

Emergency Protocol for Students on Study Exchanges, Work Placements and Internships

This document sets out the protocol for students and staff to follow in the case of an emergency involving Loughborough University students whilst they are undertaking study exchanges, work placements or University-organised internships in the United Kingdom and abroad.

For the purpose of this protocol, an emergency is defined as:

- civil unrest;
- global pandemic;
- natural disaster;
- political instability;
- terrorism;
- victim of serious crime.

The objectives of the protocol are as follows:

- to ensure that the students are safe and well;
- to ascertain whether any assistance is required;
- to explore whether the students need to be withdrawn from the affected location/country;
- to check whether any action needs to be taken in respect of any other students in the affected location/country.

For the purposes of this document, the definitions of the three activities covered by the protocol are:

Study exchange: period of study at an overseas institution forming part of the student's programme at Loughborough University, or other study abroad activity for which the University is administering Turing funding.

Work placement: period of work placement forming part of the student's programme. This is typically undertaken in Part I towards a DIS, DIntS or DPS, but may also include activity on postgraduate programmes, including the MBA with Internship.

Internship: work activity which does not form part of the student's programme of study but is organised with the support of the University (typically the Careers Network).

1. Responsibilities of the Student

Prior to starting their study exchange, work placement or University-supported internship, students are required to complete a risk assessment.

Students, who will be studying or working outside the UK, must register for a Crisis 24 Horizon account at (<https://crisis24horizon.com/app/login>) in order to check the travel advice and security information for, and identify the risk level in, their chosen locations/countries.

Students are also advised to download the Crisis 24 Horizon app so that they can continue to receive up-to-date travel and emergency advice whilst they are away. Students who will be working in the UK may also register for a Crisis 24 Horizon account.

During their study exchanges and work placements, all students must check their University email address on a regular basis. It is also recommended that they keep in contact with their respective School/Departmental Placements or Exchanges Officer and make them aware of any problems or difficulties as soon as they arise.

If students are involved in, or affected by, an emergency in their host institution/organisation, location or country, the following actions should be taken:

For emergencies during 'office hours', students should contact the University's Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager at the earliest opportunity. The contact details are as follows:

Study Exchanges and Work Placements	Internships not forming part of the student's academic programme
Catherine Smethurst Assistant Registrar (Placements, Exchanges & Governance) Tel: +44 (0)1509 228616 Email: C.L.Smethurst@lboro.ac.uk or exchanges@mailbox.lboro.ac.uk	Chris Cole Work and Opportunities Manager Tel: +44 (0)1509 222316 Email: theplace@lboro.ac.uk

For emergencies occurring 'out of hours', students should contact the University's Security Office at the earliest opportunity.

Security Control Room Tel: +44 (0)1509 222141 or 0800 526966
 Email: security@lboro.ac.uk

2. Responsibilities of the Universityⁱ

In the event of a student alerting the Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager to an emergency occurring during 'office hours', the following actions will be taken:

- a) The Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager will follow up on the emergency with the student as appropriate, liaising with School staff to ensure accuracy of information particularly around the locations and contact details of student(s).
- b) If the emergency is likely to affect, or has already affected, other students in the same location/country, initial contact will be made via University and personal email addresses by the Assistant Registrar (Placements, Exchanges & Governance) and/or the Work and Opportunities Manager (or (a) member(s) of LU staff appointed by either of these individuals).
- c) If no response has been received within a short period, contact will be made by telephone and by emailing the host institution/organisation. If there is still no response, contact will be attempted via the primary or secondary Trusted Contacts as detailed in the student's record (accessible through LUSI).
- d) The Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager will provide an update to all relevant stakeholders at regular intervals and will inform them as and when confirmation is received that all students are safe. Relevant stakeholders will include the Chief Operating Officer, the Academic Registrar, the Director of Student Services, the Director of Health, Safety and Wellbeing, together with the Deans, Operations Managers, Exchange Co-ordinators and Placements Officers in any affected Schools/Departments.

