

UNIVERSITY  
OF LONDON

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# TRUSTED CONTACTS GUIDE



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# OUR MISSION

We are delighted to welcome our students to be part of the University of London global community. Founded in 1836, we were the first UK university to open its doors to all students regardless of gender, race or religion, and the first to give students the opportunity to study wherever they are, providing access to higher education across the globe.

From the start, the University of London has been committed to widening access to education and putting collaboration at the heart of our ethos. Our passion for learning, sharing and connection is central to our ability to transform lives around the world.





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# WHAT IT MEANS TO BE A TRUSTED CONTACT

As a Trusted Contact of one of our current worldwide students, you have a key role in supporting their wellbeing and mental health throughout their university journey.

You have been chosen as their Trusted Contact with the understanding that we may reach out to you should any concerns arise regarding their health, safety or wellbeing.

At the University of London, we have a responsibility to uphold a duty of care for all our students. We ask that all students select a Trusted Contact upon registration.







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# CONTACTING A TRUSTED INDIVIDUAL



As many students at the University of London are online or studying at one of our Recognised Teaching Centres, we may not always be the first to know if there are concerns about a student's health, safety or wellbeing.

If a student or another contact connected to their studies raises concerns about their health, safety or wellbeing with us, it may be helpful for someone who knows them personally to be informed and offer support.

If a student becomes unwell, or if they are at risk of harm, our ability to help them is much greater if we can contact you, an individual whom they trust and who cares about them.



## OUR DUTY OF CARE

As part of our responsibility to support student wellbeing, the University may contact a trusted individual if we have serious concerns about a student's health, safety or welfare.



## WHY WE MAY CONTACT YOU

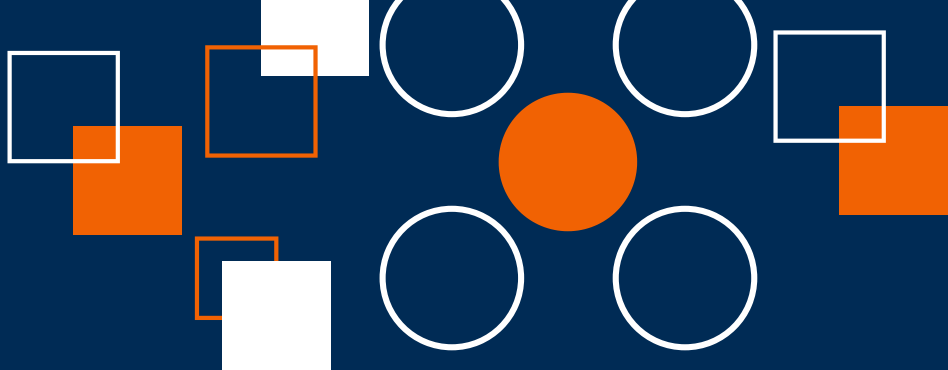
If a student becomes seriously unwell or is at risk of harm, being able to reach someone they trust can significantly improve the support we are able to provide. We securely collect and store your contact details for this purpose, in line with our duty of care. Your details are stored securely on our Student Records Database (SITS). Please see our Data Protection Policy for further information.



## SEEKING CONSENT

Wherever possible, we will seek the student's consent before contacting you. However, in situations where consent cannot be obtained, either due to the urgency of the situation or a prior decision by the student, we may still get in touch if we believe there is a serious risk to their wellbeing.





## WHEN CONTACT MAY OCCUR

Examples of such circumstances include, but are not limited to:

- Hospital admission
- Serious incidents affecting the student
- Significant mental or physical health concern



## HOW WE WILL REACH YOU

If we need to contact you, a member of the University's Wellbeing team will do so via:

- Email from: [wellbeing@london.ac.uk](mailto:wellbeing@london.ac.uk)
- Phone from a London number: +44 20...

If you are not immediately available, we will make every effort to arrange a suitable time to speak with you.



## YOUR ROLE

Your understanding and support can make a vital difference in moments when a student is vulnerable or in need of care. We appreciate your role in helping us uphold their wellbeing.





