

how



PEMBROKE  
COLLEGE OXFORD

## Information for Parents and Guardians

# Information for parents and guardians

Being at university is an exciting and transformational time – but there can be times when some students struggle with the demands of studying or with life in general.

We make it our absolute priority at Pembroke to work with our students to promote good physical and mental health, and to support those who need help.

## What we are able to tell you as a parent or guardian

Our [confidentiality policy](#) recognises our students as independent adults. We therefore require student consent to talk to anyone outside the college about them, including parents and guardians.

We cannot confirm to a third party if someone is a student at the college, or their whereabouts. However, we will follow up on any concerns raised about one of our students.

We require all students to provide the details of an emergency contact when they register for their programme of study. This may be a parent, guardian or other responsible individual. The college will use emergency contact details in very serious situations when it's in the student's 'vital interests' that we do so.

Students are asked each year to agree for the college to be able to use the emergency contact details in situations which are not 'life or death' but where there are serious concerns about the student's wellbeing. A student will be able to opt-in or out of this agreement.

Any decision to make contact with a student's emergency contact will be taken by a nominated college officer with the agreement of at least two college officers.

## If a student chooses to opt-out

We give students the option to opt-out if they wish not to give consent for us to contact a designated parent, guardian or friend in situations that are not emergencies, but where we have serious concerns about their wellbeing. The college will engage with a student if a member of the college community raises concern for their wellbeing. This engagement may result in communication with the emergency contact if the student consents and it is deemed to be in the student's vital interests that we do so.