

UNIVERSITI MALAYSIA PAHANG – CRISIS MANAGEMENT PLAN (INTERNATIONAL STUDENTS AFFAIRS)

1.0 OBJECTIVE

UMP Crisis Management Plan is designed to manage emergencies and crisis that specifically affect UMP international students and the university operations as a whole.

The purpose of this plan is to;

- 1.1 Identify the category of crisis and response towards it
- 1.2 Identify the appropriate office / person to whom to report the incidents
- 1.3 Provide clear and easy to follow 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 DEFINING CRISIS

Crisis is typically 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 the 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 Illness

The student suffers a protracted illness which significantly affects his/her studies.

3.1.2 Accident

The student gets into accident in campus or off campus that requires first aid intervention or professional medical treatment.

3.1.3 Death of a student

The sudden loss of a student can become a traumatic incident that will lead to emotional and physical pain.

3.1.4 Mental health issues

The student faces difficulty to adapt with the new environment and cultural adjustment. The difficulties could lead to personal problem that will change the student's behaviour.

3.1.5 Crime and misdemeanours

The student could be a victim or could have committed or could face an accusation or could be found guilty of a crime. The following are examples of the situations:

- Vandalism
- Demonstration
- Gangsterism
- Drug abuse
- Obscenity / Sexual Harassment
- Kidnapping
- Murder
- Robbery / Burglary

3.1.6 Missing student

The student has been reported absent from the lecture and has gone missing for a certain period of time.

3.1.7 Financial problem

The student faces financial constraints that affect his/her ability to pay the tuition fees.

3.2 Group cases

3.2.1 Communicable disease

A situation whereby an outbreak of communicable diseases that could affect the students, regardless of their nationality e.g Ebola, Meningitis

3.2.2 Crisis in the home country

The critical situations that may arise in the student's home country which have an impact towards the student's personal life and behaviour. The following are examples of situations that may arise:

- Natural disasters, such as earthquakes, floods etc
- Civil or political upheaval, such as war, civil war, mass demonstrations etc
- Financial turmoil, such as currency devaluation, foreign exchange restrictions etc

3.2.3 Discrimination / Racism / Extremism Threat

The movement of discrimination and racial disparities among students in the campus.

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.

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



GRAPHIC 1

4.1 ROLES & RESPONSIBILITIES

NO	DEPARTMENT	RESPONSIBILITY
1	International Office	Main communication point with the student, student's family, embassy and insurance company
2	Vice Chancellor Office	Offering condolences on behalf of the university e.g death of student
3	Public Relations Office	Preparation of a press release and receiving all media inquiries
4	Students Health Centre	Initial emergency response on campus that involves health & death issues
5	Legal Unit	Preparation on legal documentation
6	Security Office	Initial emergency response and gathering evidence on security, crime & misdemeanours issues
7	Student Affairs Department	Initial emergency response on campus if involve hostel issues and student's welfare
8	Admission Management Division	Finalizations of student's academic status for undergraduate students
9	Institute for Postgraduate Studies	Finalizations of student's academic status and record for postgraduate students
10	Faculties	Finalizations of student's academic status
11	Finance Department	Finalizations of the student's financial status e.g outstanding tuition fees, etc

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
- Cultural awareness training for staff and students
- Language support
- Mentoring
- Counselling

5.2 Programs and databases to be updated :

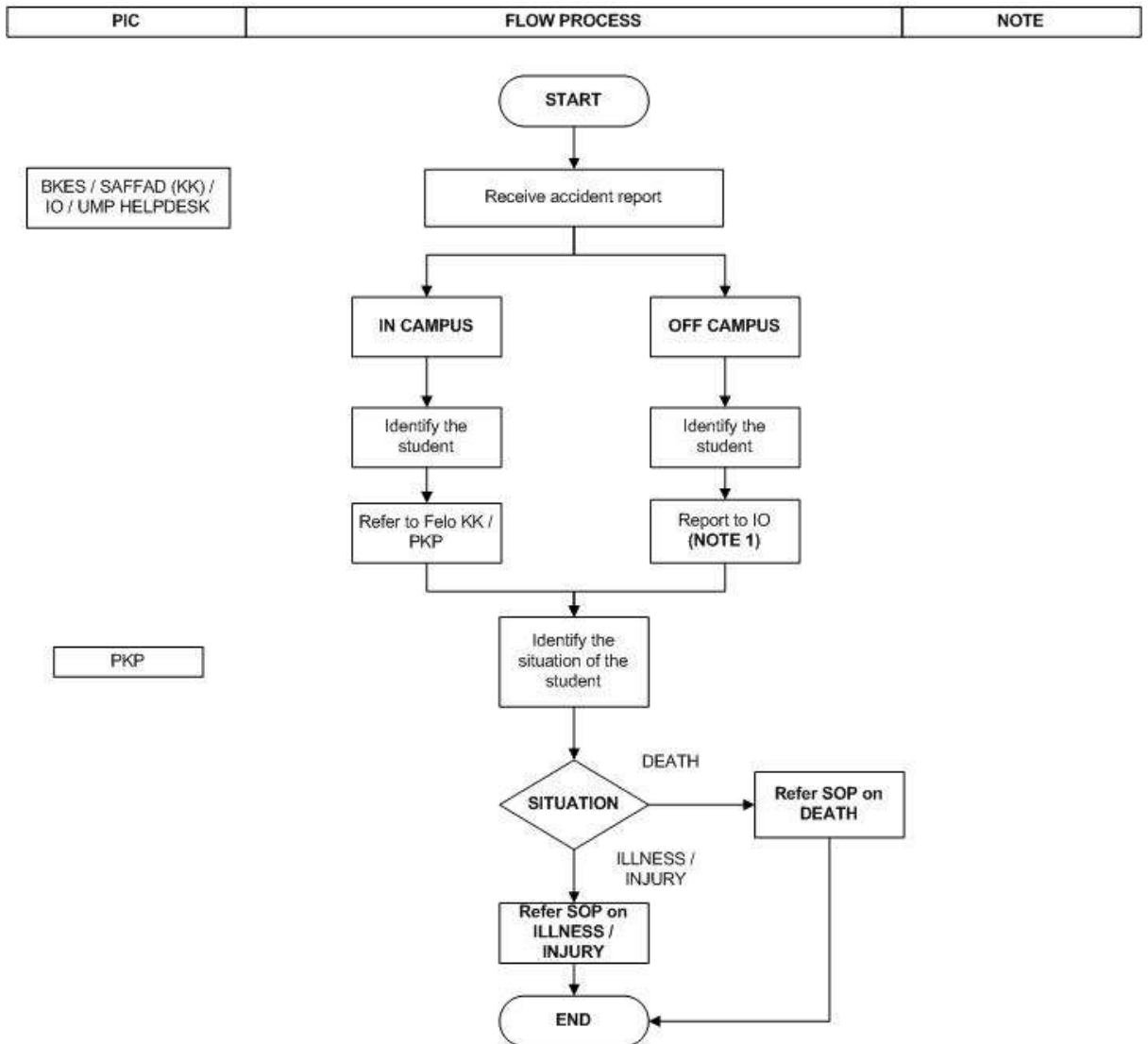
- Student Record Database (contains the next of kin information in Malaysia and overseas)
- Contact Directory Database (contains information of the Embassy Offices in Malaysia, Funeral Agency, MAS KARGo etc)
- University Contingency Budget for the welfare fund

