



Emergency & Wellbeing Contact Procedure

Document Control

Policy Title	Emergency & Wellbeing Contact Procedure
Last Review	February 2025
Next Review	February 2026
Reviewer	GW

Contents

1. Introduction.....	3
2. Scope.....	Error! Bookmark not defined.
3. Governance.....	Error! Bookmark not defined.
4. Compliance.....	Error! Bookmark not defined.
5. Acceptable Use	Error! Bookmark not defined.
Prevent Duty Obligations	Error! Bookmark not defined.
6. Monitoring	Error! Bookmark not defined.
7. Infringement.....	Error! Bookmark not defined.

1. Introduction

At the ICMT, student welfare and safeguarding are of paramount importance. As part of our commitment to student safety, all students must provide details of an emergency contact during registration. This information is securely stored in compliance with UK data protection legislation (UK GDPR).

Student Responsibilities:

- Nominate a responsible adult as their emergency contact.
- Ensure the nominated person has given consent to be contacted.
- Keep contact details updated throughout their time at the ICMT.

Emergency contact details can be updated anytime by emailing london@theicmt.com or through the termly verification process.

Additionally, students may opt-in to provide a wellbeing contact, allowing the ICMT to reach out in cases where concerns about wellbeing or mental health arise.

2. Emergency Contacts: Purpose and Circumstances for Use

The ICMT only contacts emergency contacts in serious situations where protecting a student's health, safety, or wellbeing is deemed necessary. This aligns with data protection regulations allowing disclosure in situations of 'vital interest' (i.e., life-threatening or serious harm scenarios).

Circumstances where an Emergency Contact may be used:

- The student has been admitted to the hospital due to a medical emergency.
- The student has sustained a serious injury, including self-harm.
- The student is experiencing a severe mental health crisis.
- The student has ceased engaging with studies and cannot be reached.
- The student has an ongoing illness and appears to be deteriorating.
- There is an urgent safeguarding concern regarding the student.

The ICMT may also share emergency contact details with emergency services (e.g., paramedics, hospitals, police) to ensure appropriate medical or safeguarding support.

Handling of Student Deaths

If a student is suspected or confirmed to have passed away, the ICMT will provide their emergency contact details to the police or emergency services. However, the ICMT does not directly inform the next of kin of a student's passing, which remains the appropriate authorities' responsibility.

3. Wellbeing Contacts: Providing Advanced Permission

During registration, students can opt-in to nominate a wellbeing contact.

This allows the ICMT to reach out if concerns arise about a student's mental health, wellbeing, or disengagement, even when the situation is not life-threatening.

Circumstances where a Wellbeing Contact may be used:

- The student is experiencing significant mental or physical health concerns.
- The student has exhibited worrying changes in behaviour.
- The student has missed key events or has disengaged from studies for a prolonged period.
- Repeated attempts to contact the student have been unsuccessful.

Students who do not opt-in will have their emergency contact used only in critical situations, as outlined in Section 2.

4. Contacting Emergency and Wellbeing Contacts: Procedures and Protocols

The ICMT follows a structured and confidential procedure when contacting emergency or wellbeing contacts.

Step 1: Attempting to Contact the Student

The ICMT will make at least three attempts to contact the student via phone, email, or other registered communication methods (e.g., Microsoft Teams).

If there is no response and concerns persist, further steps will be taken.

Step 2: Contacting the Emergency or Wellbeing Contact

The ICMT will contact the emergency or wellbeing contact via phone first, followed by an email if necessary.

If the first attempt is unsuccessful, a second attempt will be made within a reasonable timeframe.

Step 3: Informing Emergency Services (If Required)

If the student is in immediate danger, the ICMT will alert emergency services before or alongside contacting their emergency contact.

Emergency services may be provided with emergency contact details to facilitate appropriate care.

Step 4: Documentation and Confidentiality

All contact attempts and outcomes are logged in the student's record, ensuring transparency and compliance with safeguarding protocols.

5. Considerations for International Emergency Contacts

Students may nominate an international emergency contact, but there are practical limitations:

- Time zone differences may delay response times.
- Language barriers may impact communication.

In urgent cases, the ICMT may prioritise UK-based emergency services or authorities if immediate intervention is required.

Students should nominate a UK-based emergency contact where possible to ensure swift communication in critical situations.

6. Updating Emergency and Wellbeing Contact Details

Students must review and confirm their emergency contact details at the start of each academic year.

Updates can be made at any time via london@theicmt.com.

7. Student Follow-Up and Ongoing Support

If an emergency or wellbeing contact has been notified, the ICMT will:

- Ensure the student is informed that their contact has been used (unless exceptional safeguarding reasons prevent this).
- Offer ongoing support, including referral to student wellbeing, counselling, or safeguarding services.
- Arrange a follow-up meeting to assess further needs and ensure continued engagement with support services.
- Allow the student to update their emergency contact details if they wish.

8. Safeguarding and Support for Students, Staff, and Peers in Sensitive Situations

The ICMT recognises that emergencies can have a wider impact on the student community, staff, and peers.

Support for Students Affected by a Peer's Crisis:

- Wellbeing check-ins will be available for students directly affected by an emergency involving a peer.

- Counselling services will be made available where required.

Guidance for Staff Handling Emergency Cases:

- Staff will be provided with clear safeguarding procedures to ensure appropriate handling of emergencies.
- Staff involved in distressing incidents will have access to support and debriefing sessions.

Support in Cases of Bereavement:

The ICMT will work with external wellbeing and bereavement services to support students and staff affected by the loss of a peer.

9. Policy Monitoring and Review

To ensure continued effectiveness, compliance, and student welfare, this procedure will be:

- Reviewed annually per data protection, safeguarding, and student support policies.
- Updated in response to new best practices in student welfare and safeguarding.
- Informed by student and staff feedback to enhance clarity and effectiveness.