

HOW DO WE TAKE CARE OF STUDENTS IN DIFFICULT SITUATIONS?

Everyone at NHH can get in touch with students who are having a difficult time. This may include:

- illness
- various forms of pressure
- harassment (bullying, discrimination)
- or other serious conditions

To ensure that students receive the necessary help as quickly as possible from people with the right skills, we have made guidelines for our student advisers: *How do we take care of students in difficult situations?* Primarily, the guidelines are intended for the student advisers in the Office of Student and Academic Affairs, but others who are in touch with students should also be aware of the role of the student advisers and that offers exist for students who are struggling.

If you get in touch with a student who is struggling and you are unsure of how to handle the situation, contact a student adviser.

The student advisers have sufficient knowledge and skills to assist students in various difficult situations, whether the students are at NHH or abroad. You can contact [the student advisers](#) directly or via the Service Center (+47 55 95 92 00) sc@nhh.no

Occasionally, students may need a form of help that the student advisers/NHH do not have the expertise to provide. If so, the student advisers are able to assist the students to get in touch with the relevant professional services outside NHH.

However, there are a few situations where the student advisers are not the natural first choice, i.e. in case of an emergency or reporting of bullying, harassment, or other serious conditions.

Emergencies

In case of an emergency, contact [Bergen Accident and Emergency Clinic](#) (phone 116117) or [Livskrisehjelpen](#) (+47 55 56 87 54).

If you are unable to get in touch, call ambulance **113**.

Make sure the student is taken care of. When the emergency situation has been handled, inform [the emergency response leader](#) as soon as possible.

Student reporting

If you become aware of possible violations of laws or ethical standards, for example harassment, bullying, and discrimination, contact [Vice Rector for Academic Affairs](#) or [Senior Adviser](#) (+47 55 95 99 84).

We would prefer the student to report by following the procedures for [reporting](#), but you still have an independent responsibility to pass the information on to the Vice Rector for Academic Affairs or the Senior Adviser.