

TEDI-LONDON

STUDENT EMERGENCY CONTACT POLICY

Summary	Policy outlining how we collect student emergency contact details and the circumstances in which we will use the details.		
Policy Owner	Registrar		
Policy Sponsor	Academic Board		
Policy applies to	All students of TEDI-London		
Relevant legislation and policy	Attendance and Engagement Policy Death of a Student Policy (forthcoming) Fitness to Study Policy (forthcoming) Safeguarding Policy Privacy and Data Protection Policy Personal Tutoring Guidance Department of Health Information sharing and suicide prevention: consensus statement		
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Approved by	Academic Board	Approval date	August 2021
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DOCUMENT CONTROL

Date	Version	Action	Amendments
08/2021	1	Policy issued	

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1. INTRODUCTION

- 1.1. This Policy outlines the requirement for students to provide emergency contact details. It also explains the circumstances in which we will contact emergency contacts.

2. POLICY STATEMENT

- 2.1. We support the aims of the [Information sharing and suicide prevention Consensus statement coordinated by the Department of Health](#). This statement aims to improve information and support for families who are concerned about a relative who may be at risk of suicide and to better support those who have been bereaved by suicide.
- 2.2. We have a duty of care to keep you safe and well during your time at TEDI-London. We do this through the student support mechanisms we provide via the Personal Tutoring framework and the Student Hub.
- 2.3. In circumstances where we have serious concerns for your welfare, we reserve the right to contact your emergency contact. The methods we will use for this are outlined within this Policy.
- 2.4. You are required to provide contact details for an emergency contact whom you are happy for us to hold on file.
- 2.5. All contact details will be held in accordance with our Privacy and Data Protection Policy.

3. SCOPE OF THIS POLICY

- 3.1. This Policy is for all students of TEDI-London.

4. ROLES AND RESPONSIBILITIES

- 4.1. You are responsible for providing emergency contact details and for keeping the details up to date.
- 4.2. Registry is responsible for ensuring that the contact details are kept securely on your student record and for tracking the use of emergency contact details.

- 4.3. The Deputy Dean is responsible for deciding when emergency contacts can be contacted, in discussion with the Assistant Registrar – Student Experience. The Deputy Dean will nominate a suitable nominee, who will undertake the same responsibilities in the Deputy Dean’s absence.
- 4.4. The Assistant Registrar – Student Experience is responsible for providing advice and guidance to TEDI-London colleagues who believe that an emergency contact needs to be informed of an issue.

5. PROVIDING AND UPDATING EMERGENCY CONTACT DETAILS

- 5.1. We will ask you to provide details of an emergency contact on the Emergency Contact Form prior to your enrolment with TEDI-London and then each year prior to re-enrolment. This process is mandatory.
- 5.2. By providing emergency contact details, you give us permission to contact this individual in cases where we have concerns about your welfare, unless you specifically opt out of this option.
- 5.3. You can select anyone to be your emergency contact. You might want to select a parent or guardian, but this can be another individual.
- 5.4. You should tell your emergency contact that you have nominated them and that we will hold their details. You will be required to note on the Emergency Contact Form that they have consented to being your emergency contact.
- 5.5. If your emergency contact changes for any reason, please contact the [Student Hub](#) with the new contact details.

6. CIRCUMSTANCES WHEN WE MIGHT USE AN EMERGENCY CONTACT

- 6.1. Data protection legislation allows us to disclose personal information about you without consent when it is in your ‘vital interests’ to do so; this means in serious or life and death situations.
- 6.2. When re-enrolling each year, you are asked to provide consent in advance for TEDI-London to inform your emergency contact if we have a serious concern about your welfare. This Policy outlines the circumstances in which we may contact your emergency contact based on your consent.

- 6.3. We will always take your personal circumstances into account before using the emergency contact details provided. TEDI-London colleagues will use their professional judgement to decide whether to alert the emergency contact to a welfare concern.
- 6.4. We will agree on whether to inform emergency contacts of welfare concerns on a case-by-case basis. Contact will be authorised by the Deputy Dean or their nominee. We will take into consideration the nature and seriousness of the welfare concern and will consult with other colleagues such as your Personal Tutor as appropriate.
- 6.5. We would normally tell you that we intend to alert your emergency contact unless this is not possible or to do so would cause delay.
- 6.6. The following are examples of circumstances in which we might inform the emergency contact:
- You have been admitted to hospital in an emergency.
 - You have suffered a serious physical injury, including self-harm.
 - You fail to engage with your studies, and we have been unable to contact you, in line with the Attendance and Engagement Policy.
 - You have an ongoing illness, and appear to be deteriorating
 - You are experiencing a mental health crisis
- 6.7. You can withdraw your consent at any time by alerting the Student Hub. We will however still inform your emergency contact of an issue if we consider it to be in your vital interests to do so.
- 6.8. In addition to attempting to contact the emergency contact, we will pass the contact details to any emergency services or healthcare providers who attend to you.
- 6.9. In the sad event of a suspected or confirmed death of a student, we will take the actions outlined in our Death of a Student Policy, which includes passing the emergency contact details to healthcare providers to support them in their role of contacting next of kin.

7. HOW WE DECIDE TO INFORM AN EMERGENCY CONTACT OF AN ISSUE

- 7.1. If any member of staff believes that your emergency contact needs to be contacted, they should in the first instance discuss the case with the Assistant Registrar – Student Experience.
- 7.2. The Assistant Registrar – Student Experience will decide on the best course of action, including whether the emergency contact details should be used, using the information within this Policy and their professional expertise.
- 7.3. If the Assistant Registrar – Student Experience believes that the emergency contact should be informed, they will discuss the matter with the Deputy Dean or their nominee and they will make a joint decision.
- 7.4. Any contact will ordinarily be made by the Assistant Registrar – Student Experience. The Deputy Dean can decide that an alternative colleague should make the contact in some circumstances.

8. TRAINING, DISSEMINATION, AND IMPLEMENTATION

- 8.1. TEDI-London staff will be informed of this Policy, including their role in enacting at their induction. The Policy will also form part of the Personal Tutoring training and guidance pack.
- 8.2. TEDI-London students will be informed of this Policy prior to their enrolment and will be reminded of it at Welcome Week and at re-enrolment.
- 8.3. This Policy will be hosted on the TEDI-London website.

9. MONITORING AND REVIEW

- 9.1. This Policy will be reviewed every three years by the Registrar who will recommend changes to the Academic Board.
- 9.2. We will make immediate changes in line with legislative changes or amendment to sector advice and guidance.

9.3. We will monitor the use of this Policy on a regular basis.