

Oxford Spires Language School has the highest regard for students in our care. In the unlikely event that a student is missing, the following procedures will be followed:

Homestay Student missing at the start of the day

Allocated staff responsible for homestay students to alert Centre Manager once the student is 10 minutes late.

Centre Manager will:

- Ask staff to check the premises (dining hall, break areas etc);
- Alert Group Leader where applicable and phone student/send them a message to find out where they are;
- If no answer after 5 minutes, contact Homestay Organiser to check a) the student is not still at home, or b) what time the student left for school

If the student left for school on time, the host cannot explain their absence and the student is 30 minutes late with no contact, the Centre Manager will alert Head Office before contacting the police and following instructions.

Homestay Student does not arrive home at agreed time

Host families to alert Homestay Organiser if their student does not arrive home within 10 minutes of their agreed curfew.

Homestay Organiser will contact Centre Manager who will:

- Alert Group Leader where applicable and phone student/send them a message to find out where they are
- Check the Homestay Sign Out sheet to see what time the student left. If the student did not sign out, ask staff to check the premises (dining hall, break areas etc) and contact staff member responsible for homestay students signing out

If the student left school on time and the student is 30 minutes late with no contact, Centre Manager will alert Senior Management before contacting the police and following instructions.

Student missing from unsupervised free time on an off-site activity/excursion

- Staff responsible for activity should phone the student to see where they are, or contact the Group Leader/Centre Manager if they do not have the students' contact details
- Staff responsible should allocate members of the team to search the area, if possible, to find the student



If an individual cannot be found within 15 minutes and is not contactable, the Centre Manager must be informed.

The Centre Manager will:

- Alert Group Leader where applicable
- Ask for details such as the exact location of the group, when and where the student was last seen, and accounts from their peers (students must always be in groups of 3 or more during unsupervised free time)

If the student is 30 minutes late with no contact, Centre Manager will alert Senior Management before asking staff present to contact the police and follow instructions.

If appropriate, and supervision ratios allow, one staff member can remain at the meeting point to wait for the missing student and the activity can be resumed with the rest of the group.

Contacting police

Before making contact with the police, the Centre Manager should have as much information to hand as possible, such as:

- Students' age, description and any relevant medical information
- When the student was last seen
- The students' typical bus route or mode of transport to and from the school, where applicable

Contacting parents/guardians/agents

At the time of alerting police, the students' agent and/or parents will be contacted to inform them of the situation and action being taken. Contact with parents and agents may only be made by Head Office in this situation.

Once A Student Has Been Found

Head Office will inform parents, agents and any other parties immediately.

The Centre Manager will speak to the student as promptly as possible and determine why and how they went missing.

If the cause is found to be due to the will of the student (e.g. hiding from the group, intentionally staying out too long), then the Centre Manager will sanction the student using the Discipline Procedure.

An Incident Report form will be completed within 24 hours by the Centre Manager and sent to Head Office.

Relevant policies, procedures and risk assessments will be reviewed by the Centre Manager and Head Office, and any necessary changes brought into immediate effect.

