

## Student Placement Emergency Procedure

This is Imperial College London's procedure for reacting to notifications of emergency situations involving students on placements.

1. Emergencies involving students on placements (including travelling to and from their placement location) are rare and this document is issued solely as a precaution against such an eventuality. It is not meant to alarm family or friends of students who participate on a placement, rather to reassure that Imperial will act professionally and appropriately.
2. An emergency may be notified to Imperial by the student, by relatives, by an individual or organisation directly related to the placement or by an unrelated party (perhaps consular/embassy officials).
3. Imperial itself may become aware of incidents within the UK or abroad and therefore may take the lead in contacting students.
4. However, since placements may take place in any part of the world an emergency might be notified to Imperial outside normal working hours. Imperial's switchboard operator will refer any incoming emergency call to Security and will not normally attempt to gather information about the emergency. Imperial's main security desk DDI number is [+44 (0)20 7589 1000]. Security staff will attempt to obtain information about the emergency and will contact the student's department.

### University process for handling emergencies

1. 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 that Imperial can return the call via the Communications Division in due course. The Director of Communications is then informed of the incident so that the matter can be investigated.
2. Generally speaking, 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 emergency; health/safety of the placement student.
  - e. what advice/assistance is needed from Imperial? e.g. cash advance, insurance advice, replacement travel documents, replacement passports, messages to next of kin, other?
3. Once Security has noted details of an emergency, 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.
4. The Department or Security (as necessary) will consider the following:
  - a. Emergencies with potential legal ramifications, e.g. arrest of a student, traffic or other accident involving potential liability should be referred to the Registrar and University Secretary to alert the University's Solicitors and the Provost and Vice Provost (Education and Student Experience). The Director of Communications (or duty officer) should be

informed in tandem to co-ordinate press statements and informing next of kin (the latter may involve consultation with the Vice Provost [Education and Student Experience] and/or the Registrar and University Secretary).

- b. Financial emergencies should be handled by the relevant Departmental Operations Manager.
- c. Insurance emergencies will be referred by the Department to Imperial's Insurance Manager.
- d. For all other emergencies: the Provost, Vice Provost (Education and Student Experience), Registrar and University Secretary and Director of Communications should be kept informed and consulted as necessary.

5. In the event of a student being taken hostage by a political, terrorist or criminal group, it is likely that notification would reach Imperial either through diplomatic channels or through the media. Action should be taken in accordance with the advice above.

6. Next of kin will need to be advised of emergencies and the Department may need to consult the Vice Provost (Education and Student Experience) and/or the Registrar and University Secretary as to how to proceed. In the event of a fatality being known to Imperial before the next of kin, enquiries from the next of kin would need to be handled with great care and **in such an eventuality conventional practice would be not to telephone the next of kin but to arrange for the police to convey the news.** The police contact would be handled by Security. **In the event of a fatality of a student** where the next of kin have conveyed the news to Imperial any contact with the relatives would still need to be handled with extreme sensitivity.

7. 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's insurance cover, the transportation of the remains in a manner appropriate to the particular religion (if any) of the deceased.
- 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.

8. The Registry has a procedure with regard to deceased students for ensuring that appropriate parts of the University and those outside Imperial e.g. sponsors are informed: this includes the preparation of a letter of condolence from the Provost & President.

9. The Academic Registrar (or in his absence, the Director of Student Administration) will be responsible for informing, in appropriate cases, Embassies of nonfatal emergencies befalling their nationals.

Contact Numbers for the relevant Embassies should be included in the [Student Placements Pre-departure Checklist \(for placements abroad\) and Emergency Contacts Form](#)