

CHANGE AND CRISIS MANAGEMENT POLICY

Dublin Cultural Institute

PART A: CHANGE MANAGEMENT POLICY

1. PURPOSE

The purpose of this policy is to ensure that all significant organisational, academic, operational, or regulatory changes are managed in a structured, transparent, and compliant manner.

As an English language school operating in Ireland, we recognise the importance of maintaining compliance with:

- QQI (Quality and Qualifications Ireland) requirements
- Irish immigration regulations
- Health and Safety legislation
- Child safeguarding standards
- GDPR obligations

This policy ensures continuity of education, student welfare, and regulatory compliance during periods of change.

2. SCOPE

This policy applies to:

- Academic programme changes
- Timetable or curriculum changes
- Changes in management or ownership
- Changes in premises
- Staffing restructures
- Technology/system upgrades
- Regulatory updates
- Transition to online or blended learning

3. PRINCIPLES

All changes must:



- Prioritise student welfare and learning continuity
- Be compliant with Irish law and accreditation standards
- Be clearly communicated to affected stakeholders
- Include risk assessment
- Be properly documented

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4. CHANGE MANAGEMENT PROCESS

STEP 1: IDENTIFICATION OF CHANGE

The Director or Academic Manager identifies the need for change due to:

- Regulatory updates
- Operational needs
- Financial considerations
- Quality improvement
- External factors (e.g., public health guidance)

STEP 2: IMPACT ASSESSMENT

A formal review is conducted considering:

- Impact on students
- Impact on staff
- Visa implications (where applicable)
- Accommodation arrangements
- Financial impact
- Reputational risk

STEP 3: RISK ASSESSMENT

Risks are identified and mitigation measures established.

STEP 4: APPROVAL

Significant changes require approval by:

- School Director
- Board (if required)
- Regulatory body (if required)

STEP 5: COMMUNICATION

Stakeholders are informed appropriately:



- Students
- Parents/guardians (if under 18)
- Staff
- Agents
- Accommodation providers

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- Regulatory authorities (if required)

STEP 6: IMPLEMENTATION

Changes are implemented with:

- Clear timelines
- Assigned responsibilities
- Monitoring mechanisms

STEP 7: REVIEW

After implementation, the effectiveness of the change is evaluated.

PART B: CRISIS MANAGEMENT POLICY

1. PURPOSE

This section establishes procedures to respond effectively to emergencies and crisis situations to:

- Protect students, staff, and visitors
- Maintain continuity of education
- Protect the school's reputation
- Meet legal and regulatory obligations

2. DEFINITION OF A CRISIS

A crisis may include:

- Medical emergency
- Fire or building emergency
- Serious accident or injury
- Safeguarding incident
- Missing student
- Public health emergency
- Violent incident
- Cybersecurity breach
- Natural disaster



- Sudden closure of premises
- Major reputational incident

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3. CRISIS MANAGEMENT TEAM (CMT)

The school appoints a Crisis Management Team, typically including:

- School Director (Crisis Lead)
- Academic Manager
- Student Services Manager
- Safeguarding Officer
- Health & Safety Officer
- IT Manager (if applicable)

A contact list is maintained and updated regularly.

4. IMMEDIATE RESPONSE PROCEDURE

In any crisis:

1. Ensure immediate safety of students and staff
2. Contact emergency services if required (999 or 112 in Ireland)
3. Notify the School Director immediately
4. Follow building evacuation procedures if necessary
5. Secure the area if safe to do so

5. COMMUNICATION PROTOCOL

Clear and controlled communication is essential.

INTERNAL COMMUNICATION

- Staff briefing as soon as possible
- Clear instructions to students

EXTERNAL COMMUNICATION

- Parents/guardians (if applicable)
- Emergency contacts
- Regulatory bodies
- Accommodation providers
- Agents (if appropriate)

Only the School Director (or appointed spokesperson) may speak to the media.

6. SPECIFIC CRISIS PROCEDURES

A. MEDICAL EMERGENCY

- Call emergency services
- Provide first aid (if trained)
- Notify emergency contact
- Record incident formally

B. FIRE

- Activate alarm
- Evacuate building
- Assemble at designated meeting point
- Conduct roll call
- Do not re-enter building until cleared

C. SAFEGUARDING INCIDENT (UNDER 18s)

- Follow Child Protection Policy
- Report immediately to Designated Liaison Person
- Document incident
- Report to Tusla where required

D. PUBLIC HEALTH EMERGENCY

- Follow HSE guidance
- Implement remote learning if required
- Communicate clearly with students

E. IT/DATA BREACH

- Inform IT Manager immediately
- Secure affected systems
- Notify Data Protection Officer
- Report to Data Protection Commission within 72 hours if required

7. BUSINESS CONTINUITY PLANNING

To ensure educational continuity, the school maintains:



- Online learning capability
- Remote access to administrative systems
- Backup of critical data
- Alternative premises plan (if applicable)
- Communication templates

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8. DOCUMENTATION & REPORTING

All crises must be:

- Documented in an Incident Report Form
- Reviewed by management
- Reported to insurers (if required)
- Reported to regulatory bodies where required

9. POST-CRISIS REVIEW

After any major incident:

- Conduct internal review
- Identify lessons learned
- Update policies if required
- Provide support to affected students and staff

10. TRAINING & AWARENESS

The school will:

- Conduct annual fire drills
- Provide safeguarding training
- Provide first aid training (where possible)
- Brief staff on crisis procedures annually
- Review this policy annually

POLICY APPROVAL

Approved _____ by: _____Jonahan _____ Duignan_____

Position: ___25 FEB 2026_____