6.0 STANDARD OPERATING PROCEDURE

6.1 INDIVIDUAL CRITICAL INCIDENTS

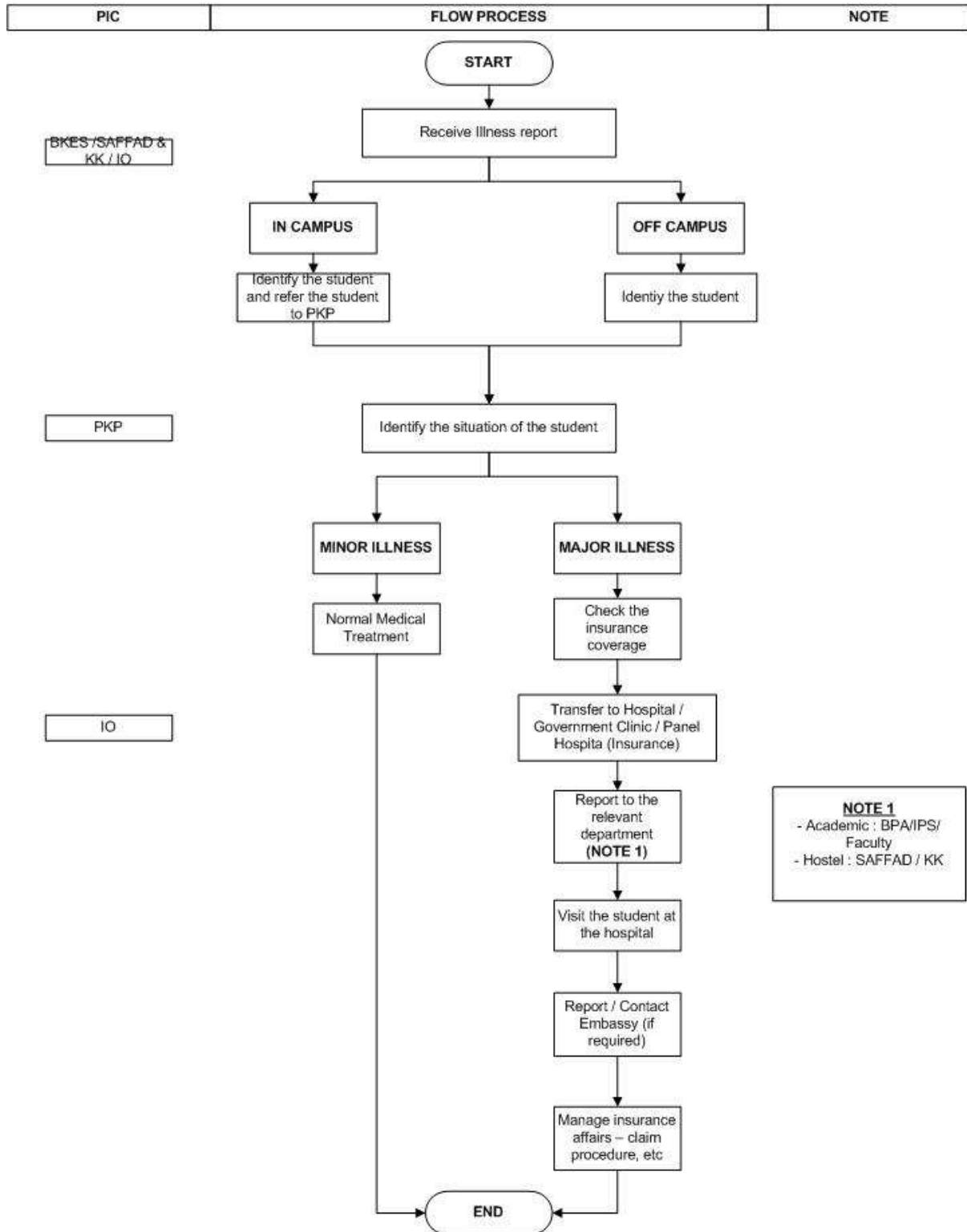
6.1.1 ACCIDENT

ACCIDENT