- e) Depending on the severity of the emergency and the associated level of risk to the safety and wellbeing of the student(s), the University's travel insurance company (U M Association Ltd.) may be instructed to intervene. If necessary, contact will also be made with the British embassy in the affected country or another appropriate embassy depending on the nationality of the affected student(s).

In the event of the Security Office being informed of an emergency occurring 'out of hours', the following actions will be taken:

- f) The Security Office will contact the on-call Security Manager, who will consider initiating a call to the University's Senior Management Team depending on an assessment of the seriousness and urgency of the situation.
- g) On the advice of the Senior Management Team, the Security Manager will ensure that the Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager is advised of the situation at the earliest opportunity.
- h) The Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager will be responsible for following the procedure as outlined in points b) to e) above.

The procedures outlined above are shown in Appendices 1 and 2 of this document.

In the event of a student fatality, please refer to the University's guidance which can be found at <https://www.lboro.ac.uk/services/student-services/resources/policy/student-death-policy/>.

3. Medical and Non-Medical Emergencies in the United Kingdom

For medical and non-medical emergencies in the United Kingdom which require assistance from the Police, Ambulance Service, Fire Brigade or Coastguard, students are advised to dial 999. This service is operated 24 hours a day and facilitates the routing of the call to the appropriate emergency service.

4. Medical Emergencies Outside the United Kingdom

In the event of a medical emergency (i.e. major ailments, serious injuries or hospitalisation), students are advised to contact International Medical Group (IMG), quoting 'Loughborough University' and reference **UMAL/092**. This is a service operated by multi-lingual co-ordinators who can be contacted 24 hours a day, 365 days a year.

Tel: +44 (0)203 8591492

Email: UMAL@global-response.co.uk

Students must contact IMG before incurring any substantial medical expenses or being admitted as an in-patient at any hospital, clinic or nursing home.

Further details about medical assistance are provided in the University's Travel Cover Summary, a copy of which is made available to all students prior to departure.

5. Non-Medical Emergencies Outside the United Kingdom

In the event of a non-medical emergency, students can seek security advice and support from International Medical Group (IMG), quoting 'Loughborough University' and

reference **UMAL/092**. This is a service operated by multi-lingual co-ordinators who can be contacted 24 hours a day, 365 days a year.

Tel: +44 (0)203 8591492

Email: UMAL@global-response.co.uk

Further details about non-medical assistance are provided in the University's Travel Cover Summary, a copy of which is made available to all students prior to departure.

6. Information and Advice Following Emergencies in Particular Locations/Countries

In accordance with Section (1) of this document, students should inform the University at the earliest opportunity if they are involved in, or affected by, an emergency. In addition, they are advised to contact their next of kin as soon as possible and to seek advice and information from their host institution/organisation.

The Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager will follow up with students remaining in any affected locations/countries in order to monitor their mental and physical wellbeing, signpost to support services where appropriate and re-assess the risks at regular intervals. Travel advice and any other relevant information will be circulated to those affected. However, as indicated in Section (1), it is recommended that students download, and register on, the Crisis 24 Horizon app so that they can receive up-to-date security alerts for their chosen destination.

Depending on the severity and duration of the emergency, the Assistant Registrar (Placements, Exchanges & Governance) or the Work and Opportunities Manager will consider what, if any, guidance and advice should be given to any students who are planning to study or work in the affected location/country in the following semester or academic year.

7. Additional Contact Information

If students who are British nationals require consular assistance whilst overseas, it is recommended that they contact the Foreign, Commonwealth and Development Office (FCDO) on +44 (0)20 7008 1500.

Contact details for all British embassies, high commissions and consulates can be found at www.gov.uk/world/embassies.

Students with other nationalities can find contact details for embassies in all countries at www.embassyworld.org.

ⁱ Please note that the University does not have the resources to provide 24-hour support, therefore these procedures have been put in place in order to provide guidance to students in the event of an emergency situation.