Student International Travel Risk Management Procedure

Contents

1. Purpose

These procedures align with and support the University's Student Travel Risk Policy. They provide clarity about the roles, processes, and services relating to the management of student international study experiences and support students and staff to manage travel risk and discharge its duty of care in accordance with the University of Adelaide Student Travel Risk Policy. This procedure applies to all students participating in University approved overseas activities, and all staff identified in the University of Adelaide Student Travel Risk Policy as a Delegated Authority for approval of student international travel.

2. Roles and responsibilities

While the student is primarily responsible for their safety, the University has a duty of care to the student to ensure their safety and wellbeing. To discharge that duty the University will not approve study activities that expose the student to high risk destinations or activities unless a formal risk assessment and a Request for Approval to Travel to High Risk Destinations Form is satisfactorily completed. The University will also enable the student to effectively assess and manage their travel risk.

All students are required to:

- Ensure that their contact details and emergency contact details are up to date in MyAdelaide
- Register their experience with the University using the Student Mobility Applicant Registration Tool (SMART), and follow the directions in their application;
  a) Have their overseas experience approved by a Delegated Authority (this is usually the student's Faculty or supervisor) before leaving Australia
  b) Ensure they have appropriate insurance for their travel

      c) Consider the risks of their activities as well as the strategies available to them to mitigate these risks

- Check the travel to high risk destinations webpage for exclusions (sanctions or other conditions) prior to booking any overseas travel;
- Book the return flight for overseas travel to ensure insurance cover for the return leg;
- Comply with Department of Foreign Affairs and Trade (DFAT) travel advice for international destinations and subscribe for travel advice updates on the DFAT Smartraveller website and;
- For travel to destinations with a DFAT warning of 'do not travel' or 'reconsider your need to travel' or otherwise considered to be high risk, complete and submit a 'Request for Approval to Travel to High Risk Destinations' form for approval by the Pro Vice-Chancellor (International).

Delegated Authority refers to the parties authorised to approve proposed student overseas experiences, as identified in the Student Travel Risk Policy. Delegated Authorities are required to:

- Direct students to apply for or register their experience in SMART
- Consider the suitability of the student and destination for the proposed study
- Provide timely decisions for approval / non-approval for overseas experiences. The study that a student is approved to undertake can be controlled by the University, however the locations and activities the student chooses outside of the approved program of study is at the student's discretion.

Global Engagement provides:

- Information and advice about application and approval processes
- Information and advice about travel risk management services
- Risk management services through the University's travel insurance

providerRisk event responses for external events that may affect student

travellers.Legal and Risk provides:

- Information and advice about the University's Travel Insurance Policy, including countries which are excluded from the University Travel Insurance Policy
- Student Placement Insurance Guides:
  - Work Experience & Voluntary Placement Insurance Guide
  - Clinical Placement Guide
- Certificates of Insurance;
- Information on the reporting of adverse or notifiable events which could result in a claim made against the University; and
- Student Placement Agreement templates for each of the above arrangements.

The University provides travel insurance for students undertaking approved travel including exchanges, placements, study tours and Study Overseas experiences. Some limitations and exclusions apply; it is the responsibility of the student to ensure they have appropriate cover.

Special note: COVID is a "known event"; this means that any COVID related claims, for flight changes or cancellations, or costs associated with quarantine, are not covered. Costs for medical expenses relating to COVID will be assessed on a case-by-case basis.

3. Program Risk Assessment

All internally managed programs are required to have a risk assessment completed before they are made available to students. Externally managed programs, known as "Self Reporting"

programs in SMART, are chosen by the student and have not had a formal risk assessment performed by the University of Adelaide.

A formal risk assessment is necessary for activities which attract a higher level of risk. Students wishing to go to a country where the Department of Foreign Affairs & Trade has indicated a safety level of 3 - "Reconsider your need to travel" - or higher will need to obtain special permission to travel to that destination, using the Division of University Operations Finance and Procurement Services "Request for Approval to Travel to a High Risk Destination". (Note: please disregard the "Notes for Applicant" section of the form as these only apply to staff travellers.) This form includes a formal risk assessment.

4. Registration

Prior to leaving Australia, all students must have registered their experience in SMART. The student's SMART application must have either received or uploaded evidence of approval from a Delegated Authority to undertake their proposed overseas experience, and the registered dates and locations must match the approved overseas study.

This registration and approval demonstrates that the student has been given the opportunity to learn about their risk management responsibilities and the services available to them, and is used by the University to assess eligibility for insurance and risk management services.

Selected details from SMART applications are provided to the University's travel insurance provider to register the student for risk management services, including a pre-departure advisory. Once registered, the student is responsible for maintaining accurate records with the University's travel insurance provider. Information about this service is provided to the student in a welcome email.

5. Permission to Travel

Delegated Authorities (Faculty staff, a Head of School, the Adelaide Graduate Centre, Legal and Risk, or the Pro Vice-Chancellor (International)) may be requested to provide approval for a student's proposed overseas experience. For most programs this will be requested directly through SMART. Other programs have different application and approval processes, for example

- The Work Experience and Voluntary Placement Insurance Guide

The "Guidelines for Study Away Applications" for Higher Degree by Researchstudents, available from the Adelaide Graduate Centre.Please refer to the relevant SMART program application for information on how torequest approval.