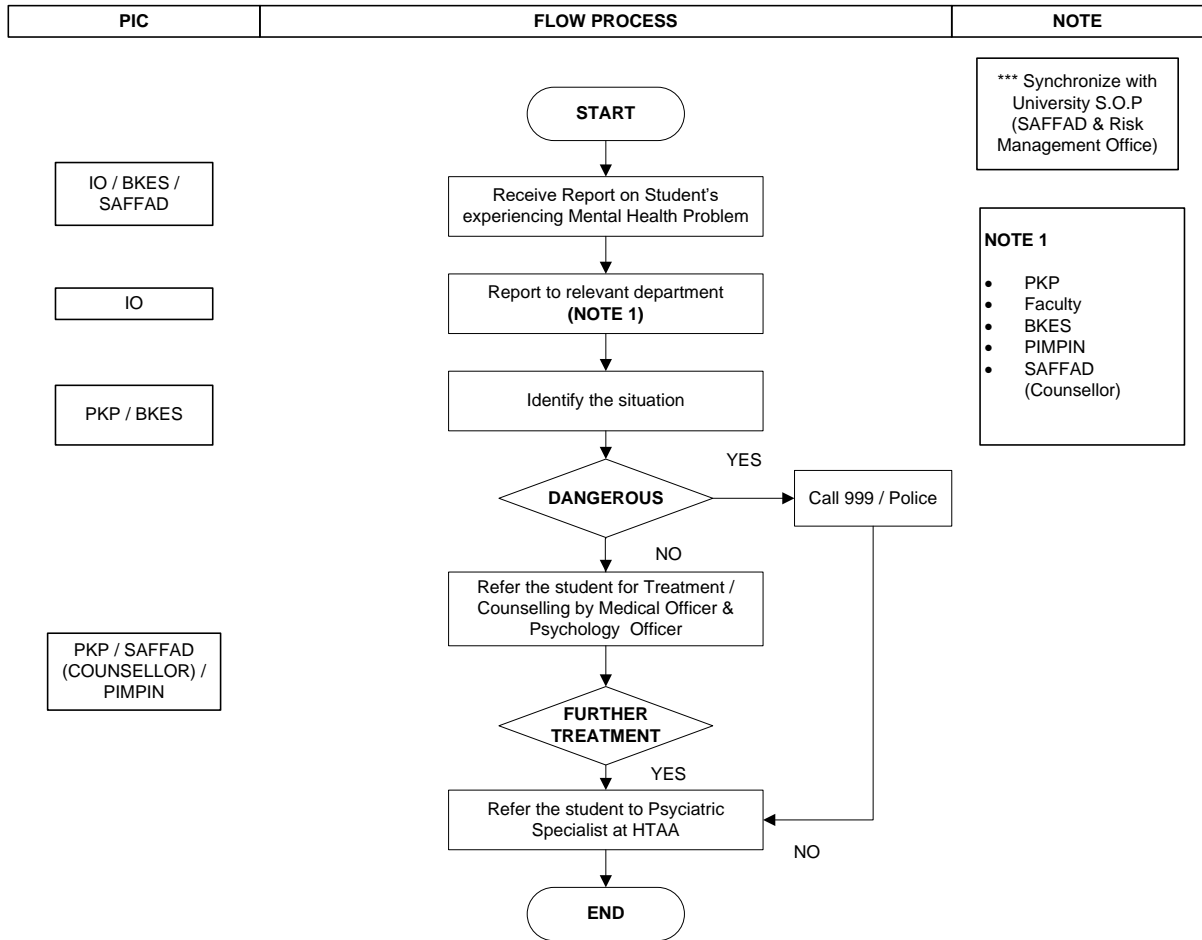
6.1.3 ILLNESS

ILLNESS / INJURY DUE TO ACCIDENT



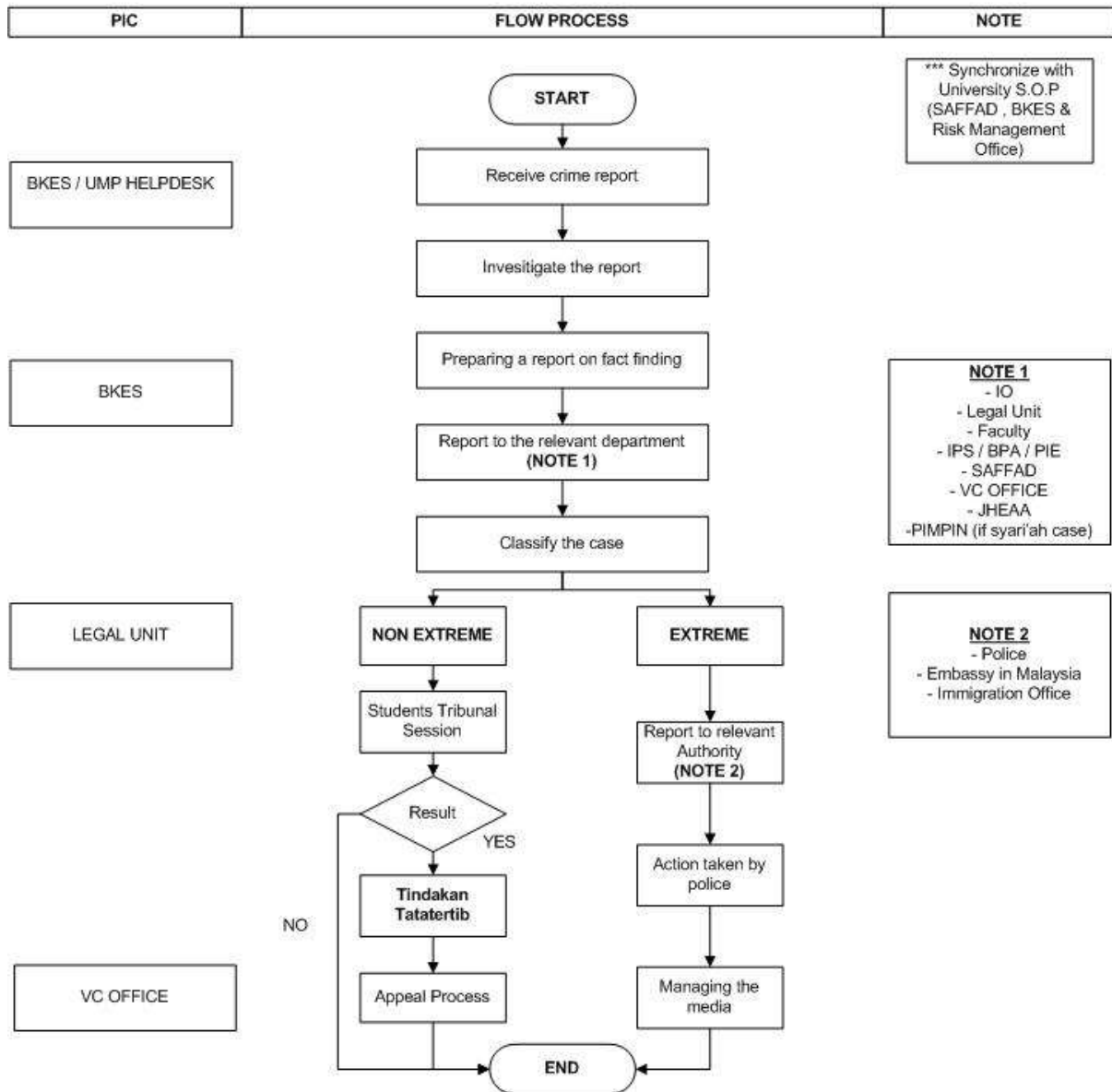
6.1.4 MENTAL HEALTH ISSUES

