/PTA)	Responsible on the students welfare (coordinate information and provide assistance during outbreak).
15.	Counselling Department (PCU)	Provide counselling services.

5.0 CRISIS PLAN

The key to a successful response to a crisis is a well-developed, coordinated and flexible response plan. The management of the crisis can be smoothly implemented by designing the activities and program that can reduce the likelihood of the crisis happening.

5.1 Such activities that can be organised are:

- ✚ Pre arrival kit covering all pertinent information
- ✚ Orientation week
- ✚ International week
- ✚ Culture awareness programme for staff and students
- ✚ Language support
- ✚ Mentoring
- ✚ Counselling

5.2 Program and database to be updated

- ✚ Student Record Database (contains the next of kin information in Malaysia and overseas) – SMPi & IOS
- ✚ Contact Directory Database (contains information of the Embassy Office in Malaysia, Funeral Agency and MAS KARGO etc.) (contact number for emergency)
- ✚ University Contingency Budget for the welfare fund

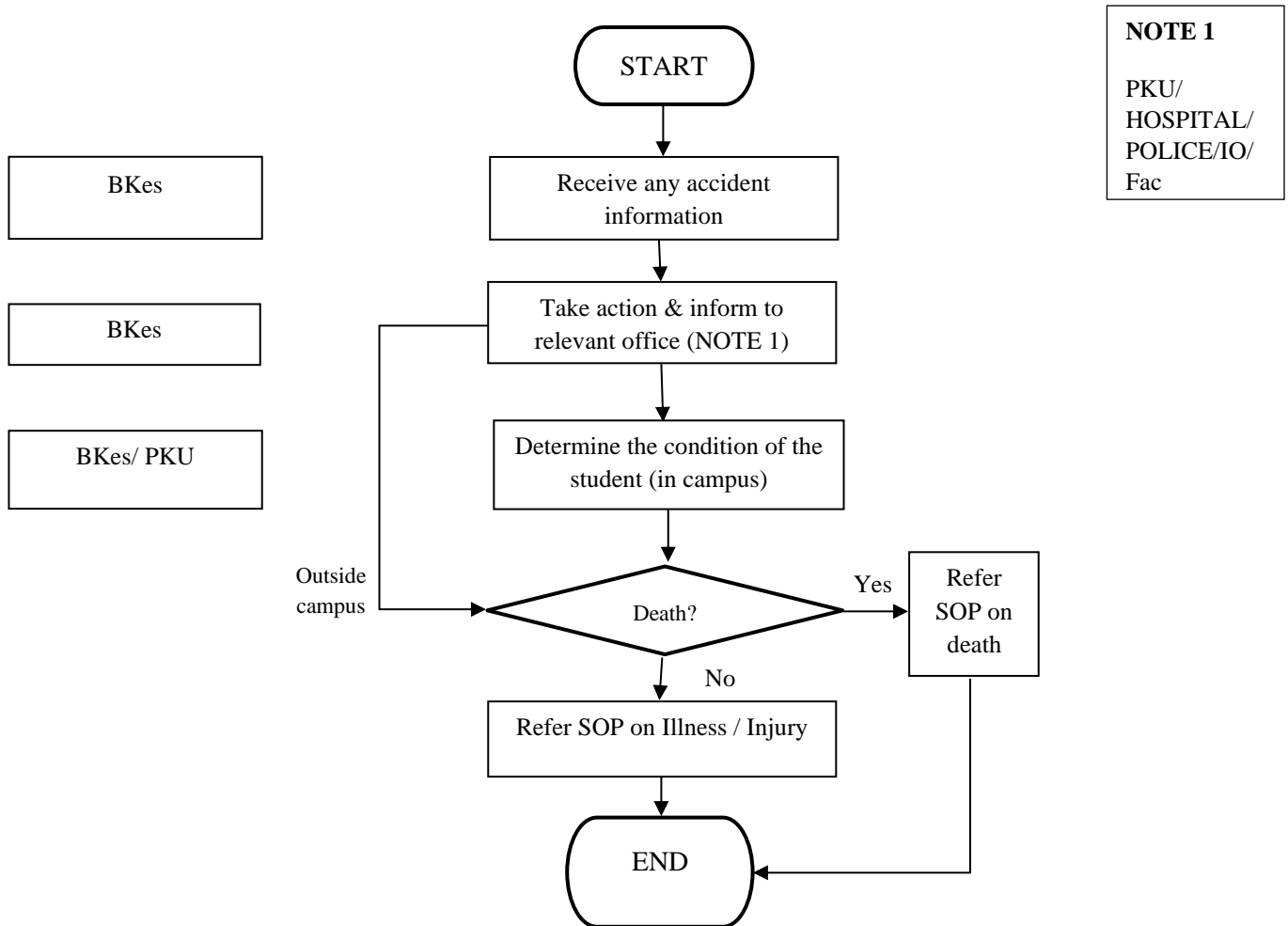
Next section provides further details and flowcharts of the crisis.

