

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

For students:

- Students should ensure that the Emergency Contact is aware that the University is holding their contact details.
- 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.
- You can amend your nominated person at any time on eVision.
- You can withdraw consent for this at any time on eVision.

For staff:

- Any member of staff that is concerned about a student should raise this concern with the Student Support and Welfare Team in Student Services 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 Fitness 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: Deputy Director Academic and 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.