

Missing Student Policy & Procedure

1. Policy Statement

1.1 Policy Aims: This policy aims to:

- Ensure the safety and welfare of students studying in the UK.
- Provide clear procedures for staff to follow in the event a student goes missing.
- Ensure a prompt and coordinated response to a missing student situation.

1.2 24-Hour Emergency Contact Information

In accordance with Standard 6.7.3, ICON Education UK Ltd provides a 24-hour emergency contact service for reporting any missing students. This contact is available to students, staff, volunteers, homestay families, and schools.

24-hour emergency contact (Designated Safeguarding Lead – Helen Zhao):

Mobile (24 hrs): +44 (0)7539 172 484

Email: helen.zhao@iconedu.co.uk

Working hours contact (ICON Education UK Ltd office):

Tel: +44 (0)20 3834 9725

Email: enquiry@iconedu.co.uk

2. Definitions & Thresholds

Missing students fall into different categories based on their age. The response varies depending on whether the student is under 16, under 18, or over 18.

2.1 Over 18 Students:

A student aged 18 or above is considered missing if they have been absent from their residence and school for more than 48 hours without prior authorization or notification, and all reasonable attempts to contact them have failed. Since they are legally adults, their right to privacy must be respected. Personal details, including their location, should not be disclosed to third parties (including next of kin) without their consent, unless there is a reasonable belief that serious harm may be prevented by doing so.

2.2 Under 18 Students:

A student under 18 is considered missing if they fail to return to their designated residence (such as a host family) by the agreed curfew time, and there has been no contact from the student.

2.3 Under 16 Students:

A student under 16 is considered missing if they do not appear at their required times of registration or curfew times, and efforts to contact them have failed.

3. General Procedure for Missing Students

If a student is reported or suspected to be missing, the following steps must be followed:

3.1 Confirm the Student is Missing:

- Obtain a photograph of the student and familiarize yourself with their appearance.
- Attempt to contact the student via phone, email, or social media.
- Check with the host family or residence supervisor regarding any known reasons for absence.
- If applicable, ask friends if they have any knowledge of the student's whereabouts.
- Contact the school to check if the student is on campus.
- If all reasonable avenues have been exhausted, escalate the matter to senior management.

3.2 Escalation & Reporting:

- **Designated Safeguarding Lead (DSL) Involvement:** If the student remains missing after reasonable checks, the on-call DSL should be informed.
- **Parent/Guardian Notification:** The DSL will decide whether and when to notify parents or guardians.
- **Police Involvement:** If a student remains unaccounted for, the DSL will decide whether to report them to the police.

3.3 Information Required by the Police:

When reporting a missing student to the police, provide:

- Full name and any known nicknames
- Date of birth
- Physical description, including any distinguishing features
- Last known clothing and belongings
- Student's mobile phone number

- Last known location and time they were seen
- A recent photograph
- Contact details of the host family or residence supervisor

3.4 Recording & