

Student Emergency Contact Opt-in Procedure

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Pro Vice Chancellor Students

Director of Student Life

Scope

This procedure applies to all students who undertake registration with the University, and is

Procedure

1 ~~Providing and updating emergency contact details~~

- 1.1 Students are required to provide details of an emergency contact during the registration process at the beginning of each academic year. This information is held on SITs, the

Legitimate use

2.2 The University can use emergency contact information, without prior consent, where it is in the

there are clear concerns for the life of the student. This may include, for example:

- When the University is made aware of an emergency admission to hospital, or collection of the student by emergency services in what appears to be a potentially life-threatening or critical condition
- When, in the opinion of the University, it is not possible to reasonably keep a student safe, such as when they might be considered to be a threat to their own life, or when the University is managing an emergency exclusion

2.3 In the event of a suspected or confirmed death of a student, the University will pass the emergency contact details to the Police or other emergency services to support them in their role of contacting the next of kin. It is not the role of the University to first inform Next of Kin of a death, and it should be noted that the emergency contact chosen by the student may not be their legal Next of Kin (see [1.5](#)).

Optional

2.4 In other circumstances, the University must have consent from the student to use the emergency contact. The University will always seek to gain informed consent from students at the appropriate time, but there may be exceptional occasions where it is in a best interests for the University to use the emergency contact in situations which are not necessarily life- or mental health, wellbeing or safety.

2.5 Examples of circumstances when a decision might be made to get in touch with the emergency contact on this basis include, but are not limited to:

- Serious physical or mental illness, or concerns about behaviour which might indicate that someone is seriously unwell
- When a student is seemingly missing (such as when they have missed key events without explanation, and we are unable to contact them; when there has been a prolonged lack of contact, despite efforts to get in touch with them; or when the University has received a credible report that the student is missing, and there is genuine concern for their safety or wellbeing).

2.6 In addition to attempting to contact the emergency contact, where appropriate the University may also pass the contact details to the emergency services, for example to the ambulance crew or by telephoning the Emergency Department at the hospital, where the information will help them to support and/or treat the student.

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- 3.1 The emergency contact details are for use in exceptional circumstances, as set out above. In such circumstances, the decision to use the emergency contact details during working hours will normally be made by the Director or Assistant Director of Student Life; or the Assistant Director of Estates and Facilities for Security and Operations; alternatively, where appropriate the decision can be referred to the Pro Vice Chancellor or Provost. Out of hours, staff should contact Security (01905 855000), who will escalate the concern through their Duty Manager, and onto the Incident Management Protocol if necessary.
- 3.2 Colleagues should refer any concerns through an appropriate channel, for example by discussing with their line manager in the first instance; by contacting firstpoint (firstpoint4staff@worc.ac.uk or X2659); or by contacting a professional colleague from Student Support and Wellbeing (studentlife@worc.ac.uk) or Counselling and Mental Health (cmh@worc.ac.uk) for advice.

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