6.0 STANDARD OPERATING PROCEEDURE

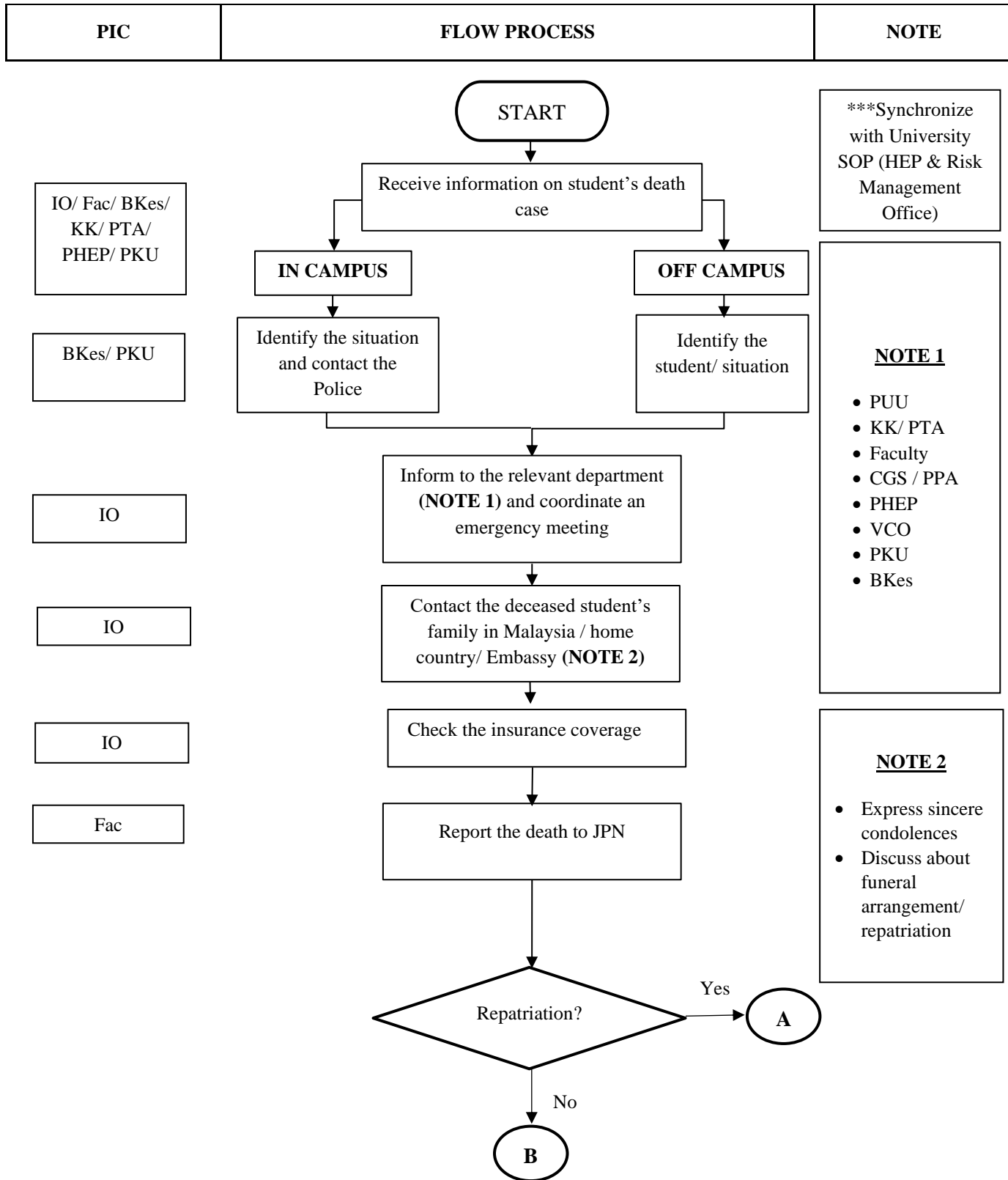
6.1 INDIVIDUAL CRITICAL INCIDENT

6.1.1 ACCIDENT

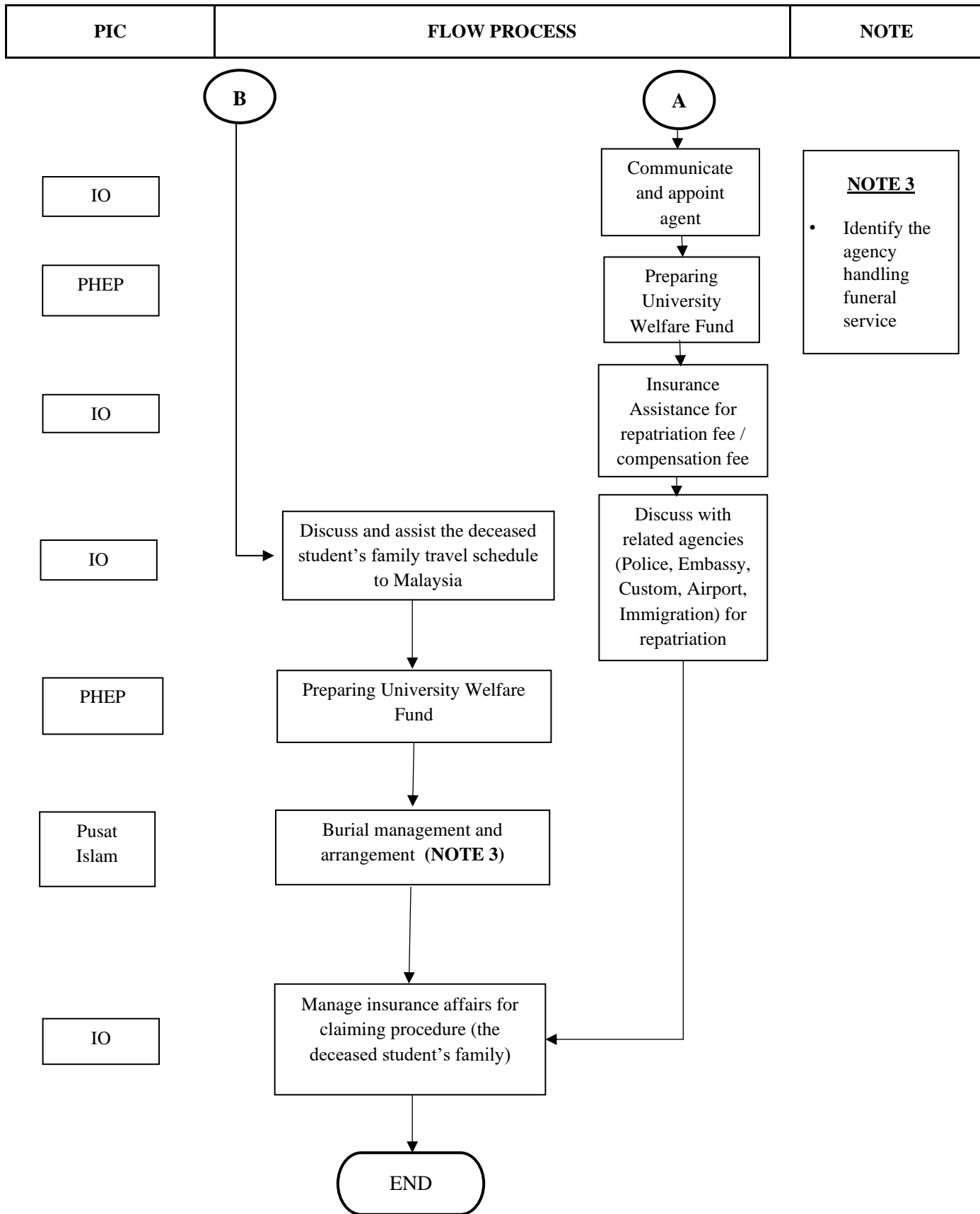
PIC	FLOW PROCESS	NOTE
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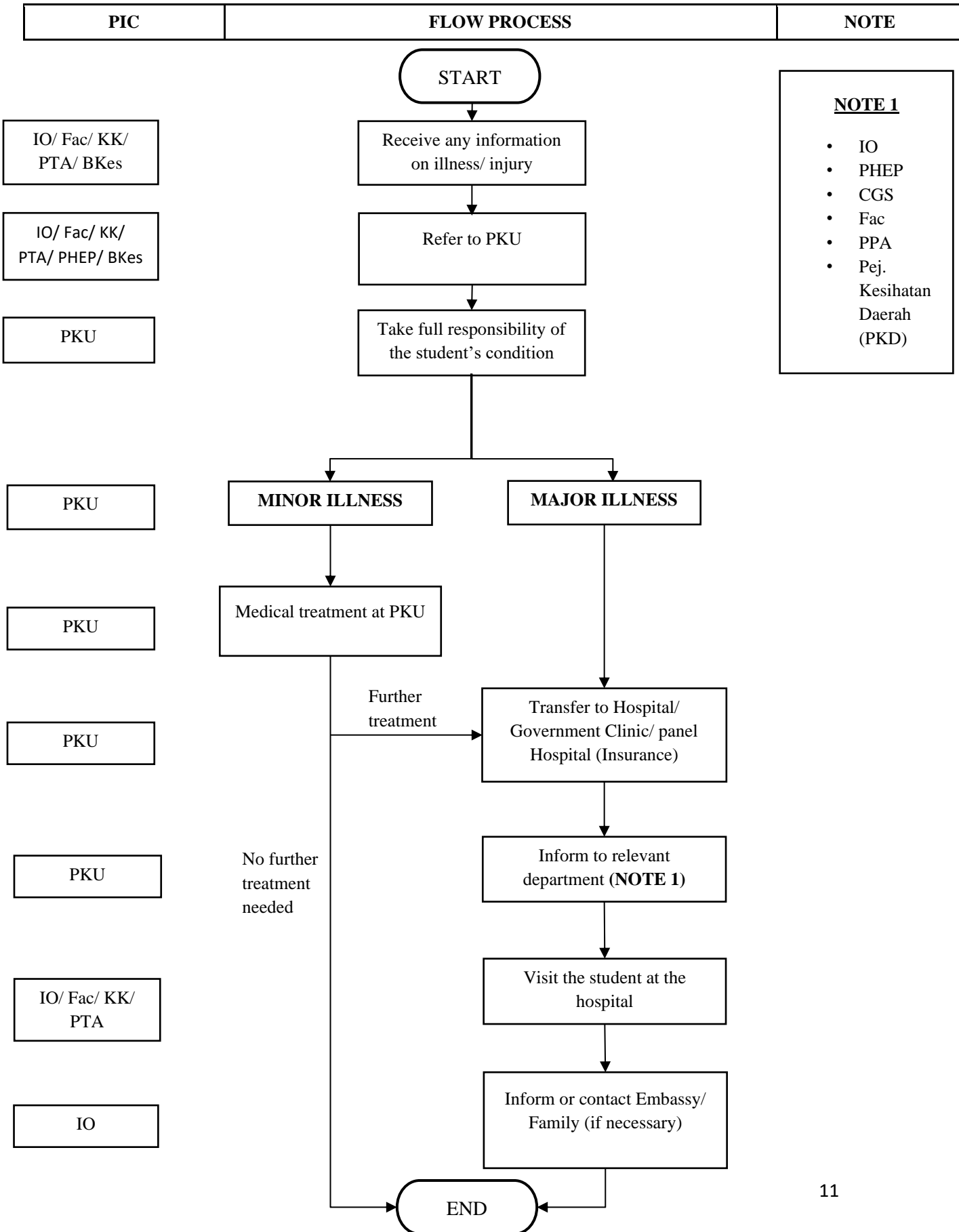
6.1.2 DEATH