MENTAL HEALTH ISSUES



6.1.6 CRIME & MISDEMEANOURS

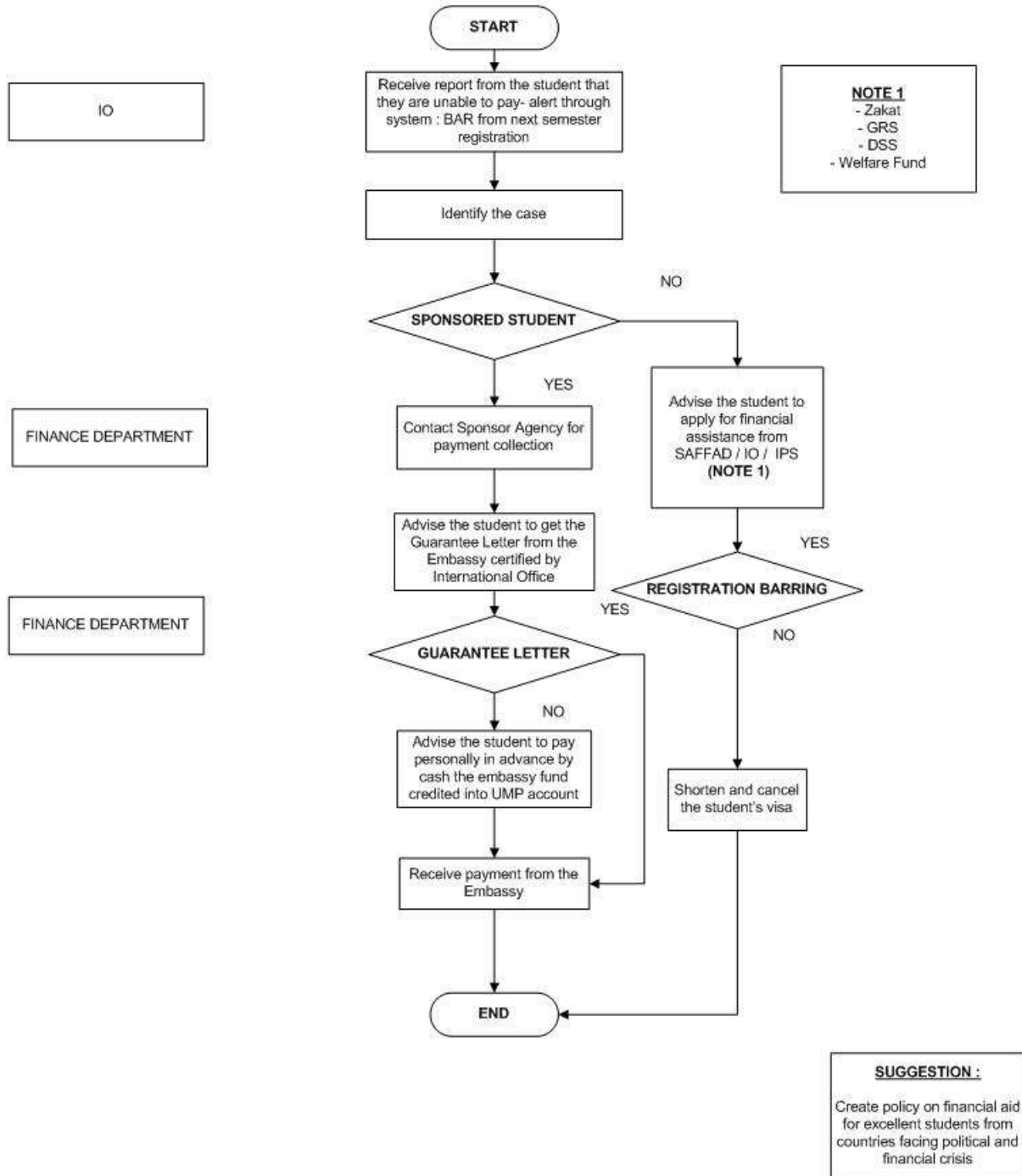
CRIME & MISDEMEANOURS



6.1.7 FINANCIAL PROBLEM

