

Over 18 Learner Emergency Contact Procedure

1. Providing and updating emergency contact details

1.1 All learners are required to provide details of an emergency contact when registering for their programme. This information is held on the college's student record system, in accordance with the current data protection legislation.

1.2 Learners can nominate anyone they choose to be their emergency contact. We expect that for the majority of our learners the emergency contact will be a parent, guardian or spouse. However, you should be aware that it could be another responsible individual.

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

1.4 Having an emergency contact is mandatory, we prefer a telephone number for speed of contact however either a phone number, email or both can be supplied. It is the learner's responsibility to keep the college updated with any changes to this contact information, any failure to do so which results in missed communications is the learner's responsibility. To keep these details up to date and change these and other personal details at any time please email changemydetail@loughcoll.ac.uk

2. Circumstances when the College may use an emergency contact

2.1 Under data protection legislation, we may disclose personal information about a learner without consent when it is in their 'vital interests' to do so; this means in serious or life and death situations.

2.2 Learners are now invited, at enrolment each year, to provide consent in advance to the College informing a nominated emergency contact if there is serious concern about the learner's welfare. This guidance sets out the circumstances in which we may inform the emergency contact based on the learner's consent.

2.3 Every learner 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 our senior managers and wellbeing staff will be used in deciding whether to alert the emergency contact to a welfare concern.

2.4 Informing the emergency contact will be decided on a case-by-case basis and authorised by senior staff at an executive level. They will take into consideration the nature and seriousness of the welfare concern and will consult other colleagues such as Curriculum Managers, Programme Leaders, Lecturers and Academic Tutors/ Progress Tutors as appropriate when making the decision.

2.5 We would normally tell the learner that we intend to alert their emergency contact unless it is not possible for us to do so or to do so would cause delay.

2.6 The following are examples of circumstances in which we might inform the emergency contact:

- A learner has attended or been admitted to hospital.
- A learner has suffered a serious physical injury, including self-harm.
- A learner ceases to engage with their studies and we have been unable to contact them.
- A learner has not recently been seen in their hall of residence and we have been unable to contact them.
- A learner has an ongoing illness and they appear to be deteriorating
- A learner is experiencing a mental health crisis

2.7 Learners are free to withdraw their consent at any time. However, we may still decide to inform their emergency contact if we consider it to be in their vital interests to do so.

2.8 If a learner wishes to withdraw their consent then in the first instance they can email changemydetail@loucoll.ac.uk for it to be actioned. For details on your rights under data protection law and how to exercise those rights, you can view our privacy notice here: <https://www.loucoll.ac.uk/documents-and-policies>

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

2.10 In the event of a suspected or confirmed death of a learner, the College will pass the emergency contact details to the emergency services to support them in their role of contacting next of kin. It is not the role of the College to first inform next of kin of a death.

3. Deciding to contact the emergency contact

3.1 If any member of staff considers that the learner's emergency contact needs to be contacted, they should in the first instance discuss the case with the Head of Department who will liaise with the Designated Safeguarding Lead (DSL). For evening delivery, between the hours of 5-9pm, Tues-Thurs, the DSL should be consulted on 07979737474.

3.2 The final decision will be taken by the 'Authoriser', who is usually a member of the Executive Team following discussion with the Head of Department, DSL and/or Data Protection officer.

3.3 Any contact will ordinarily be made by a DSL or the Head of Department. However, the circumstances will dictate what is appropriate and the Authoriser will advise who should contact the Emergency Contact.