

Student Trusted Contact Policy and Procedure

1. Purpose

Α

students are required to provide the details of at least one trusted contact on an annual basis as part of the registration process. This information is required in the unlikely event that a situation

This policy is for students and staff and summarises the circumstances under which the university will use the details of a trusted contact; the decision making process and who will make contact; and how details of a

It has been produced to provide clarity for staff, students and nominated trusted contacts, and to ensure that the correct action is taken in emergency situations, taking into consideration the guidance for Suicide-

unless we have legitimate interest to do so without consent. When seeking consent, the student will be given the opportunity to update the details of their trusted contact on e-vision and express their wishes about the information shared.

Students may be comfortable with some information being shared with their trusted contact, as long as specific pieces of sensitive information are omitted. This could include information about their sexual orientation or gender identity, or difficulties with drugs or alcohol. Information shared will only be what is needed and proportionate.

Any conversations regarding consent and information-sharing will be carried out and recorded by staff within Student Support. Staff will talk openly about the process for sharing information in

they would like to happen in the case of an emergency.

4.4 Deciding to contact the trusted contact without consent

If it is not possible for consent to be obtained from the student (for example, if they are incapacitated or uncontactable) or consent is refused, there may be exceptional circumstances when the

University will proceed to use the details of the trusted contact without consent and a risk assessment will be completed and documented.

, based

on the risk assessment and in consultation with the Data Protection Officer. This is usually the Head of Student Support and Director of Student Experience (or nominated other).

It will normally be experienced staff in Student Support who will make contact, although the circumstances may dictate what is appropriate and who should speak to the trusted contact.

When the decision is taken to share personal information about a student without their consent, the Authorisers will notify the Registrar & University Secretary of the justification for this decision including the nature of information shared, with whom, and date and time of disclosure.

Any information shared will always be proportionate to the situation and limited to what is appropriate given the particular circumstances.

4.5 Providing and updating trusted contact details

All students are required to provide details of at least one trusted contact during the registration process at the start of each academic year in line with the Student Trusted Contact Statement (Appendix 1). This information is held on the student record system.

Students can nominate anyone they choose to be their trusted contact. This could be a parent or guardian, or another trusted individual (such as a family member or responsible friend). The trusted contact must be over 18 years old and their name, address, date of birth, phone and email address will be recorded. The relationshipn to share personal info

phone number is required where possible so the trusted contact can be reached quickly in an emergency. They should also be able to speak English or have access to an interpreter.

5. Links/Dependencies

Student Mental Health Policy Student Fitness to Study Policy Student Fitness to Practice Policy

6. Appendices

Appendix 1 Student Trusted Contact Statement

Appendix 2 Student Trusted Contact Procedure Guidance for staff

Appendix 3 Student Trusted Contact Procedure Flowchart

Appendix 1

Student Trusted Contact Statement

Appendix 3: Student Trusted Contact Procedure Flowchart					
		No			
		110			
				Yes	
					Yes
					163
				No	