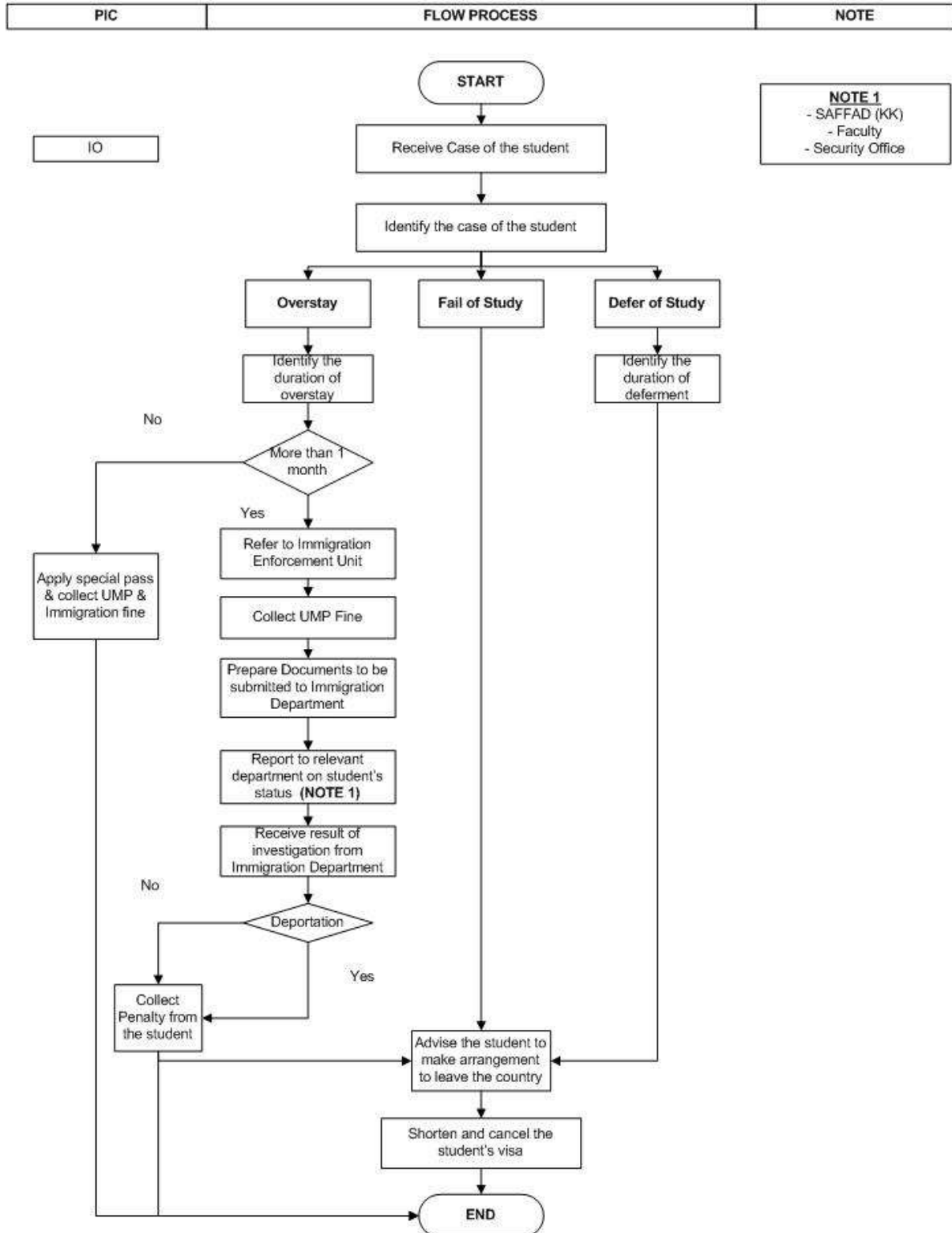
FINANCIAL PROBLEM

PIC	FLOW PROCESS	NOTE
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6.1.8 VISA PROBLEM

