



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

2025 University of Waikato Student Critical Incidents Report

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Student Critical Incidents Report

This report details the University of Waikato student critical incidents for 2025 as required under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 [Code]. In accord with the Code requirements this report will be made publicly available via the University website.

Critical Incident & Reporting Criteria

In accordance with the criteria set in 2023 by NZQA and the Committee on University Student Pastoral Care (CUSPaC) the definition of a 'critical incident' encompasses three primary situations:

- A student death that occurs on campus including in student accommodation.
- A student death that occurs off campus and involves a 'learner at risk'. A student is defined as a learner at risk when the university has reasonable grounds to believe that the student was dealing with serious issues relating to their health, safety, and/or wellbeing.
- An occurrence of serious physical and/or mental harm to a student(s) occurred and either:
 - planning to manage/mitigate the event/incident risk was inadequate and/or an event/mitigation plan was not followed.
 - or an external review/investigation was undertaken.

In accordance with Statistics New Zealand guidance designed to protect the confidentiality of sensitive reporting data, critical incident categories with fewer than five cases are reported as "<5" in the publicly available report. Actual figures for categories with fewer than five cases are retained in a confidential report provided to the University of Waikato's Health & Safety, Risk and Assurance Committee. As no critical incidents were reported in 2025, zeros have been used.

Student Critical Incident Protocol

The University of Waikato maintains a Student Incident Response Plan (SIRP), which is activated in the event of a critical student-related incident. The SIRP is a procedural document administered by the Director Student Services & Pastoral Care. In the first instance, the Plan requires the establishment of a Student Incident Group (SIG) to oversee the University's response.

One member of the SIG is appointed as the Student Incident Response Manager. The Student Incident Response Manager establishes a Student Incident Response Team responsible for coordinating the University's operational response. This includes engaging with relevant internal and external stakeholders to stabilise the incident, support those affected, and provide timely updates to the SIG.

The Student Incident Response Team comprises relevant University staff, with membership tailored to the circumstances of the incident and the student concerned, and may include academic leadership and specialist support, accommodation, cultural, and location-based representatives as appropriate.

The Student Incident Response Plan recognises that the University's responsibilities and responses to incidents involving international students may differ from those involving domestic students. This reflects the potential absence of immediate family support and the need to consider cultural factors. Accordingly, the Plan provides parallel but tailored response pathways for incidents involving domestic and international students.

2025 Student Critical Incidents

As shown in Table 1, no student critical incidents were reported in 2025.

Critical Incident Type	2025 Total reports	Incident closed	Open or under investigation	Domestic student	International student
Student death on campus	0	0	0	0	0
Student death off campus of a 'learner at risk'. ^a	0	0	0	0	0
Serious harm (physical or mental) to a student and either: - planning to manage/mitigate the event/risk was inadequate or a plan was not followed, or. - an external review/investigation was carried out.	0	0	0	0	0
Total	0	0	0	0	0

Table 1

^a a learner at risk is defined as an incident where the university has reasonable grounds to believe that the student was dealing with serious issues relating to their health, safety, and/or wellbeing.



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