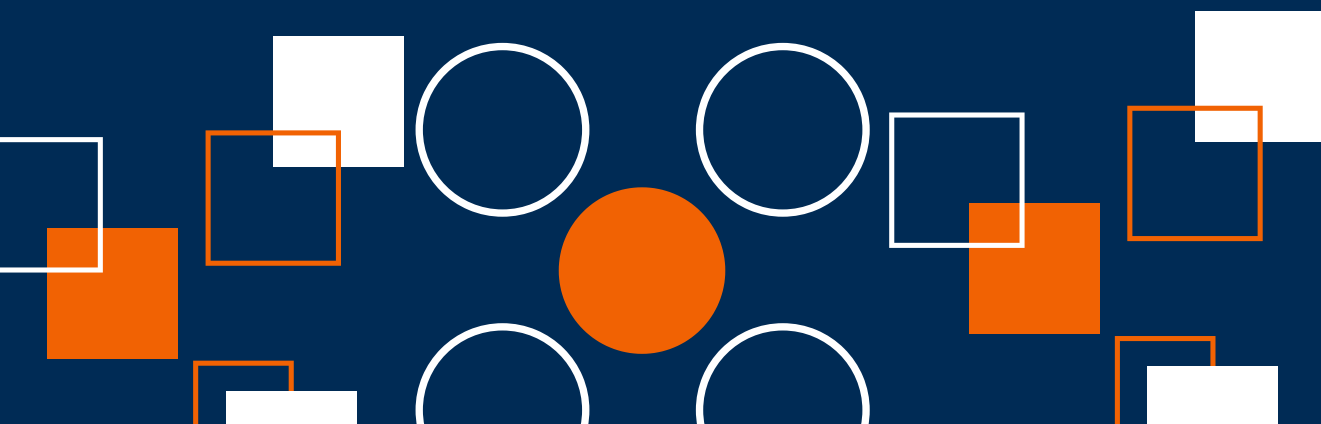


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# WELLBEING SUPPORT

Your student has a wealth of wrap-around support available to help with any challenges to their wellbeing and mental health they may be facing.

All the support services we reference below are free of charge for all our students studying at one of our Recognised Teaching Centres or online.





## WELLBEING HUB

Available on the UoL Student Portal, our students can discover a variety of resources that can help with staying healthy, happy and motivated and, if they are struggling, information on where to seek support.



## WELLBEING TEAM

Students can reach out to the UoL Wellbeing team by emailing us or booking an appointment to share how they are feeling so we can offer further support. We are here to help with any wellbeing concerns our students may be facing.

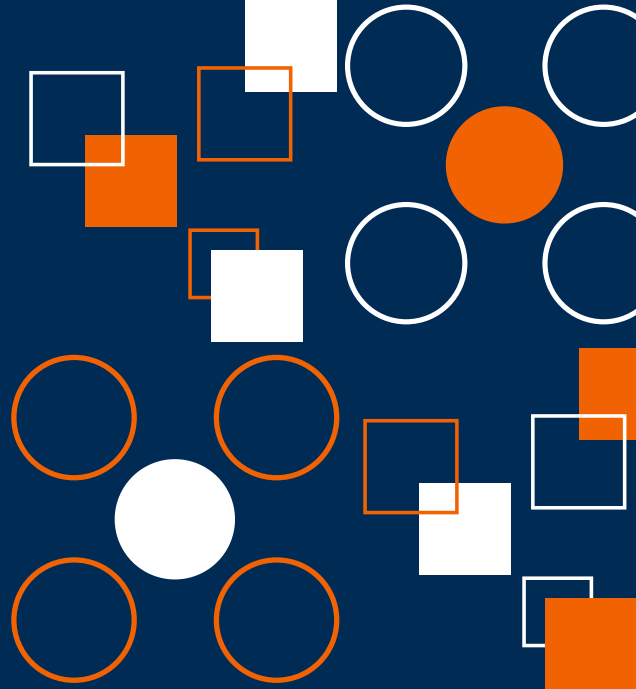
If you, as their Trusted Contact, want to speak to a member of the University of London Wellbeing team directly with any concerns, questions or further information, you can contact us via [wellbeing@london.ac.uk](mailto:wellbeing@london.ac.uk). We are happy to communicate over email or can arrange an online meeting.







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**IF YOU HAVE ANY QUESTIONS ABOUT THE ROLE OF A  
TRUSTED CONTACT, PLEASE EMAIL  
[WELLBEING@LONDON.AC.UK](mailto:WELLBEING@LONDON.AC.UK)**