International Business School

Wellbeing Student Crisis and Emergency Contact Protocol

1. Introduction and Supporting Policies

1.1 International Business School (IBS) is an international higher educational institution committed to supporting, nurturing and protecting the wellbeing of its student population. This commitment includes ensuring that there are arrangements in place enabling and promoting positive physical and mental wellbeing and compassionately supporting students who may be experiencing difficulties that affect their wellbeing and safety, especially where these have a significant impact on their engagement with the educational opportunities provided.

1.2 The ***Wellbeing Student Crisis and Emergency Contact Protocol*** serves as a specific procedure and process in cases where significant physical, acute mental health, psychological, personal or emotional difficulties are impacting on an individual student's health and safety or the health and safety of a group of students, colleagues or other third parties and an immediate and appropriate active response is required.

The protocol is intended to ensure a clear, prompt, responsible and sensitive approach to managing situations which may require immediate attention or intervention to safeguard the safety and wellbeing of students and those who find themselves in such acute situations.

The protocol also outlines the steps that may be taken if concerns about an individual student need to be passed on to other external agencies and, where appropriate, to involve the student's nominated Emergency Contact in providing intervention and support.

2. Protocol Context

2.1 This protocol also indicates how these actions may be taken alongside other IBS policies and processes to manage situations including:

- Equality, Diversity and Inclusion Policy
- Safeguarding Policy
- Dignity and Respect Policy
- Policy on the responsible use of electronic devices, email and social media
- Policy to Prevent Radicalisation and Extremism: Code of Practice to Support Students and Staff
- Religious Policy
- Social Hygiene Policy
- Fitness to Study
- IBS Student Manual

3. Definitions

3.1 An **individual student crisis**, in the context of this protocol, is defined as:

a severe or sudden disruptive situation or state (physical or psychological) involving a student that goes beyond typical distress, significantly disrupting normal academic, operational or

support processes, and requires IBS to initiate emergency procedures additional procedures in order to meet its duty of care and ensure an appropriate, proportionate response.

A **collective student crisis** conversely is defined as:

A severe or crisis impacting on a wider section of the study body beyond their control such as an epidemic, earthquake, flood, war, political uprising or disturbance etc. that requires a coordinated support plan approved by Senior Management. These crises are beyond the scope of this protocol.

4. Emergency Action and Reporting

4.1 Immediate Danger and Threat

In a situation where it is believed that a student's health (physical, mental or emotional) or behaviour presents an immediate risk to themselves or others, emergency services should be contacted by those present (e.g. faculty, staff, fellow students).

Whilst contacting the emergency services and managing the crisis, a First-Aider or anyone nearby can be called to assist with the following:

- making phone calls,
- assisting the person(s) in danger,
- navigating emergency services,
- notifying security/campus manager/maintenance (e.g. directing emergency services to the location of incident),
- informing emergency contact if needed (for more guidance see section 8.1b).

As time is of essence, involving unnecessary intermediaries may delay appropriate care and there may be situations where taking life-saving action overrides all other responsibilities.
The immediate danger is considered passed when a) the person(s) is taken by the emergency services, or b) the emergency services has assisted and cleared the person(s) to stay on campus.

4.2 Follow-up of the crisis situation

The person responsible for notifying the Emergency Services must as soon as realistically possible, but no later than within 2 working days:

- Make a record of the details and the incident
- Send it by email to the Wellbeing Inbox (wellbeing@ibs-b.hu)

Wellbeing staff will complete an Incident Report Form (Annex 2) with the details of the incident and will coordinate any further action as necessary.

Once an appropriate report has been received by Wellbeing and the immediate response has been concluded, the Wellbeing Counsellor will take responsibility for follow-up and determine the precise nature of support required and who will carry it out in concert with the IBS ***Student Crisis Follow-Up Team*** which consists of:

- Wellbeing Counsellor
- Pro-Rector of Student Services
- Head of the Centre for Education and Research

- Student Support Manager

Following up on the crisis situation, the IBS Student Crisis Follow-Up Team (led by the Wellbeing Counsellor) has operative authority and will identify relevant colleagues who may need to be notified so that appropriate arrangements can be made. Depending on the circumstances, these may include:

- Appropriate Faculty
- Centre for Student Services

The Wellbeing Counsellor will follow-up with the student(s) in question and any students affected by the situation and in need of support no later than 3 working days after the incident and offer the relevant support. Appropriate support for staff and faculty will be offered by the Chief of Human Resources (or their nominee).