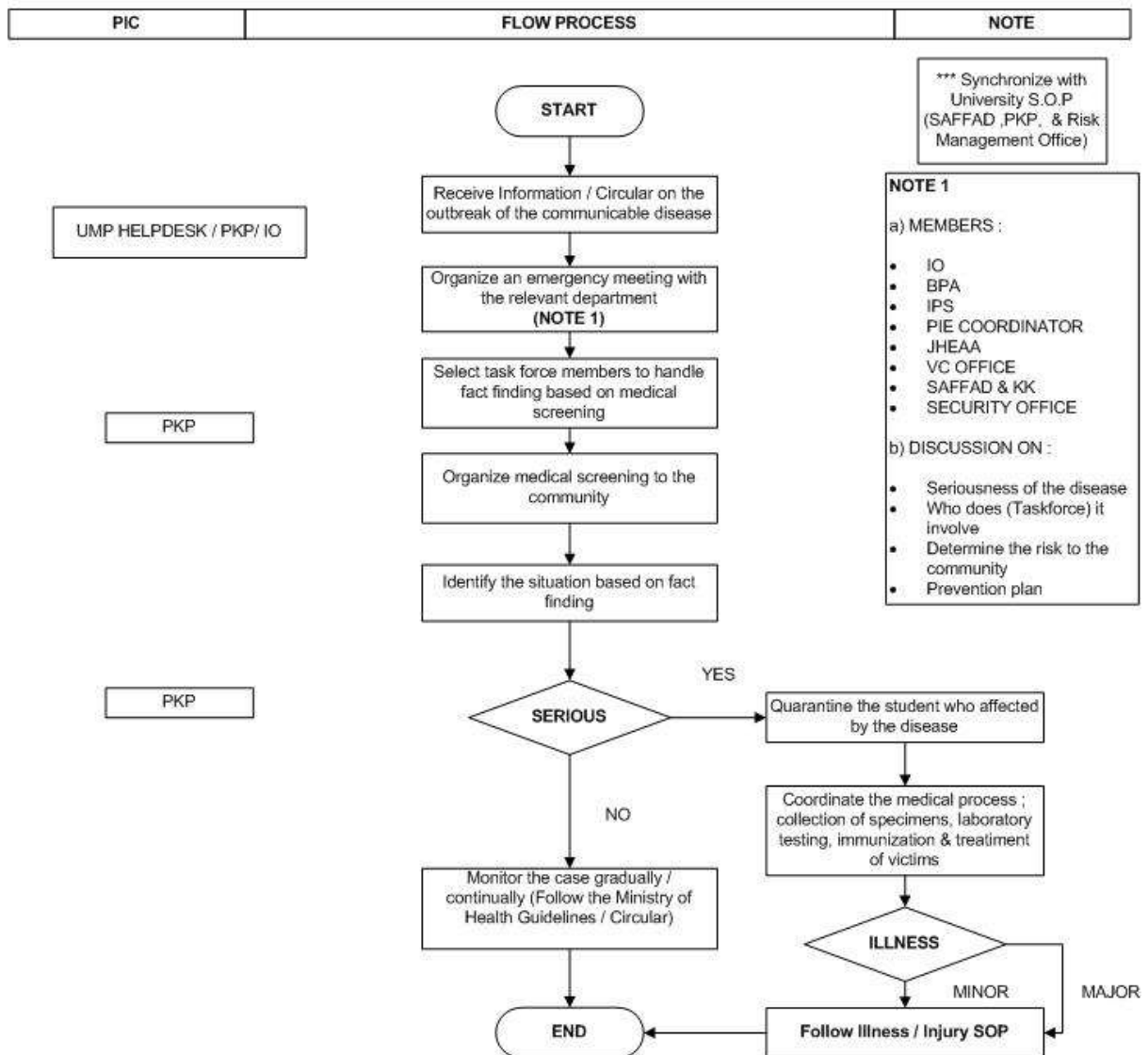
VISA PROBLEM



6.2 GROUP CRITICAL INCIDENT

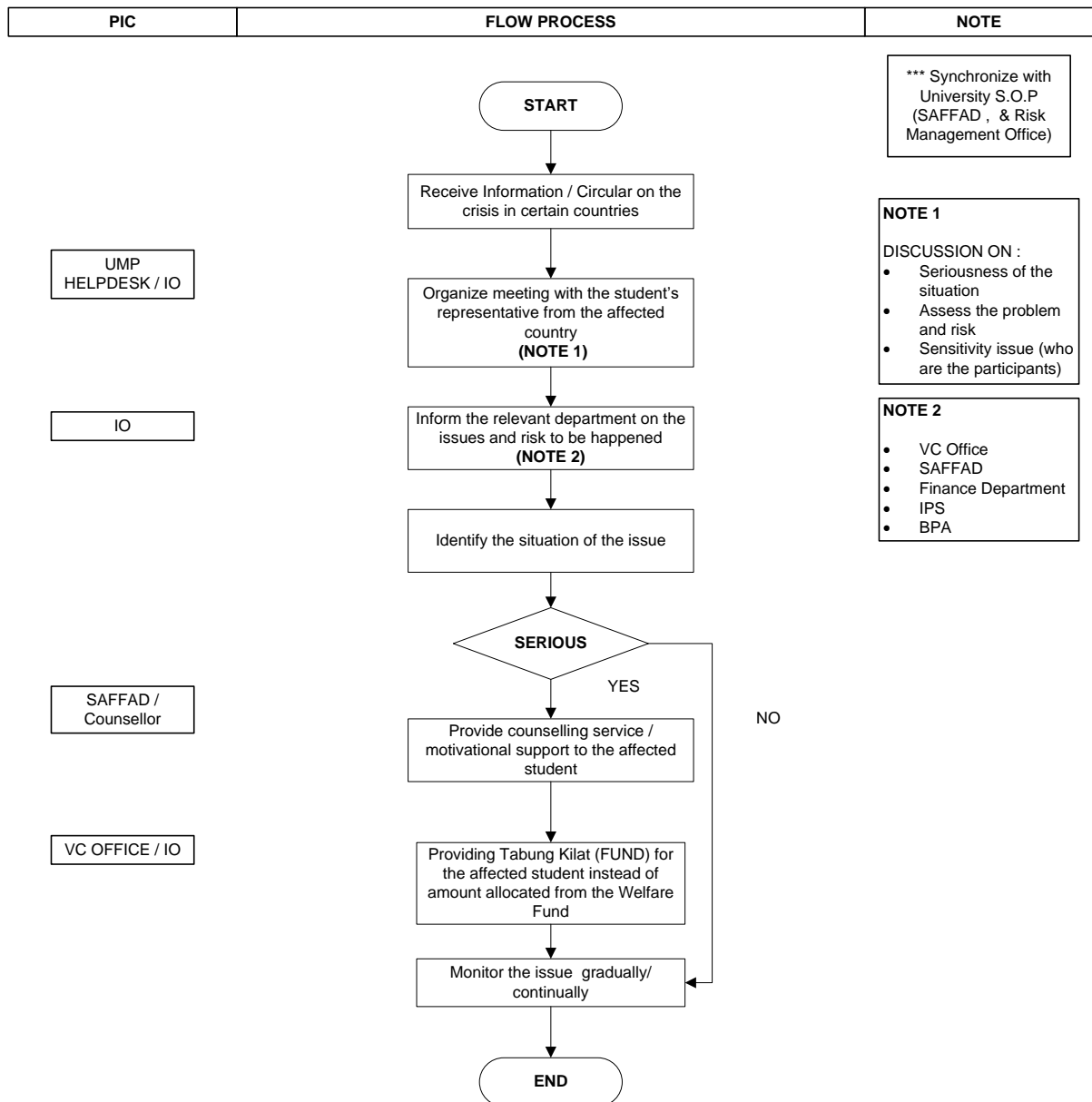
6.2.1 OUTBREAK OF COMMUNICABLE DISEASE

**OUTBREAK OF
COMMUNICABLE DISEASE**



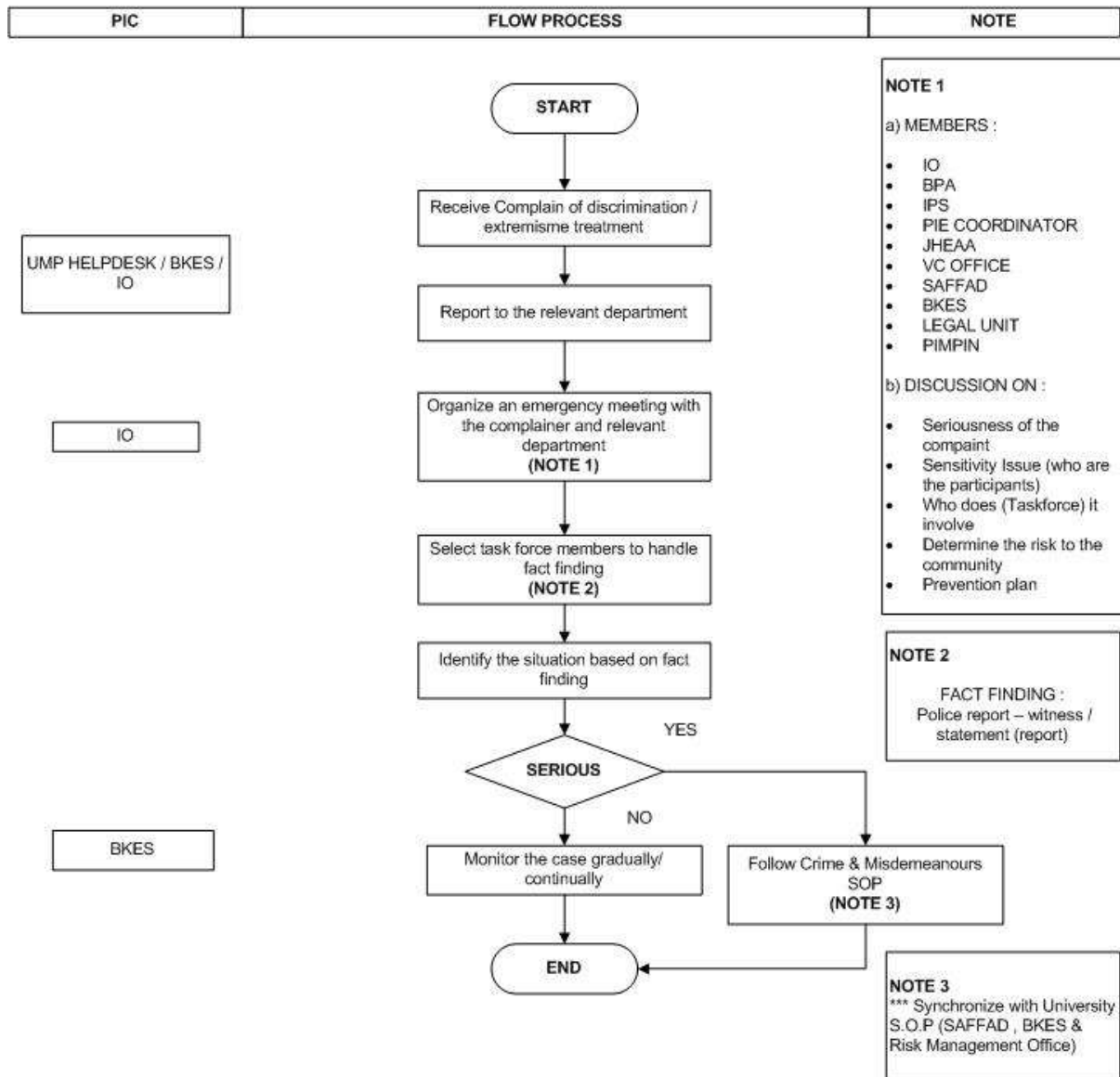
6.2.2 CRISIS IN HOME COUNTRY

CRISIS IN HOME COUNTRY



6.2.3 EXTREMISME THREAT / RACISM

**DISCRIMINATION /
EXTREMISME THREAT**



7.0 ADDITIONAL INFORMATION

7.1 FUNERAL ARRANGEMENT

- 7.1.1 Notification to the deceased student's 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 arrangements
- 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 subject to the discretion of UMP 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 Deceased Student ID Card
 - iv. Police report in case of an accident
 - v. Medical report / Letter of Reference from Hospital (for insurance purposes)
 - vi. A copy of the deceased 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 deceased student's hometown) using CARGO / flight service must be made through the deceased student's Embassy Office in Malaysia, the Airport Management and MAS KARGO. 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 KARGO 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 deceased beneficiary (beneficiary, address and contact no.) to be submitted to the MAS CARGO Reservation Unit during reservation.
 - Deal with the MAS CARGO Logistics 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 WELFARE ASSISTANCE (WELFARE FUND)

NO	BENEFITS	(RM)	
1	IMMEDIATE DEATH EXPENSES	Death of the student	500.00
		Death of immediate family members	250.00
		Funeral Expenses	500.00
		Emergency Medical Evacuation / Repatriation Cost	1000.00
		Compassionate Visitation Benefit for Immediate Family Member	500.00
