

Background:

UCEN Manchester is committed to ensuring the health, safety and wellbeing of our students. As part of our commitment to supporting student mental health and wellbeing, all students are asked during enrolment each year to provide additional details of a trusted individual to be their 'Wellbeing Contact'.

Consent to contact

Emergency & Wellbeing Contact Procedure & Guidance

UCEN Manchester recognises our students as independent adults and respect their right to confidentiality. As part of the student enrolment process, all students are required to provide details of an emergency contact which UCEN Manchester may contact in instances when it is in their vital interests to do so.

Students are also asked to provide additional details of a wellbeing contact who they consent to the UCEN Manchester contacting in non-emergency situations but where there are serious concerns about a student's wellbeing. This guidance outlines the process and situations in which contact with the emergency or wellbeing contact may be initiated.

The emergency contact:

It is a requirement of registration that all students provide an emergency contact.

The contact may be a parent, guardian or friend. The emergency contact may or may not be the same as the wellbeing contact.

Students should ensure that the emergency contact is a trusted, responsible individual.

Students should ensure that the emergency contact is aware that their details have been provided and include a mobile number where possible to allow contact to be made quickly.

Students log the emergency contact details on the [Apply Portal](#). Students are encouraged to review the details regularly to ensure that they are up to date.

Circumstances in which UCEN Manchester may use the emergency contact:

The emergency contact may be contacted on occasions where there is an urgent risk to the student's immediate health or safety.

A decision to contact the emergency contact will be made on a case-by-case basis based on all information available about the circumstances of concern.

Decisions to contact the emergency contact will be taken, where practicable, by two senior members of Student Support Team. The professional judgement of the senior staff concerned will be used in deciding whether to alert the emergency contact.

Wherever possible, we will alert the student before communicating with their emergency contact and will endeavour to only make contact without prior agreement of the student if the student is unable to provide informed consent, it is not possible

for us to contact the student in advance, or, to do so would cause unreasonable delay.

The following are examples of instances in which a decision may be made to contact an emergency contact. Please note that this is not an exhaustive list and that the decision will be made on a case-by-case basis, considering whether a situation constitutes an emergency and that it is in the vital interests of the student or a third party that contact is made:

- A student has been admitted to hospital for emergency treatment that we have been made aware of and the student is unable to contact others themselves.
- In the event of serious injury, risk to life or the death of a student.
- In the event of a serious/major emergency incident (fire etc).
- Where there is a serious concern for the safety of the student or others.
- Where a student cannot be located/ is believed to be 'a missing person' and there are immediate concerns for their safety and wellbeing.
- A student is experiencing a mental health crisis and there is concern about behaviour which might indicate serious and immediate mental illness.
- A student has been involved in an accident or is a victim of crime.

The Wellbeing Contact

As part of the student enrolment process, in addition to the emergency contact, students are asked to list a Wellbeing Contact whom they give consent for UCEN Manchester to contact in situations that are not emergencies or urgent as outlined above but where there is concern about the student's wellbeing.

The contact may be a parent, guardian, friend, classmate and/or housemate. The wellbeing contact may or may not be the same as the emergency contact. It is not compulsory for students to provide details of a Wellbeing Contact, however, we strongly encourage students to do so.

Students should ensure that the Wellbeing Contact is a trusted, responsible individual.

Students should ensure that the Wellbeing Contact is aware that their details have been provided and include a mobile number where possible to allow contact to be made quickly.

Students log the wellbeing contact details on **Apply Portal**. Students are encouraged to review the details regularly to ensure that they are up to date.

Consent for a Wellbeing Contact can be withdrawn at any time, to withdraw consent or alter the details of a Wellbeing Contact, students can log in to their Apply portal account.

Circumstances in which UCEN Manchester may use the Wellbeing Contact

Decisions to get in touch with the Wellbeing Contact will be made on a case-by-case basis taking into consideration all available information about a student's situation. Decisions to contact the wellbeing contact will be taken, where practicable, by two

senior members of Student Support Team. For the purposes of this procedure, senior Student Experience staff comprise: The Director of Student Experience; Head of Student Support, Heads of Departments. The professional judgement of the senior staff concerned will be used in deciding whether to alert the wellbeing contact.

The following are examples of instances in which a decision may be made to get in touch with the wellbeing contact. Please note that this is not an exhaustive list and that the decision will be made on a case-by-case basis taking into consideration the contextual information available at the time:

- A student has been admitted to hospital that we have been made aware of and the student is unable to contact others themselves.
- A student has suffered a serious physical injury including self-harm.
- A student stops engaging with their studies and we have been unable to contact them using a variety of means.
- Situations where there are emerging concerns (e.g. engagement/attendance/behaviour) about a student identified by a member of staff or another student and where the student has not responded to multiple contact attempts from their Department/School.
- A student has not recently been seen in their halls of residence and we have been unable to contact them using a variety of means.
- A student has an illness that appears to be deteriorating with potentially serious impact on a student's wellbeing.
- A student is experiencing a mental health deterioration or crisis.

Where a decision has been made to alert the Wellbeing Contact, contact will be made by either the authorising heads of service or a designated staff member as considered appropriate to the context.

Contact initiated by family or friends

Family or friends of a student may from time to time raise a concern with UCEN Manchester regarding wellbeing or safety. UCEN Manchester will record this contact, assess this information and respond appropriately. We cannot share personal information about the student (including whereabouts, academic progress or personal circumstances) with the person raising the concern except under the processes described for Emergency and Wellbeing Contacts outlined in this procedure.

Data Protection & Record keeping

A log of contact with Emergency and Wellbeing contacts will be maintained and stored in accordance with relevant UCEN Manchester data protection and retention policies. This is in line with UCEN Manchester's Privacy Policy.