Delegated Authorities must consider the suitability of the student and destination. For proposed experiences which have not had a formal risk assessment (i.e. "Self-Reporting" programs), or for suspected hazardous activities, the Delegated Authority may work with the student to complete a formal risk assessment. This may include:

- for high risk destinations using the Division of University Operations Finance and Procurement Services "Request for Approval to Travel to a High Risk Destination",
- for any hazardous tasks or activities using the Off Campus Activity tools students should rely on the competent advice provided by government agencies such as smartraveller.gov.au or the University's risk management provider,and seek assistance completing their form if required.

6. Student Travel Risk Minimisation

Instructions for students to confirm their insurance cover and maintain their registration with

the risk management provider are provided in all SMART applications. Students are also directed to read the information about insurance and managing their safety while overseas on the [Applicant Support page on the Study Overseas website](#).

For high risk destinations, the Division of University Operations Finance and Procurement Services "[Request for Approval to Travel to a High Risk Destination](#)" form requires the identification of risks and prescription of actions to be taken to minimise the risks.

For hazardous tasks or activities using the [Off Campus Activity forms](#), the hazard management form requires the identification of hazards and prescription of control measures.

7. Travel Risk Management Services by Global Engagement

The University has partnered with an insurance provider to provide travel risk management services which enable students to manage their travel risk and enable staff to manage student travel risk and discharge duty of care in accordance with the University of Adelaide Student Travel Risk Policy.

7.1 Students are Registered with the University's Insurance Provider

To the extent that it is possible, all students identified as engaging in an approved overseas mobility experience are registered with the University's risk management provider.

Per the information provided to students in their SMART application, selected information about the student and application are provided to the University's insurance provider in order to register the student for travel risk management services. Once registered, the student is also encouraged to register all of their intended travel with the University's insurance provider. This information is used to provide information to the student about managing their safety in their registered destinations and to monitor whether the student may be affected by external events specific to their location.

This will allow the University to identify and, if necessary, contact students travelling in countries where an event that threatens their safety occurs. Add-on services also make it possible for the student to access or subscribe to information relevant to their registered destinations, and access a mobile phone app with other travel safety tools.

7.2 Students Who May Not Receive Risk Management Support

A small cohort of students who are not visible to risk management processes will remain, as students may engage in offshore mobility opportunities at their discretion without identifying them to the University. To address this, the University's overseas study registration, risk management procedures, and insurer contact details are appropriately and consistently communicated. Relevant stakeholders (Faculties, Adelaide Graduate Centre, DASE, Legal and Risk etc) advise outbound students to register through SMART, through which applicants are provided with risk management information and instructions.

It is also at the discretion of the student to read and complete their SMART application, and to update and maintain their information registered with the University's travel insurance provider.

8. Risk Event Response

8.1 External Event

Where an event threatens the safety of a student overseas, the process is as follows:

a) The University's insurance provider alerts students who are registered as in proximity to "extreme" and "severe" events, including details and advice specific to the incident.

b) The University's insurance provider informs Global Engagement of Travel Alerts, identifying students who have received an email about the event as well as details and advice specific to the incident.
  ▪ These Travel Alerts are automatically forwarded to Global Engagement, , HSW, and all faculties subscribed to the Student Travel Risk mailing list.
c) Global Engagement, Legal and Risk, HSW, or a Faculty may
  ▪ determine whether the risk is significant enough to warrant communication with the student(s) in the risk impacted area
  ▪ communicate with students where appropriate
  ▪ notify Legal & Risk, HSW, and relevant Faculties of any actions taken.
  ▪ This response is run during standard business hours for the University and is not operated during public holidays or end of year close-down.

Please refer to the Travel Risk Event Flowchart at the end of this document for a visual representation of this process.

8.2 Student Initiated Contact

Where a University student contacts the University to advise that they are involved in an event that threatens their safety whilst overseas, or is impacted by an event or incident, the process is as follows:

a) The staff member directs the student to contact their insurer for emergency support.
b) The staff member contacts Legal and Risk and HSW to make them aware that the student has contacted the University.

8.3 Another Party Concerned About a Student

Where another party (eg another student or a parent of a mobility student) has concern that an event threatens the safety of a student overseas, or is aware that a student has been impacted by an event or incident, the process is as follows:

a) The stakeholder is directed to contact Legal & Risk who will liaise with Global Engagement and HSW to determine the nature of the risk and identify potentially impacted students. The stakeholder is provided with the University's insurance provider's contact details and policy information.
b) Should the stakeholder request an update of the University's response to the incident, they should be directed to Legal & Risk.

N.B. The Risk Provider, Global Engagement, and HSW are unable to provide personal information regarding student(s), without the express permission of the student(s), due to Australian Privacy Legislation. All such requests must be forwarded to Legal & Risk for consideration and action.

9. Travel Risk Event Flowchart

The University's Insurance
- ProviderIdentifies significant risk
- events Identifies potentially impacted
- students
  Emails these students details of the risk/incident and
- initial advice

Global Engagement
- Determines whether further action is required
- Communicates with student(s) where appropriate
- Notifies Legal & Risk, HSW, and relevant Faculties of the action taken.

Student may seek assistance from
local authorities, their host institution, or their insurer.

Director, Internationalisation Strategy, Legal & Risk, HSW, and relevant Faculties
- Kept abreast of developments
- Escalation to approve additional emergency procedures/measures if required .

Relevant Insurer
- Usually the current insurance provider
- Provision of immediate support direct to student(s)
  - Emergency Assistance
  - Medical Procedures
  - Evacuation, etc.