2	STUDENT WITH DISABILITY (OKU)	Financial Assistance (One-Off)	300.00
3	HEALTH PROBLEM	Health Assistance (Experience critical illness during study period in UMP-One Off)	200.00
		Emergency Assistance during visitation at the hospital (Accident / serious illness)	100.00
		Financial assistance on medical treatment / operation cost (exclusion from insurance coverage)	300.00
4	NATURAL DISASTER	Natural Disaster / Crisis in home country	300.00
5	FINANCIAL PROBLEM	Students Assistance Scheme (Short term Financing)	500.00
		Tuition Fee Assistance- (One Off)	200.00
		Cost of Living Assistance - (One Off)	200.00
6	OTHERS	Student Working Scheme	RM 5/ hour
		Others	At the Director's discretion

** For any request exceeding the benefits provided, the final approval is at the Director's discretion.

9.0 GROUP INSURANCE

In compliance with the Malaysian 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 things 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 Services;
 - iii. Repatriation; and
 - iv. Out-patient Services.

The student is compulsory to pay the insurance fee as it is also aligned with the 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 BENEFITS (MINIMUM REQUIREMENT)

NO	SCHEDULE OF BENEFITS	BENEFITS (RM)
1	CATEGORY 1 (GROUP PERSONAL ACCIDENT)	
	Death (Accidental Cause)	30,000
	Total Permanent Disablement due to accidental cause	30,000
	Medical Evacuation due to accidental cause (Ambulance Fee)	200
	Medical Expenses Due to Accidental Cause	2,000
	Funeral Expenses	5,000
	Repatriation	5,000

2	CATEGORY 2 (GROUP TERM FAMILY)	
	Death (Natural Cause / Sickness)	30,000
	Total Permanent Disablement (Natural Cause / Sickness)	30,000
	Funeral Expenses	5,000
	Repatriation	5,000
3	CATEGORY 3 (GROUP HOSPITAL & SURGICAL)	
