



Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Prifysgol Cymru
University of Wales



coleg**sirgâr**



coleg**ceredigion**

Student Emergency Contact Policy

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1. Introduction

This policy outlines how student emergency contact details are collected and updated, the circumstances under which the UWTSD Group will use emergency contact details, how that decision is made, and who will be authorised to make contact.

The purpose is to provide clarity to students, staff and emergency contacts, and to ensure that appropriately informed and timely action is taken in emergency circumstances.

The Major Incident Plan governs the Group's approach to all major incidents.

2. Providing and updating emergency contact details

All students are required to provide details of an emergency contact when enrolling for their programme. This information is held on the UWTSD Group's student record system, in accordance with the [Data Protection: Student Privacy Statement](#) and current UK data protection legislation.

Students can nominate anyone, over the age of 18, they choose to be their emergency contact. The majority of students choose a parent, guardian or partner. However, it could also be another responsible individual.

Students should ensure that the emergency contact is aware that they have been nominated and that their contact details will be given to the University. Students should also ensure that the emergency contact has given permission to be an emergency contact. Wherever possible, students should give a mobile phone number as well as a landline so that contact can be made quickly.

Students are asked to keep these details up to date and may change these and other personal details at any time by logging onto MyTSD. This information is mandatory, i.e. it cannot be left blank. The University will assume that the information is up to date and may need to use it without being able to check with the student first. Therefore, it is important that students review it regularly.

Emergency Contact details for students under the age of 18 are obtained from a student's parent or guardian prior to the student registering for their course, through an Applicant Consent Form, in line with the Admissions Policy. Students under the age of 18 do not have access to change or update their Emergency Contact details themselves in MyTSD until/unless they reach the age of 18 whilst an enrolled student.

3. Circumstances when the UWTSD Group may use an emergency contact

Every student is an individual and their personal circumstances at the time will be taken into consideration before using the emergency contact details provided.

The professional judgement of appropriate University staff will be used in deciding whether to alert the emergency contact to a serious student welfare concern.

Informing the emergency contact will be decided on a case-by-case basis and authorised by nominated senior staff in the University taking into consideration the nature and seriousness of the welfare concern. The nominated senior member of staff may consult with other colleagues in the University as appropriate.

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 threatening situations. We would normally tell the student that we intend to alert their emergency contact unless it is not possible for us to do so or in circumstances where to do so would cause an unacceptable delay.

The following are examples of a serious student welfare concern and 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 has an ongoing serious illness and they appear to be deteriorating significantly;
- A student is experiencing a mental health crisis;
- Where the University believes a student is missing, e.g.:
 - A student has ceased to engage with their studies and we have been unable to contact them;
 - A student has not recently been seen in their hall of residence and we have been unable to contact them;
 - Where the University has been notified that a student is missing.

The University may contact the emergency contact when it suspects that a student has contracted Covid-19 and has not able to contact them (e.g. following a request by Track, Trace, Protect).

The following are examples of circumstances in which we would not normally inform the emergency contact:

- academic progress concerns;
- poor lecture attendance.

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

In the event of a suspected or confirmed death of a student, the University will follow its Major Incident Plan. The University will pass the emergency contact details to the emergency services to support them in their role of contacting next of kin.

4. Monitoring

An overview report on student cases will be submitted annually to Senate and the relevant Council Committee by the Associate Pro Vice-Chancellor (Academic Experience). This report will also monitor the effectiveness of the policy.

5. Links to other policies / procedures

Major Incident Plan

6. Resource Implications

Implication	Detail
Finance	<i>No additional resource anticipated.</i>
Staff	<i>Resource to update enrolment documentation, included in annual enrolment updates.</i>
Assets	<i>There are no identified asset costs.</i>
Partners	<i>This policy applies across the dual-sector group. This policy will not apply to partners, who will be expected to have their own policies.</i>
Timescales	<i>Once approved the policy will be implemented immediately. The policy will be regularly monitored to ensure ongoing compliance with relevant legislation.</i>
Leadership	<i>APVC Academic Experience</i>

7. Impact Assessment

Implication	Impact Considered (Yes/No)	Impact Identified
Legal	Yes	<i>The policy conforms with:</i> <ul style="list-style-type: none"> • <i>Contract and consumer law</i> • <i>The Human Rights Act 1998</i> • <i>The Equality Act 2010</i> • <i>Natural Justice (fairness)</i> • <i>Data Protection Act 2018 (and GDPR)</i>
Contribution to the Strategic Plan	Yes	<i>The policy aligns with the values expressed in the Strategic Plan.</i>
Risk Analysis	Yes	<i>Policy compliance mitigates against complaints to the OIA and complaints to the ICO.</i>
Equality	Yes	<i>The policy will ensure adherence to provisions of the Equality Act.</i>
Welsh Language	Yes	<i>The policy aligns with principles expressed by the Welsh Language Act.</i>
Environmental and Sustainability	Yes	<i>None identified.</i>
Communication/ Media / Marketing	Yes	<i>This policy will be included as part of enrolment procedures.</i>

8. Document Version Control

Version No:	Reason for change:	Author:	Date of change:
0.1	Draft Policy	KE	08.10.2019
0.2	Draft Policy viewed by Group executive	KE	17.10.2019
1	Final Policy	KE	04.11.2019
1.1	Annual Update: inclusion of track, trace and protect	KE	28.08.2020

Policy author(s):

Dr Kyle Erickson, Director of Academic Experience

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For publication: on FE and HE Websites / FE and HE intranets

