



STRANMILLIS UNIVERSITY COLLEGE
A College of Queen's University Belfast

International Development – Health, Safety and Welfare Policy and Procedures

Stranmillis University College is committed to the health, safety and general welfare of all students engaging in Erasmus, International or other Study Abroad programmes (both outgoing and incoming) and to that of Stranmillis staff undertaking business trips abroad. This document outlines current practice and procedures to be followed in the event of a problem/emergency situation.

1. Students - Outgoing

1.1 All outgoing Erasmus/International/Study Abroad students must ensure the following:

- They provide the International Office with a copy of travel insurance for visits, including travel, health, serious injury, death and repatriation.
- They have a European Health Insurance Card (Erasmus students).
- They visit the University College nurse prior to departure and ensure they have taken adequate medical precautions e.g. vaccinations (if necessary).
- They have provided details of next of kin with contact numbers for the International Office.
- They make regular email, blog or phone contact with the International Office (M Mulhern/L Siberry) – once per week.
- There is a fellow student who can report serious injury/illness/death to the International Office of the host institution and/or the International Office at Stranmillis University College.

1.2 ***In the case of injury/illness/emergency the following procedures should be followed:***

1.2.1 **Minor injury/illness (not requiring medical attention)**

- Report to the International Office of the host institution.

1.2.2 **Moderate injury/illness (requiring medical attention without hospital confinement)**

- Report to the International Office of the host institution.
- Report to the International Office at Stranmillis – moderate injury/illness should be reported to Head of International Development.
- Head of International Development will report to the Principal and International Development Committee.

- 1.2.3 Serious injury/illness (requiring hospital confinement) or death
- Ensure fellow student reports serious injury/illness/death to the International Office of the host institution as soon as possible.
 - Ensure the International Office of the host institution reports serious injury/illness/death to the International Office at Stranmillis as soon as possible.
 - All serious injuries/illness/death should be reported to the Head of International Development as soon as possible.
 - Head of International Development will report to the Principal and International Development Committee.
 - Member of staff and/or next of kin visit may need to be organised.
 - By mutual agreement, student may return home.

- 1.2.4 Assault (including an assault of a sexual nature)
- Report to the International Office or a member of staff in the host institution (and at least one other student if possible).
 - Contact the local police and file a report.
 - Report to the International Office and Head of International Development at Stranmillis.
 - Head of International Development will report to the Principal and International Development Committee.
 - Member of staff and/or next of kin visit may need to be organised.
 - By mutual agreement, student may return home.

1.3 ***In the event of serious injury/illness (requiring hospital confinement) or death of a Stranmillis student, the International Office will:***

- contact the next of kin.
- provide the next of kin with details of the student's travel insurance (if required).
- arrange a member of staff and/or next of kin visit (if required).
- In the event of death of a student, Stranmillis will make whatever arrangements necessary to ensure the next of kin, accompanied by the Head of International Development or a representative (if appropriate), are in attendance and that appropriate arrangements are made for return to Northern Ireland.

1.4 ***In the case of other problems/difficulties, the following procedures should be followed:***

1.4.1 Problems with Academic Programme

- Report to the International Coordinator in the host institution.
- All amendments to programmes must be reported to the International Coordinator and International Office in Stranmillis within the first week/ten days after arrival.

1.4.2 Homesickness

- Talk to other students.
- Inform the International Coordinator/International Office in the host institution.
- Inform the International Office at Stranmillis.

2. Students – Incoming

2.1 All incoming Erasmus/International/Study Abroad students are required to have health insurance covering travel, health, serious injury, death and repatriation. Erasmus students must also hold a European Health Insurance Card. The International Office will ask all institutions sending students to Stranmillis to ensure their outgoing students have adequate insurance cover and will request a copy for our records.

****NB Stranmillis University College cannot be responsible for any incoming student who travels without adequate insurance.**

2.2 On arrival all Erasmus/International/Study Abroad students are provided with:

- An information pack including telephone numbers for:
 - local doctors (including GP out of hours)
 - Queen's University Health Centre
 - local hospitals (including Accident and Emergency numbers)
 - local pharmacies – Loughview and Botanic
 - two local taxi companies.
- A card and USB memory key with useful contact numbers.
- A full induction programme which includes a visit to the Student Support Centre and information on its provision.

The Student Support Centre has a list of useful/emergency contact telephone numbers on the door for students when the office is closed and there are a number of posters in the Halls of Residence with out of hours contact telephone numbers.

Useful/Emergency Contact Telephone Numbers are also available on the Student Support Centre web site.

2.3 ***In the case of injury/illness/emergency the following procedures should be followed:***

2.3.1 Minor injury/illness (not requiring medical attention)

- Report to the International Office daily.
- Whilst on school placement, contact the school directly and/or the Schools' Desk in Stranmillis.