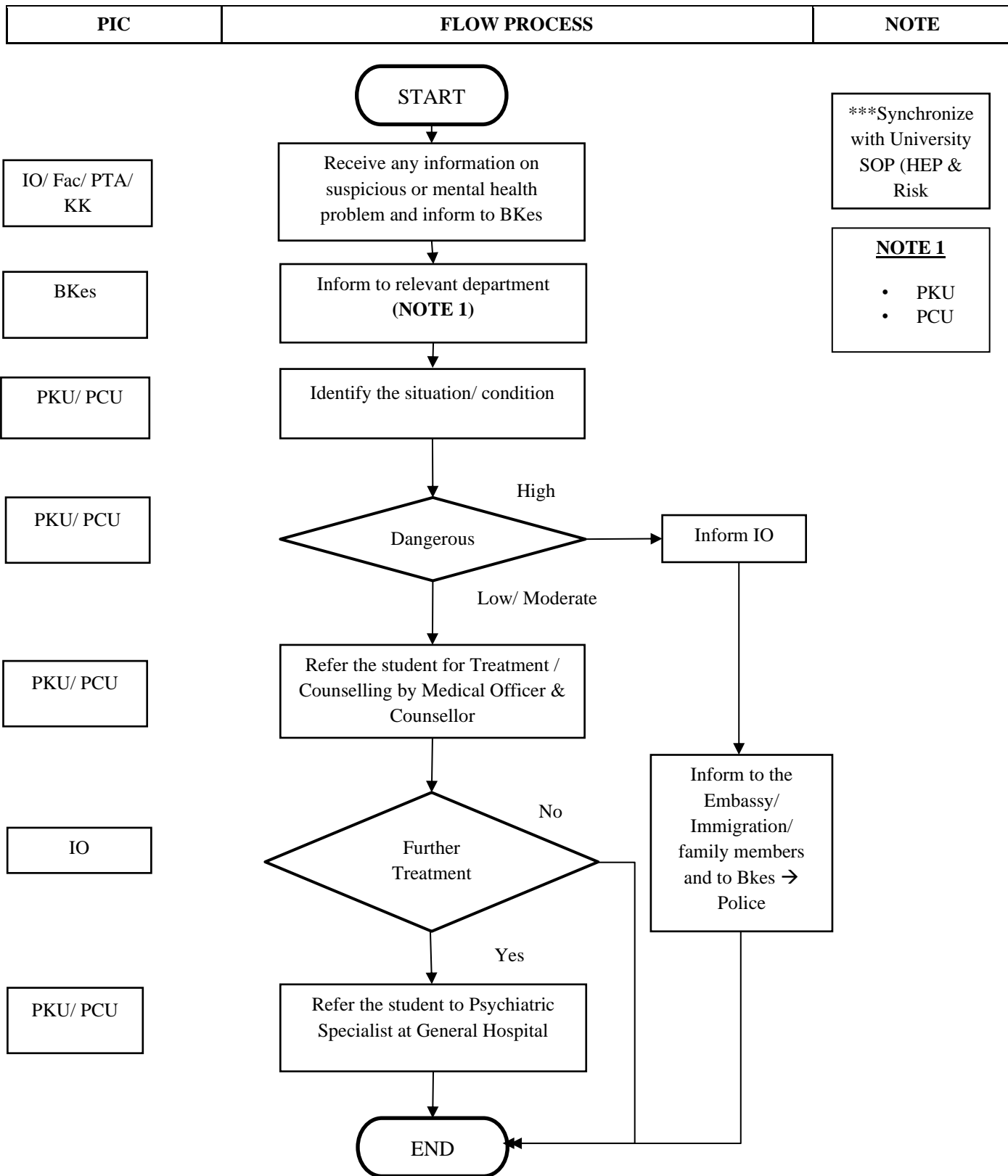
CRISIS MANAGEMENT PLAN FOR UTHM INTERNATIONAL STUDENTS



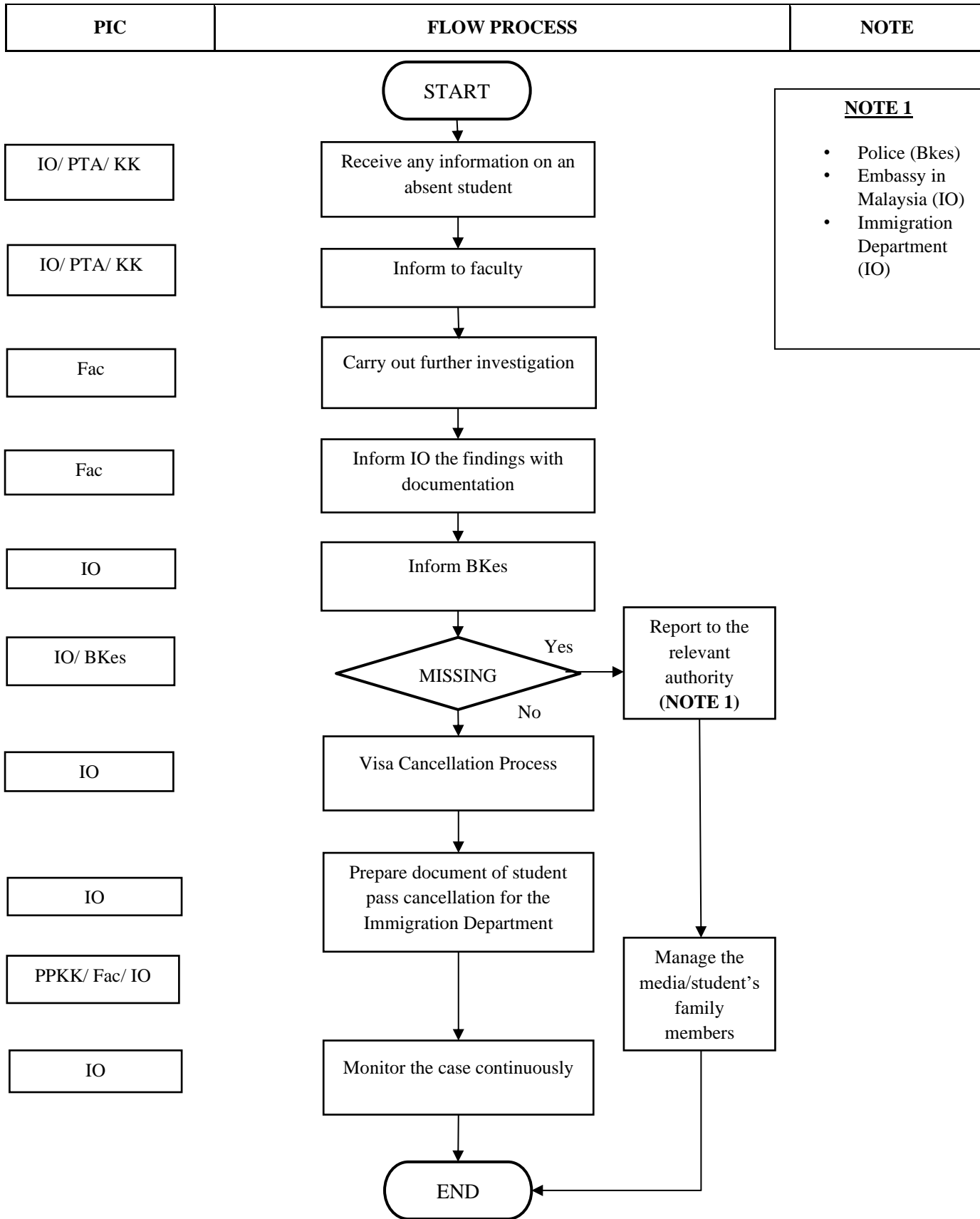
6.1.3 ILLNESS/ INJURY



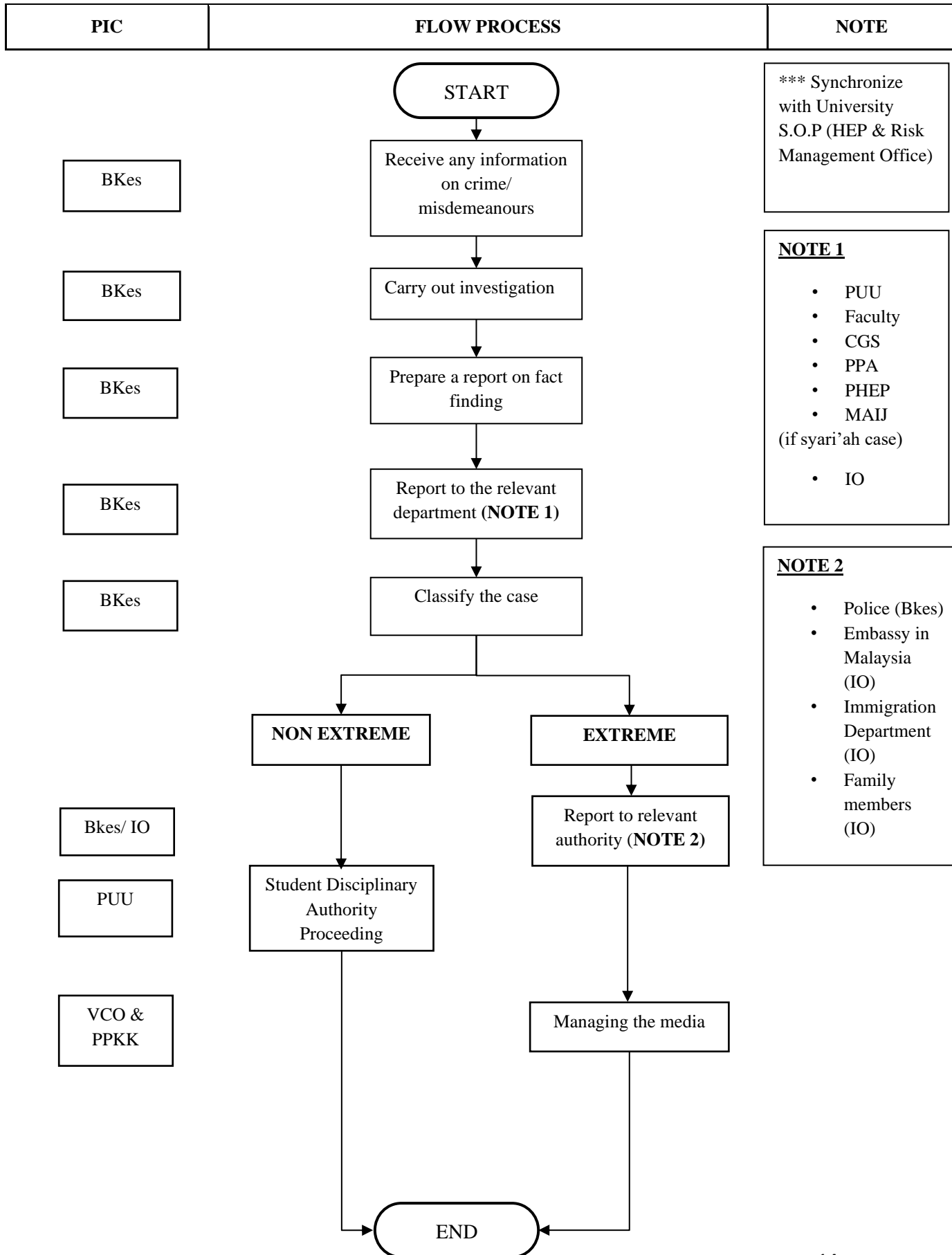
6.1.4 MENTAL HEALTH ISSUES



