



Student Placement: Emergency Procedure

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EMERGENCY PROCEDURE

Student Placement - Fieldwork or on a Study Abroad/Exchange Programme

Introduction

Emergencies involving students on placements for fieldwork or on study abroad or exchange (including travelling to and from their placement/fieldwork/study location) are rare and this procedure is issued solely as a precaution against such an eventuality. It is not meant to alarm, rather to reassure that the University will act professionally and appropriately.

Context

The level and depth of emergency planning in fieldwork, placement or study abroad/exchange will relate directly to the level of risk and each area should have generic emergency plans in place before the fieldwork, placement or study abroad/exchange; as such this will ensure compliance with University policy in these areas of work.

This is the University's detailed procedure for reacting to notifications of emergency situations involving students on fieldwork/placement at home or overseas or study abroad/exchange overseas.

University receiving notifications of Emergencies

- An emergency may be notified to the University by the student, by relatives, by an individual or organisation directly related to the placement or by an unrelated party (perhaps consular/embassy officials).
- The University itself may become aware of incidents within the UK or abroad and therefore may take the lead in contacting students.
- However, since placements, fieldwork or study abroad/exchange may take place in any part of the world an emergency might be notified to the University outside normal working hours all emergency calls outside University normal working hours should be made to the security control room on 01895 25578. During normal working hours, the University switchboard operator will refer any incoming emergency call to security or student services and will not normally attempt to gather information about the emergency. Security or student services staff will attempt to obtain information about the emergency, and will make contact with the student's department and escalate as required for information by cascading.

University Process for Handling Emergencies

- If the caller is or purports to be from the press or other media organisations, details of the query should be noted and a telephone number taken so the University can return the call via the communications team in due course. The Director of Communications, Marketing and Student Recruitment is

then informed of the incident so that the matter can be investigated and cascaded accordingly.

The following information needs to be sought from the person notifying the emergency:

- a. Identity of caller.
- b. Contact telephone number.
- c. Contact fax number or email.
- d. Nature of the emergency: Health and safety of the student.
- e. What advice/assistance is needed from the University? e.g. cash advance, insurance advice, replacement travel documents, replacement passports, messages to next of kin, other?

Once security or student services has noted details of an emergency, they will register this on the incident database and cascade for information or action as required. It is important to alert the switchboard of the likelihood that further calls are to be expected with an indication of where these are to be directed

The student services team or security (as necessary) will be required to undertake the following action:

- a. Emergencies with potential legal ramifications. For example arrest of a student, major incident, or other accident involving potential liability should be referred to the Chief Operating Officer (COO), Director of Operations, Academic Registrar and Director of Student Services, and Secretary to Council to alert the University solicitors. The Director of Communications, Marketing and Student Recruitment should be informed in tandem to co-ordinate press statements and informing next of kin.
- b. For all other emergencies. The Chief Operating Officer, Director of Operations, Academic Registrar and Director of Student Services, and Director of Communications, Marketing and Student Recruitment should be kept informed and consulted as necessary. Financial emergencies should be handled by the student services department; insurance emergencies will be referred to the senior planning officer.
- c. Emergencies requiring emergency evacuation of students. In cases where there is an impending danger to the students, for example in the event of unrest, war or riots then the Academic Registrar and Director of Student Services, COO, and the Director of Operations need to be informed immediately so that decisions can be taken to contact and where appropriate arrangements made to evacuate of the students from the country in question either to a neighbouring country or back to the UK.
- d. Preparation of Statements. If appropriate, liaise with the Director of Communications, Marketing and Student Recruitment over the preparation of a statement which can be

issued to students and staff, and ensure that these statements are updated regularly if necessary.

In the event of a student being taken hostage by a political, terrorist or criminal group, it is likely that notification would reach the University either through diplomatic channels or through the media. Action to cascade information should be taken in accordance with the advice above and via the incident database. This will necessitate calling the COO, Director of Operations and student services.

Next of kin will need to be advised of emergencies and this will be achieved via consultation of student services team and the secretary to council as to how to proceed. In the event of a fatality being known to the University before the next of kin, staff are advised to follow the University procedures detailed in "Guidelines in the event of sudden student death".

Fatalities could also involve any or all of the following:

- a. Meeting medical costs through the University's insurance cover.
- b. Arranging, through the University insurance cover, the repatriation of the deceased in a manner appropriate to the particular religion (if any) of the deceased and the needs of the family. Where this occurs overseas, consultation and liaison will be necessary with consular staff before release of the body is approved.
- c. Notification to the Embassy where the deceased is a foreign national (but not necessarily where the deceased has dual UK nationality);
- d. Notification to the deceased's placement provider or institution where the study abroad/exchange is taking place

The University has a written procedure with regard to deceased students for ensuring that appropriate parts of the University and those outside the University e.g. sponsors are informed: this includes the preparation of a letter of condolence from the Vice Chancellor.

The head of student services will be responsible for informing, in appropriate cases, Embassies of non-fatal emergencies befalling their nationals (in conjunction with the team from International Student Support Team where the deceased involves a foreign national).

Contact Numbers for the relevant Embassies should be included in the Student Placements/exchange/study abroad Pre-departure Checklist (for placements and study or exchange abroad) and Emergency Contacts Form.