2.3.2 Moderate injury/illness (requiring medical attention without hospital confinement)

- Report to the International Office and/or Student Support Centre to organise a visit to the nurse, pharmacy, Queen's University Medical Centre or hospital as required.
- A taxi can be ordered and a member of staff may accompany the student if required.
- If on school placement, a fellow student should contact the school/International Office and/or Schools' Desk as early as possible.

2.3.3 Serious injury/illness (requiring hospital confinement) or death

- Ensure fellow student reports serious injury/illness/death to the International Office and/or Student Support Centre as soon as possible.
- Security on front gate should be advised if an ambulance is coming.
- All serious injuries/illness/death should be reported to the Head of International Development as soon as possible.
- Head of International Development will report to the Principal and International Development Committee.
- The International Office will inform the International Office of the home institution (in order that the student's parents may be contacted as soon as possible).
- Member of staff of the home institution and/or next of kin visit may need to be organised.
- By mutual agreement, the student may return home.

2.3.4 Assault (including an assault of a sexual nature)

- Report to the International Office and Head of International Development (and at least one other student if possible).
- Contact the local police and file a report.
- Report to the International Office of the home institution.
- Head of International Development will report to the Principal and International Development Committee.
- Member of staff of the home institution and/or next of kin visit may need to be organised.
- By mutual agreement, student may return home.

2.4 ***In the event of serious injury/illness (requiring hospital confinement) or death of a Stranmillis student, the International Office will:***

- contact the home university as soon as possible.
- help to arrange visit for staff of home institution and/or parents as required e.g. travel/accommodation/transfer from/to airport.
- In the event of death of a student, Stranmillis will make whatever arrangements necessary to ensure the next of kin, accompanied by the Head of International Development or a representative (if appropriate), are in attendance and that appropriate arrangements are made for return to home country.

2.5 ***In the case of other problems/difficulties, the following procedures should be followed:***

2.5.1 Problems with Academic Programme

- Report to the International Office.
- Student requirements will be reviewed and change of module forms completed if required.
- All amendments/changes must be completed within first week/ten days after arrival.
- International Coordinator in home institution should be advised and Learning Agreement amended accordingly.

2.5.2 Homesickness

- Talk to other students.
- Inform International Coordinator and International Office.
- Contact Student Support Centre if necessary.

3. Staff

3.1 Staff undertaking Erasmus/International/Study Abroad visits or other international research or professional consultancy work:

- Are covered by the Stranmillis Insurance Policy (details available from the Finance Office).
- Should provide details of next of kin with contact numbers for the International Office before embarking on a visit.
- Should ensure they have taken adequate medical precautions e.g. vaccinations (if necessary).
- In the event of a visit lasting more than one week, they should report by email or phone to the International Office.

3.2 ***In the event of injury/illness/emergency the following procedures should be followed:***

3.2.1 Minor injury/illness (not requiring medical attention)

- Deal with as deemed appropriate.

3.2.2 Moderate injury/illness (requiring medical attention without hospital confinement)

- Deal with as deemed appropriate.
- Report to International Office at Stranmillis – moderate injury/illness should be reported to Head of International Development.
- Head of International Development will report to the Principal and International Development Committee.

3.2.3 Serious injury/illness (requiring hospital confinement) or death

- Report to the host institution as soon as possible – if possible try to ensure that a colleague is available to report to the host institution in the event of the staff member being unable to do so.

- Report to the International Office at Stranmillis as soon as possible – ensure that someone in the host institution will report to Stranmillis in the event of the staff member being unable to do so.
- All serious injuries/illness/death should be reported to Head of International Development as soon as possible.
- Head of International Development will report to the Principal and International Development Committee.

3.3 *In the event of serious injury/illness (requiring hospital confinement) or death of a Stranmillis member of staff, the International Office will:*

- contact the next of kin.
- provide the next of kin with details of the Stranmillis insurance policy.
- help to arrange a next of kin visit (if required).
- In the event of death of a member of staff whilst on University College business, Stranmillis will make whatever arrangements necessary to ensure the next of kin, accompanied by the Head of International Development or a representative (if appropriate), are in attendance and that appropriate arrangements are made for return to Northern Ireland.

4. Civil Unrest/Conflict Situation

4.1 Should a student or member of staff become involved in a civil unrest/conflict situation within the country visited or a neighbouring country they should:

- Report to the appropriate Embassy/High Commission as soon as possible.
- Ensure that the relevant Embassy/High Commission reports the situation to the International Office at Stranmillis.
- Try to make personal contact with the International Office at Stranmillis if possible.
- All incidents should be reported to the Head of International Development.
- The Head of International Development will report to the Principal and International Development Committee.