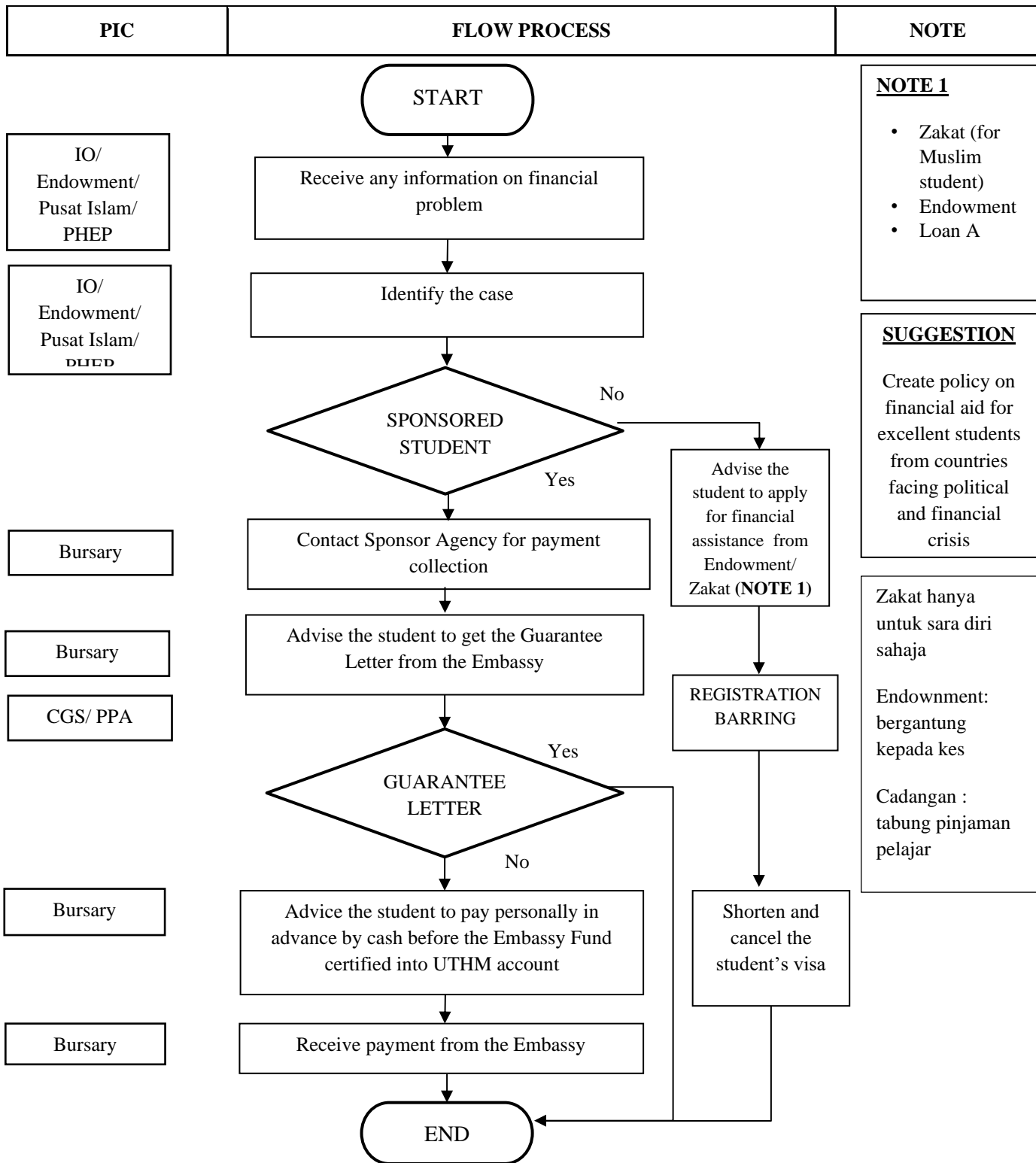
6.1.5 MISSING STUDENT



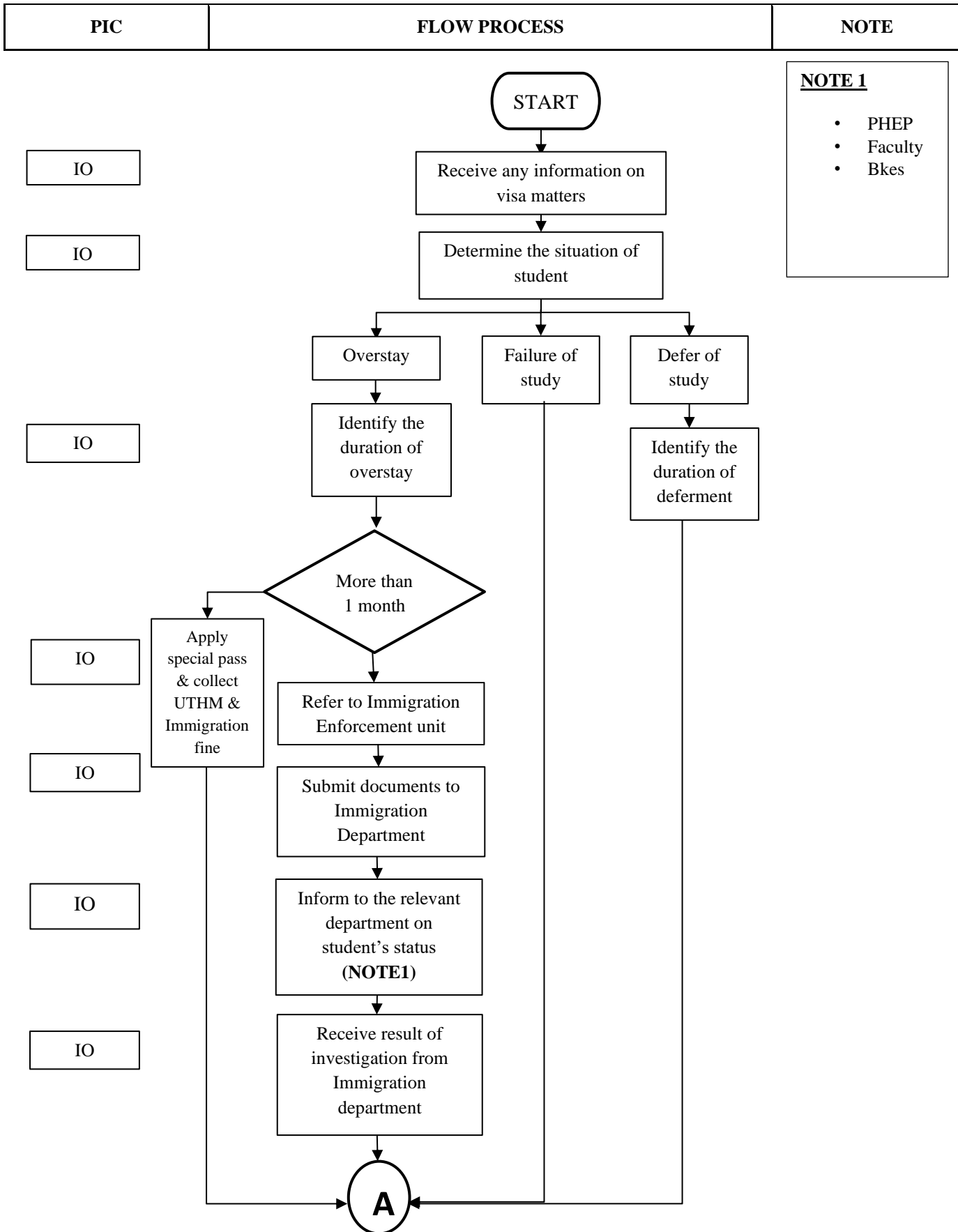
6.1.6 CRIME & MISDEMEANOURS



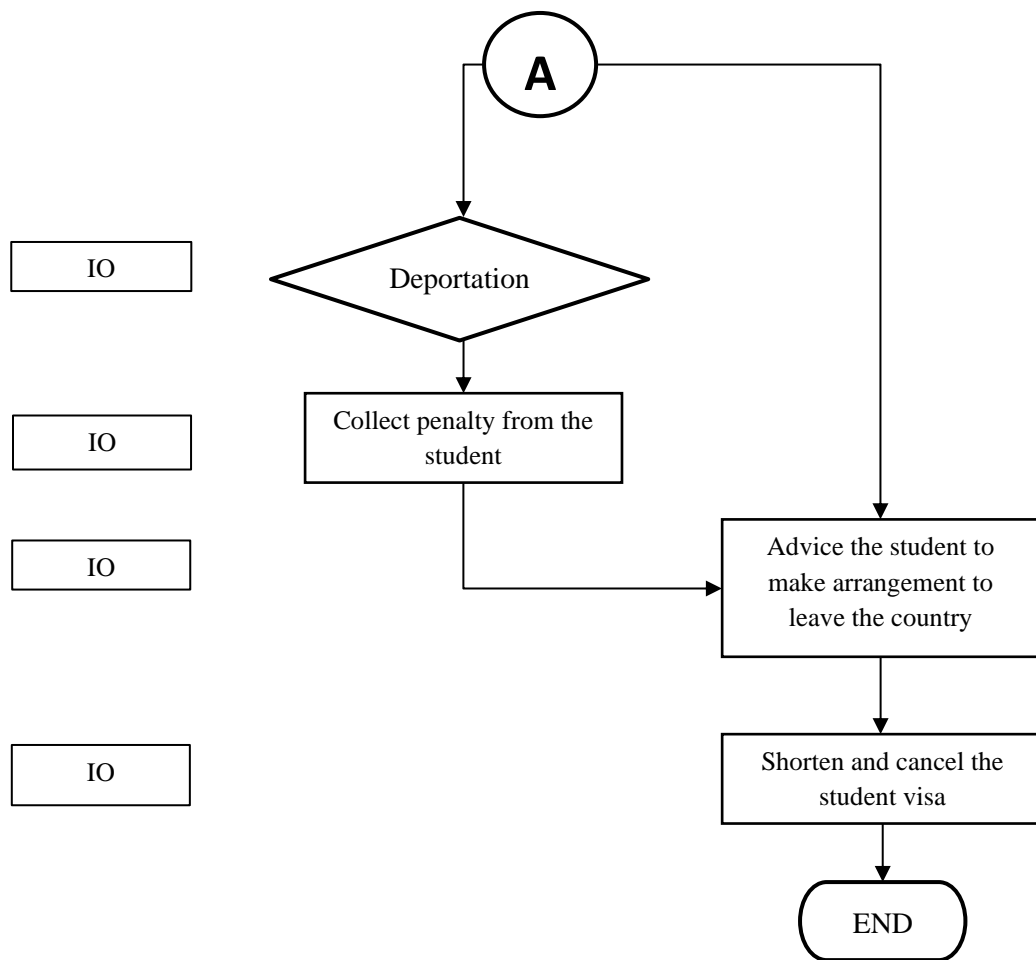
6.1.7 FINANCIAL PROBLEM



6.1.8 VISA ISSUES

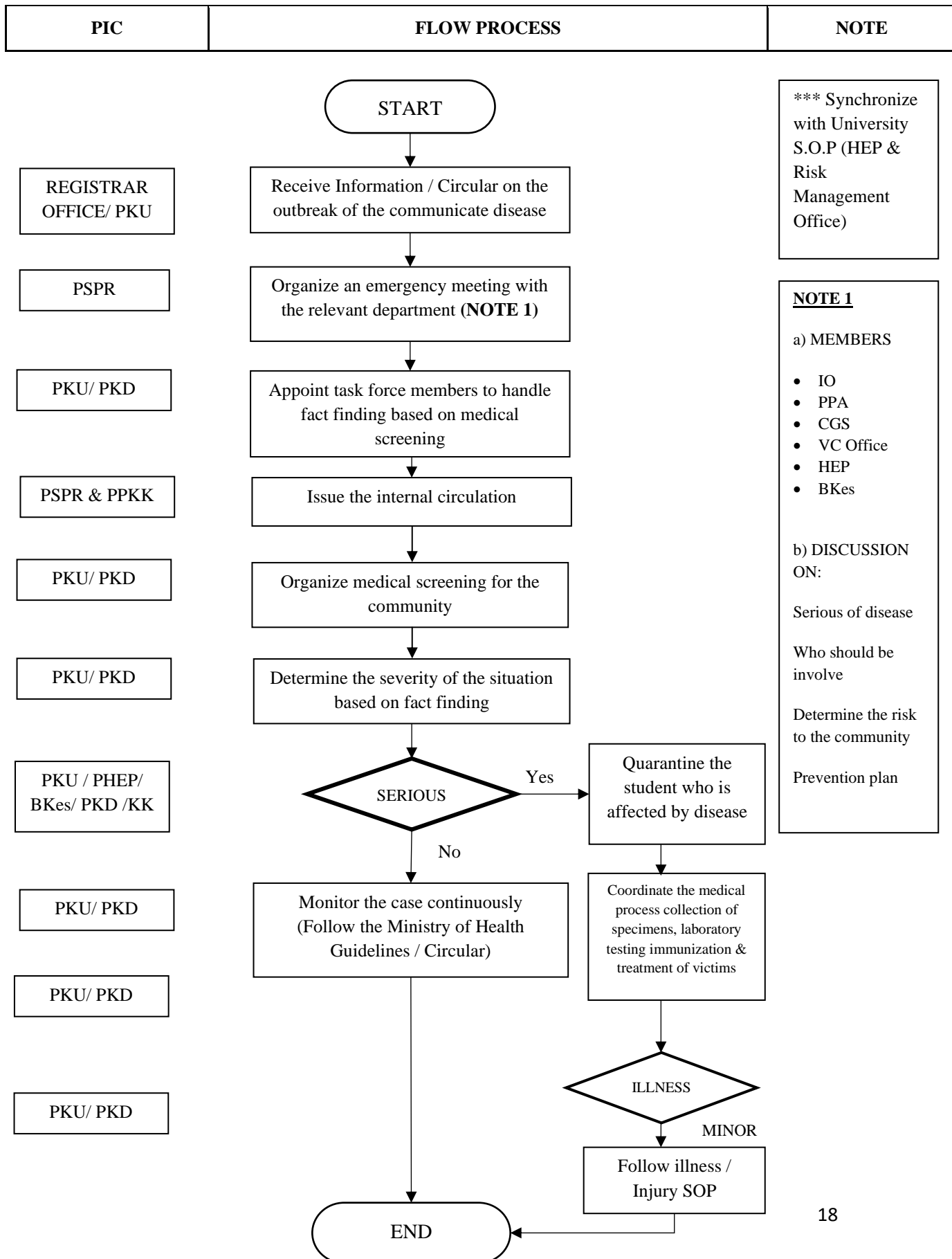