After a crisis or emergency, follow-up support should respect the student's autonomy and agency (whenever it can be reasonably expected). All decisions about next steps will be made in partnership with the student, recognising that their insight is essential to an effective response. This is especially important when ongoing personal or medical circumstances are involved, as the student often knows best what approaches or supports work for them. The goal is to collaborate, not to impose solutions, ensuring that the student's preferences and consent guide the process within the bounds of safeguarding and professional ethics, and institutional regulations.

The Wellbeing Counsellor will also if required follow-up and consult with external parties in line with confidentiality and GDPR requirements.

Proper management of crisis situations helps reduce the risk of further problems, trauma, and secondary distress among both those directly affected and those providing support. Acting on fragmented information or taking ad hoc or contradictory actions without coordination can lead to confusion, lack of transparency, overreactions, retrospective blame-shifting, or exceeding one's professional boundaries. During the follow-up process of a crisis, everyone involved should (as feasibly as they can) act responsibly and within their role – providing help where appropriate but avoiding overstepping their competence or authority (See Annex 3).

5. Intervention and guidance for emerging and on-going concerns

5.1 In situations where there is an on-going concern about a student, but the student is a) not at immediate risk or danger and b) is alert and able to cooperate in the situation, emergency services may not need to be contacted.

In situations such as these, a referral can be made to IBS Wellbeing either via encouraging the student to make contact or by directly asking Wellbeing staff to contact the student. If required by the circumstance, consent may be needed from the student first.

6. Crisis intervention for a serious concern

6.1 In situations where a student refuses to accept support or there is a continued pattern of behaviour which is considered bizarre, irrational, threatening, disturbing or potentially putting

themselves and/or others at risk such as significant incidents requiring emergency service intervention, continued disclosures of intent to engage in behaviour that risks harm to themselves or others, IBS Wellbeing must be informed. They will consider immediate action and will discuss with the Pro-Rector of Student Services. Possible options include:

- Activating the Fitness to Study Procedure
- Applying relevant Student Disciplinary Procedures
- Referral to the relevant external support services and relevant health services

If other parties, external to the organisation are deemed at risk, their welfare and wellbeing must also be considered of high priority with appropriate action taken.

Any internal communication and information sharing between staff members in such instances will be necessary, proportional and strictly on a "need to know" basis.

Any external data sharing would depend on circumstances and the nature of the information being shared to ensure that any intervention provided by these services is informed by appropriate and accurate detail of the student's circumstances.

7. Institutional Notification of a Crisis Situation

7.1 In instances where IBS is notified that a student is experiencing a crisis in Hungary, Austria or any other territory, IBS Wellbeing should be notified immediately via email (wellbeing@ibs-b.hu). The Wellbeing Counsellor can again convene an IBS Student Crisis Follow-Up Team meeting to determine the appropriate course of action.

8. Notifying an Emergency Contact

8.1 All IBS students are required to provide details of an Emergency Contact during enrolment. The person nominated does not have to be a next of kin but will be the person IBS contacts in the event of an emergency or serious concern about their health or wellbeing. The details of the Emergency Contact are recorded on the student's contract and in Dreamapply.

In a crisis environment, contact will be made with the person named as the Emergency Contact in the following circumstances:

(a) A student requests that contact is made with their Emergency Contact – ideally in writing - (Such a request can be made by a student at any point)

(b) It is determined by those in the actual crisis environment that to do so would immediately help alleviate, or assist in, a situation where the student's safety, health and wellbeing are perceived to be at risk.

In an immediate crisis, those present may contact the Emergency Contact where doing so is necessary to help alleviate the situation or protect the student's safety, health or wellbeing. Once the immediate danger has passed, and upon receiving a report, any further decision to contact the Emergency Contact will be made by the Student Crisis Follow-Up Team. In reaching this decision, IBS will have due regard of its responsibility of General Data Protection Regulations (GDPR) and

other third-party contact processes, especially in arrangements for students who are under the age of 18.

Communication with the Emergency Contact will normally be initiated by the Pro-Rector of Student Services (or nominee) with only essential information being shared.

The student will be made aware of the decision to communicate with their Emergency Contact by Wellbeing, unless this is judged to present a potential risk of harm.

Where appropriate and if known, external professionals supporting the student may be consulted to provide further evidence that might assist in this decision.

9. Temporary Suspension of Studies

9.1 Where IBS deems it to be sufficiently serious, IBS can take appropriate action to temporarily suspend a student via the provisions of the Fitness to Study Procedure. Such a decision will only be considered where the student's behaviour poses a serious risk to themselves, others or the IBS community. Referral and recommendation for this procedure can be made by Wellbeing with the student being notified in writing accordingly.

