



## LEVEL 3: Imminent harm/emergency

**When is this appropriate?** When a student is at **imminent risk of harming themselves** – for example, stating that they have an imminent plan to take their own life – or posing a serious risk to another person.

**What should I do?** Telephone emergency services by dialling **999** and request an ambulance. Immediately after dialling 999, call the **University's Security team** on **01902 32 1555** (or extension 5555 on an internal phone); this second phone call is important to enable Security to assist the emergency services to access our campus and/or enable Security to liaise with our Student Support & Wellbeing (SSW) team on longer-term support the student may require.

## LEVEL 2: Seek advice

**When is this appropriate?** When a student is unable or unwilling to register with the Mental Health & Wellbeing Team, despite your best attempts to encourage them to register, but you still consider they need specialist support.

**What should I do?** Contact the Mental Health & Wellbeing Team by emailing [MHWenquiries@wlv.ac.uk](mailto:MHWenquiries@wlv.ac.uk) for advice and to discuss referral. Please provide your contact details and a practitioner will call you back.

**Outside of the team's opening hours (9am - 4pm Monday- Friday) you must decide between levels 1 and 3.**

## LEVEL 1: Supported signposting

**When is this appropriate?** This is the appropriate course of action in the vast majority of cases.

**What should I do?** Encourage the student to register with the University's Mental Health & Wellbeing Team in SSW by suggesting they complete the online registration form at: [www.wlv.ac.uk/MHWregistration](http://www.wlv.ac.uk/MHWregistration)

The student will receive a response from this team within 2 working days. Whenever possible, find a quiet space with a computer where the student can register there and then. Do not assume that the student cannot follow through with registration just because they are very distressed; often they can and will find it helpful.

You can also give the student the following link if you still have some concerns (for example, because the weekend is approaching and you want to make sure the student knows how to access crisis services, should they need them): [www.wlv.ac.uk/needhelpnow](http://www.wlv.ac.uk/needhelpnow).