

The university requests all students to provide the name of an Emergency Contact during the enrolment process. An Emergency Contact is usually a close relative, carer, or friend. We may contact your Emergency Contact if there are risks to your safety, health or wellbeing.

The guidance below is for students and staff to explain how information provided in the Emergency Contact section will be used.

The University may need to share information with an Emergency Contact without permission. This would be in an emergency, if you or others are at risk of serious or lasting harm. The University will only make contact in serious situations such as, but not limited to:

- Where the university is aware of an emergency admission to hospital of the student
- Where, in the opinion of the university, it is not possible to reasonably keep a student safe, where they may be a threat to their life or others, and assistance from the Emergency Contact is needed
- Where serious physical or mental illness or concerns about behaviour might mean that someone is seriously unwell.

The University will not make contact in situations such as, but not limited to:

- Academic progress concerns
- Poor lecture attendance.

If the University shares personal information with an Emergency Contact without permission, a record will be kept of:

- The assessment used to make this decision
- The reasons for doing this
- The information that was shared
- The name of the person contacted
- The time and date of the communication

Nominating an Emergency Contact

It is requested that you provide an Emergency Contact at registration.

The Emergency Contact can be a close family member, carer, or trusted adult. It is helpful if the Emergency contact can speak English but this is not essential.

It may be helpful for the university if you inform your Emergency Contact that the University is holding their contact details.

You can amend your nominated person at any time on eVision.

You can withdraw consent for this at any time on eVision.

The role of Student Services in sharing information with Emergency Contacts

Student Services co-ordinate information sharing with Emergency Contacts and any member of staff that is concerned about a student should raise this concern with the Student Support and Welfare Team or with the Community Policing and Security Department.

The Student Services team will assess all referrals for appropriate actions.

Where relevant, cases will be processed through the Extraordinary Support to Study Regulation to identify actions required in each case.

The decision to contact an Emergency Contact will only be made by one of the following: Head of Student Services, Registrar, Chief Operating Officer, or the Head of Security and Emergency Planning.

The University will always endeavour to check with the student of concern if we can contact the Emergency Contact first, although we accept that this may not always be possible.