

Student Emergency Contact Policy

1. Purpose

This policy applies to all students who enrol with London Film School and outlines how student emergency contact details are collected and updated, the circumstances under which LFS will use emergency contact details, how that decision is made, and who will be authorised to make contact.

The purpose is to provide clarity to students, staff and emergency contacts, and to ensure that appropriately informed and timely action is taken in emergency circumstances. The wellbeing of students is our primary concern at all times. The higher education sector has seen unprecedented increases in the incidence and reporting of mental ill-health over recent years, and LFS remains committed to being at the forefront of improvements to student wellbeing support.

In line with emerging best practice, and the prioritisation of student mental health by the Office for Students and Government.

2. Opt in-out

Under the 'Opt in-out' at enrolment, new students are given the option to give advance consent for LFS to be able to use these emergency contact details in situations where there are serious concerns about the student's physical or mental health or wellbeing.

Every new student will have the opportunity to give permission for a named and trusted adult to be contacted, in the event of LFS having serious concerns for their physical or mental health, wellbeing or safety. Where permission is given, this will allow us to make an informed choice to initiate that contact, in exceptional circumstances.

This is in addition to our legal right to use the contact information without prior consent where it is in the student's vital ('life or death') interest to do so.

Students will be able to update the contact information, or withdraw from the opt-in aspect of the contact procedure, at any time.

Emergency contacts are not routinely given information about academic progress or any other aspect of the student's life at LFS. Those nominated will only normally be contacted when there is

a significant concern about the student's physical or mental health, wellbeing or safety. Examples are below:

- Serious physical or mental illness, or concerns about behaviour which might mean that someone is seriously unwell.
- When a student is seemingly missing (such as when they have missed key events without explanation, and we are unable to contact them; when there has been a prolonged lack of contact, despite efforts to get in touch with them; or when LFS has received a credible report that the student is missing, and there is genuine concern for their safety or wellbeing).

In addition to attempting to contact the emergency contact, where appropriate LFS may also pass the contact details to the emergency services, for example to the ambulance crew or by telephoning the Emergency Department at the hospital, where the information will help them to support and/or treat the student.

3. Enrolment

Students are required to provide details of an emergency contact during the enrolment process at the beginning of each academic year. This information is held on the student record system, and is covered by the LFS [Privacy Notices](#). It is a mandatory requirement for students to provide an emergency contact.

Students are asked to provide a mobile number, where possible, as well as a landline number, to ensure that contact can be made quickly. They are advised to tell the emergency contact that their details have been provided to LFS and ensure that they have permission to nominate the contact.

Students can update the emergency contact details each term and they are advised to keep the details up to date, as in an emergency situation it may not be possible to check with the student first.

Most students choose to nominate a parent, guardian, partner or spouse as their emergency contact, but they may nominate any responsible adult, as this does not relate to their legal 'Next of Kin'.

4. Legitimate use

LFS can use emergency contact information, without prior consent, where it is in the student's 'vital interests' to do so. This will usually involve a life-or-death situation, where there are clear concerns for the life of the student. This may include, for example:

- When LFS is made aware of an emergency admission to hospital, or collection of the student by emergency services in what appears to be a potentially life-threatening or critical condition.
- When, in the opinion of LFS, it is not possible to reasonably keep a student safe, such as when they might be considered to be a threat to their own life.

In the event of a suspected or confirmed death of a student, LFS will pass the emergency contact details to the Police or other emergency services to support them in their role of contacting the next of kin. It is not the role of LFS to first inform Next of Kin of a death.

5. Deciding to use the emergency contact details

The emergency contact details are for use in exceptional circumstances, as set out above. In such circumstances, the decision to use the emergency contact details will normally be made by the Academic Registrar or Director of Studies. Alternatively, where appropriate the decision can be escalated to the Director or Chief Operating Officer.

Version Number	Changes	Approval	Date
1.0	New policy	Academic Board	8 December 2021