PIC	FLOW PROCESS	NOTE
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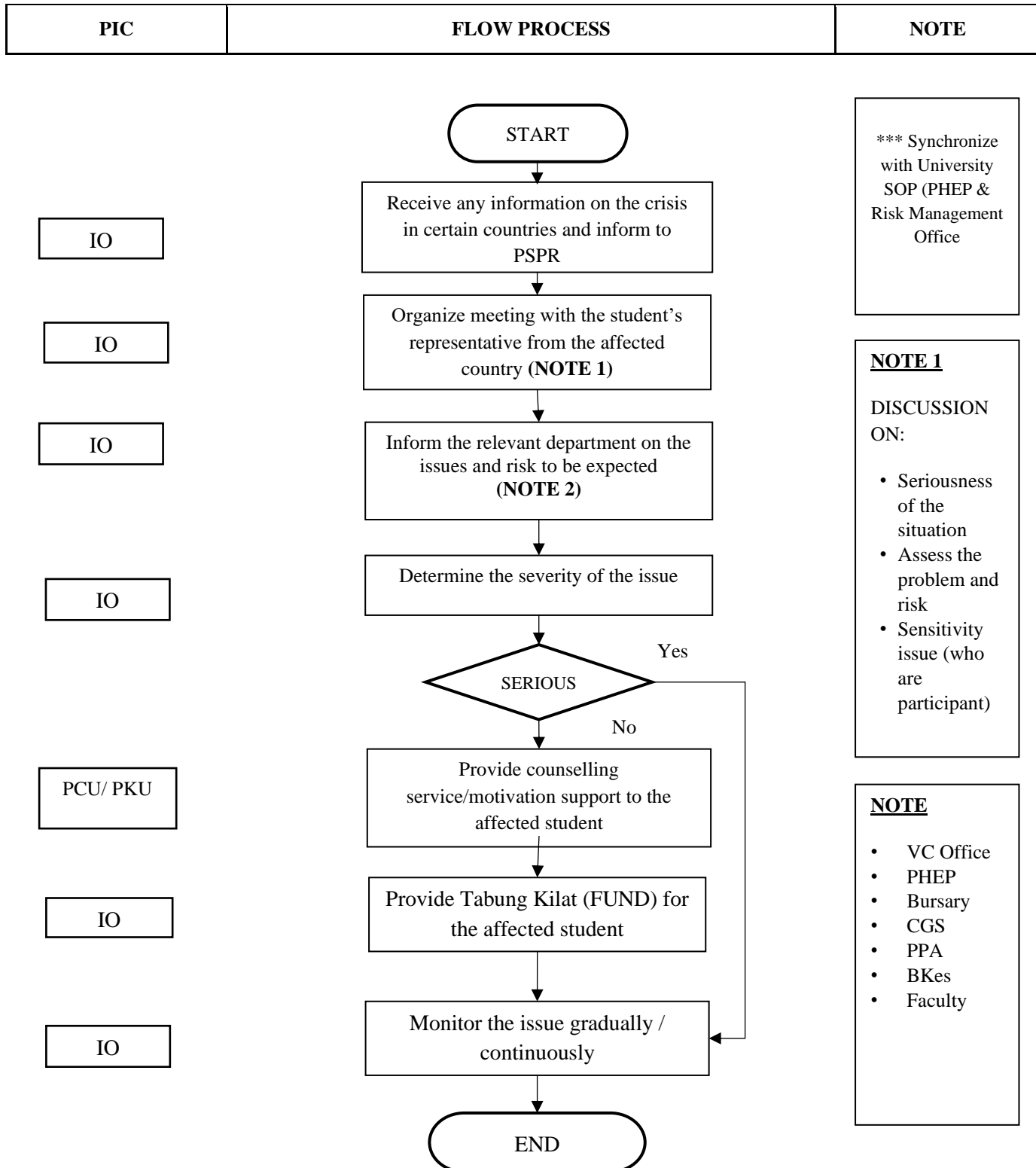


6.2 GROUP CRITICAL INCIDENT

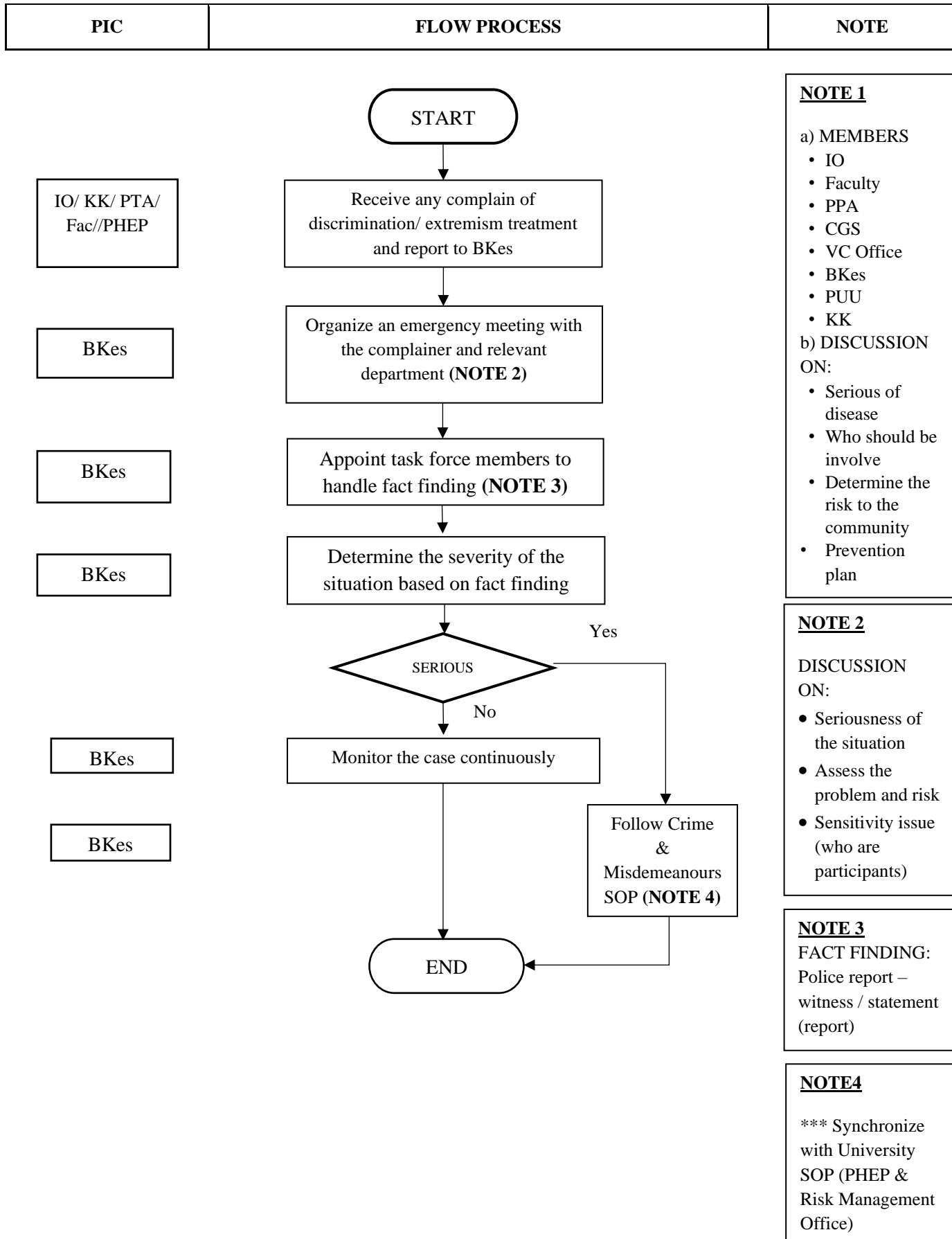
6.2.1 OUTBREAK OF COMMUNICABLE DISEASE



6.2.2 CRISIS IN HOME COUNTRY



6.2.3 EXTREMISME THREAT / RACISM



7.0 ADDITIONAL INFORMATION

7.1 FUNERAL ARRANGEMENT

- 7.1.1 Notification to the deceased students family and Embassy Office in Malaysia should be managed by the International Office.
- 7.1.2 The University must obtain permission from the deceased student's family for managing the funeral arrangement.
- 7.1.3 The funeral should be managed by family of the deceased student if the University does not have permission to manage the funeral by the deceased student's family.