10. Return to Study

10.1 If a student has a period of absence from the IBS for recuperation in the context of crisis intervention circumstances, they will be expected to produce appropriate confirmation of their health and ability to resume studying, as required by the Fitness to Study Procedure.

Relevant support and following up will be provided by IBS Wellbeing and any adjustments communicated to relevant Faculty to support the student's transition back to IBS (both academically and socially).

11. Complaints and Appeals

11.1 A student who is unhappy with the decisions and actions taken by IBS through this protocol such as liaising with external services and contacting the Emergency Contact may express this through the IBS Complaints Procedure. Students have 60 working days to complain about actions taken through this protocol.

A student who is unhappy with decisions and actions taken by IBS under the provisions of the Fitness to Study Procedure should appeal through mechanisms of that procedure.

12. Monitoring, Review and Record Keeping

12.1 The operation of the Student Crisis and Emergency Contact Protocol will be monitored by the Student Support Manager and processes can be evaluated through feedback from students, colleagues and relevant third parties who have an interest in the operation of the procedure and case review. Records of all incidents will be logged accordingly.

This protocol will be reviewed and revised where necessary every three years by IBS Wellbeing with incidents reviewed on a yearly basis by the Student Crisis Follow-Up Team.

This Protocol was adopted by the Senate in virtue of the resolution No. 5/2026 at the session held on 11 November 2026.

Annex 1: Crisis Protocol Map

Is there an immediate emergency?

(if) **Yes** ⟶ Involve the police and/or health services:

If you consider that the student's behaviour poses an immediate danger to themselves or others in his immediate environment, call an ambulance or notify the police. A First Aider or others can also be contacted.

- 112
- Police - 107
- Ambulance – 104
- Firefighters - 105

As soon as possible, make a record and email IBS Wellbeing to hand the case over to the Crisis Team.

(if) ***No*** ⟶ Ask yourself - **Does the student seem alert and cogent enough to cooperate and potentially receive help?**

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(if) ***Yes*** ⟶ If you perceive that the student is able to cooperate with or receive help, encourage them to make contact with Wellbeing as soon as possible. Let them let them know that you may follow-up in two weeks.

(if) ***No*** ⟶ Ask yourself - **Is the student's behaviour of a nature that can be considered a breach of regulations?**

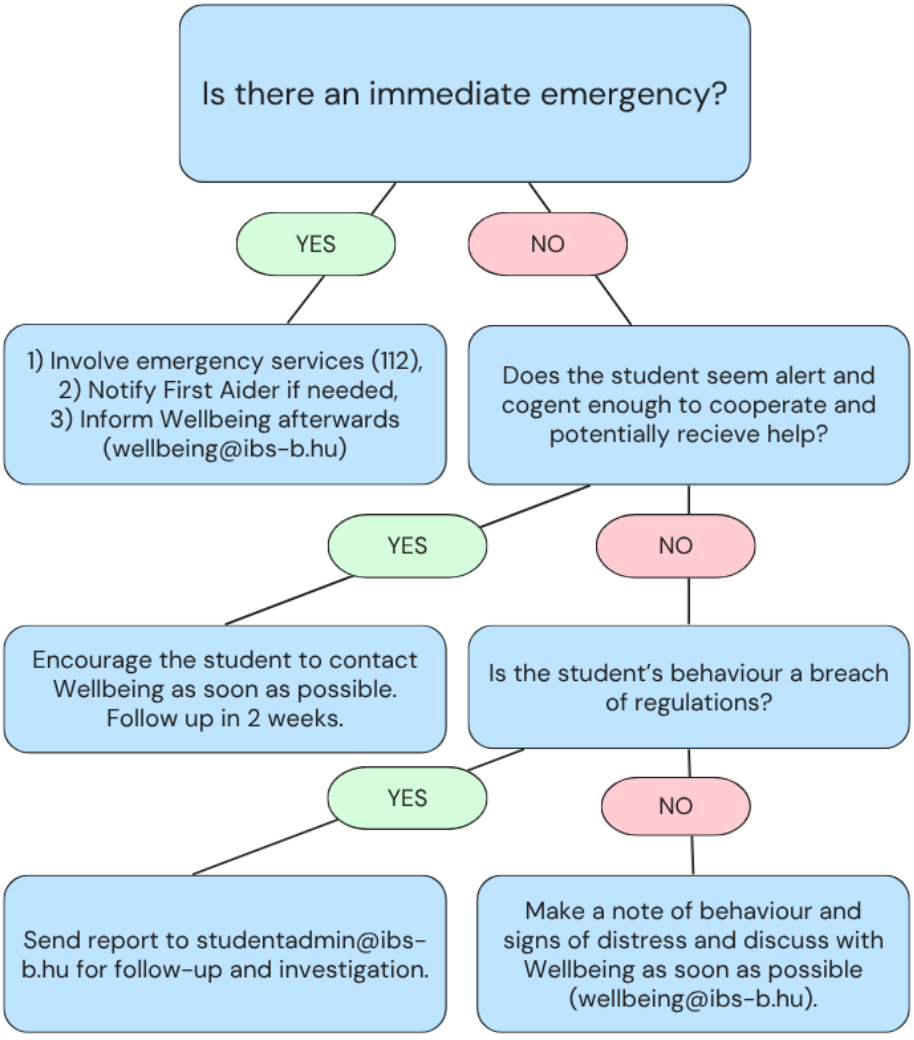
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(if) ***Yes*** ⟶ The student's behaviour may violate IBS regulations. Send a report to studentadmin@ibs-b.hu for follow-up and investigation under the relevant IBS regulations who will in turn inform IBS Wellbeing if appropriate.

