

Student Emergency Contact Procedure

Providing and updating emergency contact details

1. All students are required to provide details of an emergency contact when registering on a course at the School. This information is held on the University's student record system, in accordance with the Student Privacy Notice and current UK data protection legislation.
2. Students can nominate anyone they choose to be their emergency or 'trusted' contact. We expect that for the majority of students this will be a parent or guardian. However, this may be anyone that a student feels comfortable with and who they would like to be contacted if there were serious concerns about their safety or mental health.
3. Students should ensure that the trusted contact is aware that they have been nominated and that their contact details will be given to the School. Students should also ensure that the trusted contact has given permission to be a trusted contact.
4. Students are asked to keep these details up to date and to notify the Registry team of any changes by emailing Registry@nfts.co.uk.

Circumstances when the University may use an emergency contact

5. Under data protection legislation, we may disclose personal information about a student without consent when it is in their 'vital interests' to do so; this means in serious or life and death situations.
6. Students are now invited, on registration each year, to provide consent in advance to the School informing a nominated trusted contact if there is serious concern about the student's welfare. This guidance sets out the circumstances in which we may inform the emergency contact based on the student's consent.
7. A Student's personal circumstances at the time will be taken into consideration before using the emergency contact details provided. The professional judgement of the Registrar and/or the Student Wellbeing team will be used in deciding whether to alert the trusted contact to a welfare concern.
8. Informing the emergency contact will be decided on a case-by-case basis and authorised by the Registrar or other member of senior management, taking into consideration the nature and seriousness of the welfare concern.
9. We would normally tell the student that we intend to alert their trusted contact unless it is not possible for us to do so or to do so would cause delay.
10. The following are examples of circumstances in which we might inform the emergency contact:
 - A student has attended or been admitted to hospital in an emergency.
 - A student has suffered a serious physical injury, including self-harm.
 - A student ceases to engage with their studies and we have been unable to

contact them.

- A student has an ongoing illness and they appear to be deteriorating
- A student is experiencing a mental health crisis

11. Students are free to withdraw their consent at any time. However, we may still decide to inform their Emergency Contact if we consider it to be in their vital interests to do so.

12. In addition to attempting to contact the trusted contact, the School will pass the contact details to the emergency services, for example to the ambulance crew or by telephoning the Emergency Department at the hospital, so that they can support their patient.

Deciding to contact the trusted contact

13. If any member of staff considers that the student's trusted contact needs to be contacted, they should in the first instance discuss the case with the Student Wellbeing team, who will seek the approval of either the Registrar or another member of senior management.

14. Any contact will ordinarily be made by the Student Wellbeing team or the Registrar.

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