7.2 FUNERAL EXPENSES

- 7.2.1 Funeral expenses will be borne by the deceased student's family if the funeral is handled by the deceased student's family.
- 7.2.2 The funeral expenses borne by the University will not exceed RM500 per case with the provisions of the International Student Welfare Fund. For any request exceeding the benefits provided, the final approval is object to the discretion of UTHM Top Management.
- 7.2.3 The funeral benefits provided by the insurance will be paid to the deceased student's family.

7.2.4 The following documents are required for the payment of Funeral Expenses:

- I. A copy of the Death Certificate
- II. A copy of Burial Permit
- III. A copy of the Decreased Student ID Card
- IV. Police report in case of an accident
- V. Medical report / Letter of References from Hospital (for insurance purposes)
- VI. A copy of the decreased student's beneficiary ID Card

7.3 REPATRIATION PROCEDURE

7.3.1 The repatriation arrangement to any destination in Peninsular Malaysia will be using University Transport. Hearse from other agency will be used if the University Transport is not available.

7.3.2 The repatriation arrangement to Sabah/ Sarawak/ Overseas (the decreased student's hometown) using CARGO / flight service must be made through the decreased student's Embassy Office in Malaysia, the Airport Management and MAS CARGO. The process shall begin upon completion of the medical and travel documentation process with the hospital, local authorities and police.

7.3.3 For any repatriation to overseas using MAS CARGO service through the local airport, the process shall be made through the agency that has legitimate license in managing the delivery of the body including all the necessary shipping documents required.

7.3.4 The MAS CARGO shipping can be arranged by the University if the repatriation is made through Kuala Lumpur International Airport (KLIA). The details of the process are as follows:

- Make a cargo reservation (date and time of the flight) through MAS Reservation CARGO Unit within 2-3 days from the date of departure. The reservation process requires the full details of the decreased beneficiary (beneficiary, address and contact No.) to be submitted to the MAS CARGO Reservation Unit during reservation.
- Deal with the MAS CARGO Logistic for delivery after the cargo reservation has been made. Terminal Charge Shipping Cost (payment in cash) is based on the weight of the cargo with approximately RM40.00/kilo for overseas delivery.

- The required documents are as follows:
 - I. A copy of Death Certificate
 - II. A copy of Export Permit
 - III. A verification letter from the Embassy
 - IV. A copy of Embalming Certificate (from the hospital)

7.3.5 The repatriation process shall be made through KLIA Health Division (03-87872055) with reference to Immigration Department, Police and Custom Department, KLIA.

7.3.6 The repatriation cost provided by the insurance coverage is subjected to the rates agreed in the insurance contract and policy.

7.3.7 All Visa and Immigration matters shall be managed by the International Office.

7.3.8 The deceased student's family can make an insurance claim through the International Office.

7.3.9 The rate of the insurance compensation is based on the rates agreed in the insurance contract and policy.

8.0 GROUP INSURANCE

In compliance with the Malaysia Ministry of Education's Code of Ethics, It is compulsory for all International students to have medical insurance coverage throughout the period of study in Malaysia. Among the important in the ministry's guidelines are:

- a. The minimum insurance premium is at least RM450.00 per year.
- b. Insurance must cover all of the following treatment:
 - I. Personal Accident & Death
 - II. In-patient Service;
 - III. Repatriation; and
 - IV. Out-patient Service

The student is compulsory to pay the insurance fee as it is also aligned with requirement of student pass approval set by Immigration Department of Malaysia. Students that fail to get the insurance coverage will not be allowed to renew their student pass.

The minimum requirements of coverage are as follows:

***SCHEDULE OF BENEFIT
(MINIMUM REQUIREMENT)**

NO	SCHEDULE OF BENEFITS	BENEFIT (RM)
1.	CATEGORY 1 (GROUP PERSONAL ACCIDENT)	
	Death (accident cause)	TBD
	Total permanent disablement due to accident cause	TBD
	Medical evacuation due to accidental cause (ambulance fee)	TBD
	Medical expenses due to accidental cause	TBD
	Funeral expenses	TBD
	Repatriation	TBD
2.	CATEGORY 2 (GROUP TERM FAMILY)	
	Death (natural cause/ sickness)	TBD
	Total permanent disablement (Natural cause / sickness)	TBD
	Funeral expenses	TBD
	Repatriation	TBD
3.	CATEGORY 3 (GROUP HOSPITAL & SURGICAL)	
	A. OUT-PATIENT SERVICE	
	Outpatient treatment (maximum per year)	TBD
	B. HOSPITALIZATION EXPENSES	
	Room & board per day (up to 120 days in private hospital/ government hospital)	TBD
	Intensive care unit (up to 20 days per disability)	As Charged
	Hospital miscellaneous service (maximum per disability)	As Charged
	In hospital physician (max 2 visits per day, daily maximum up to 120 days per disability)	As Charged
	C. SURGICAL EXPENSES	
	Surgical fees (maximum per disability)	As Charged

Operating theatre fees	As Charged
Anaesthetic fees	As Charged
Pre-surgical/ hospital diagnostic consultant service (within 60 days period to admission)	As Charged
Pre-surgical/ hospital specialist consultant service (within 60 days period to admission)	As Charged
Second surgical opinion	As Charged
Post hospitalization treatment (within 60 days period to admission)	As Charged
D. OTHER EXPENSES	
Emergency outpatient sickness treatment (between 12 midnight to 6 A.M only) per disability	As Charged
Emergency accident dental treatment (within 24 hours after the accident & maximum follow up 14 days)	As Charged
Government hospital cash benefit allowance (daily maximum up to 60 days per disability)	TBD
Ambulance service fee	As Charged
Insured child's daily guardian benefit	TBD
Compassionate visitation benefit	TBD
Reimbursement of medical report fees	TBD
Overall maximum per annum	TBD

***Subject to change. Depending on Insurance Company offered & choice by student.**

GLOSSARY

- 1. IO - International Office**
- 2. VC Office – Office of the Vice - Chancello**
- 3. PPKK - Office of Marketing & Corporate Communication**
- 4. PKU - UTHM Health Care Centre**
- 5. PUU - Legal Unit**
- 6. BKes - Security Office**
- 7. PHEP - Student Affairs Department**
- 8. PPA - Academic Management Office**
- 9. CGS - Centre for Postgraduate Studies**
- 10. Fac - Faculties**
- 11. Bursary**
- 12. PSPR- Office of Strategic Planning and Risk Management**
- 13. Pusat Islam**
- 14. KK/PTA - Residential College Principal**
- 15. PCU - Counselling Department**