(if) ***No*** ⟶ Make a note of the behaviour and any physical signs of distress (examples stated in table below) that you are witnessing and discuss the matter with Wellbeing as soon as possible

Behavioural Signs	**Physical Signs**	**Academic Signs**
Agitation, hostile attitude. Threatening remarks or gestures towards fellow students or tutors	Physical malaise, fainting, dizziness, panic, etc.	Drop in performance level
Unresponsive, withdrawn, may be talking to themselves.	Noticeable weight loss, gain.	Increased Non-Attendance
	Physical lesions (scars, spots), attempts to cover them up (e.g. sunglasses, long-sleeved top).	
	Deterioration in personal hygiene	

Crisis Decision Tree



Source: Wellbeing Student Crisis and Emergency Contact Protocol

Annex 2: Incident Report Form

INCIDENT REPORT FORM

(Form to be completed by IBS Wellbeing Only)

Date of Report:	**Date of Incident:**	**Time of Incident:**
Reported By (name and job title):		

Description of Incident:

Person(s) Involved in Incident: (Please include name, and programme if possible)
Witnesses (if any and if known):
Consequences/Follow Up Actions Taken:
Any Further comments:

Annex 3: Competencies related to crisis events

Within IBS Wellbeing	Outside IBS Wellbeing
Developing and monitoring student support protocols	**Acute situations involving teaching, administrative and residence-life contexts:** Immediate response to acute situations must be provided by those present, as the Wellbeing cannot intervene on-site. Staff and faculty can request a consultation to explore possible approaches, but the team does not attend in person to resolve conflicts in the moment. Wellbeing will follow up on these situations and provide complementary support when appropriate.
Providing **psychoeducation** and **consults** for the members of the organization (faculty, staff, students) through various channels such as the MyIBS page, individual consultations, workshops, and informational materials.	**Preparing for emergencies:** Preparation for crisis situations and the development of a crisis protocol are institutional responsibilities. Wellbeing can contribute as expert advisors, and all members of the organization should be aware of the crisis protocol and act within their role and responsibilities. Each student should have a designated emergency contact in a central system (e.g., Dreamapply or Neptun) for risk situations.
Providing support for students or a group of students: Consultations and counselling are voluntary; participation is based on the student's willingness to engage. The team may prioritise urgent cases when capacity allows, but it is not responsible for emergency intervention. However, Wellbeing can assist by referring students to appropriate internal or external support channels. The counsellor is responsible for providing support within the counselling framework for students who voluntarily seek help in crisis situations, ensuring appropriate referrals and preparing relevant psychological information materials. They are not responsible for disciplinary matters or for tasks outside their professional competence, such as clinical treatment, mandatory counselling, issuing expert opinions, or operating crisis hotlines. The counsellor has the right and professional duty to indicate when they are not the appropriate person to handle a given crisis. Information about a student's attendance or reasons for counselling may only be shared in cases of imminent risk to self or others, and only to the extent necessary, in accordance with data protection regulations. All crisis team members are bound by confidentiality, and the scope of shareable information should be clarified and recorded as needed.	**Notifications**: In instances where IBS is notified that a student is experiencing a crisis in Hungary, Austria or any other territory, IBS Wellbeing should be notified as immediately via email.