

Parental Involvement Guidance

Responsibility of	Senior Leadership Team
Initial approval	October 2019
Reviewed	
Next review	October 2022
Approved by	Senior Leadership Team

Parental Involvement Guidance

This document refers to: Nexus ICA's approach to communicating with parents in line with our pastoral strategy and compliancy with GDPR.

1. Overview

At Nexus ICA, the majority of students are over 18 and therefore hold the legal status of independent adults. We recognise that many of these students will still have a very close relationship with their parents, be that still living at home or relying on them for financial support. We also recognise that learning always takes place within the context of community, and that often support comes from parents and other family members. It may be that parents have information that could be of key importance in supporting a student, or we may feel that parents should be brought up to date on key events in a students' life.

We operate a process for students to give consent for Nexus ICA to communicate with a named contact, sometimes a parent, about issues such as health or pastoral matters. When this is the case, section 2 should be referred to. If this has not occurred, or you are unsure whether consent is there or not, refer to section 3.

In all instances, it is important to remember that Nexus ICA's relationship is primarily and legally with the student, therefore disclosing information about them to any third party without their permission is a breach of General Data Protection Regulations.

2. When consent is given

Should a student complete the communications consent form, staff are able to communicate with the named contact on that form regarding serious non-emergencies. This would typically include concerns for physical or mental health, attendance, academic decline or other serious areas of concern for wellbeing.

The primary contact with the parent should be the personal tutor, and the student should be informed about the communication before it takes place wherever possible. The student should also be included in the communication itself, for example copied into an email, or in the instance of a phone call, given the opportunity to be present or sent a summary afterwards.

It is important to be aware that consent must be given again at the start of each academic year, and that it may be withdrawn by the student at any time. It is therefore essential that you check the student "contact log" for confirmation of consent before disclosing information to a parent.

The communications consent form can be found here: [Communication Consent Form](#).

3. When consent is not given

As the relationship with the student is primarily between the university and the student, we may not disclose information to parents or any third party unless the student has given us explicit permission to do so. This means that communication with parents must be carefully managed to ensure that:

- Student data is not disclosed inappropriately – e.g. marks, term address, attendance, progress issues etc.

- Parents understand that this is a constraint of the General Data Protection Regulations (GDPR)
- It is clear that Nexus ICA do not wish to be unhelpful, and will make other general information available as far as is reasonable.

Should you have any emergency concerns about a student, such as life-threatening situations, you should contact their emergency contact as listed on their enrolment form. This takes precedent over consent.

4. Frequently Asked Questions

What if a parent discloses information of concern about a student?

We are always happy to receive concerns from parents or other third parties about our students, however, in this process we are unable to disclose any personal information about the student. A helpful phrase can be "Thank you for the information, however, this is a matter on which I must deal directly with [the student], due to GDPR regulations". You should then follow up any concerns that arise from the conversation, including making the student aware of the communication with the parent where possible.

A parent has request a confirmation of study letter for their child. Can I produce one?

As the confirmation of study letter contains personal information about the student (the course they are studying, address, date of birth etc.), we are unable to send this directly to parents unless we have received consent from the student. This could be in the form of the consent form, or can be obtained via email as a one-off occurrence of consent for this specific task. Should that be the case, it is important to not use that consent for any other communications.