	A.OUT-PATIENT SERVICE	
	Outpatient Treatment (maximum per year)	500
	B.HOSPITALIZATION EXPENSES	
	Room & Board per day (up to 120 days in Private Hospital / Government Hospital)	150
	Intensive Care Unit (up to 20 days <i>per disability</i>)	As Charged
	Hospital Miscellaneous Services (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 Thetare Fees	As Charged
	Anaesthetic Fees	As Charged
	Pre Surgical / Hospital Diagnostic Services (within 60 days prior to admission)	As Charged
	Pre Surgical / Hospital Specialist Consultant Services (within 60 days prior to admission)	As Charged
	Second Surgical Opinion	As Charged
	Post Hospitalization Treatment (within 60 days of discharge)	As Charged

D.OTHER EXPENSES	
Emergency Outpatient Sickness Treatment (between 12 midnight to 6a.m only) <i>per disability</i>	As Charged
Emergency Accidental Dental Treatment (within 24 hours after the accident & maximum follow up 14 days)	As Charged
Emergency Accidental Outpatient 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)	50/day
Ambulance Service Fees	As Charged
Insured Child's Dily Guardian Benefit	50/day
Compassionate Visitation Benefit	5,000
Reimbursement of Medical Report Fees	100
OVERALL MAXIMUM PER ANNUM	20,000

GLOSSARY

1. **BKES – Security Office**
2. **BPA – Admission Management Division**
3. **IPS – Institute for Postgraduate Studies**
4. **IO – International Office**
5. **JHEAA -Department Academic & International Affairs**
6. **KK – Student’s Residential College**
7. **PIE – Preparatory Intensive English**
8. **PIMPIN – University Islamic Centre**
9. **PKP – Students Health Centre**
10. **SAFFAD –Department of Student Affairs & Alumni**
11. **VC Office – Office of the Vice Chancellor**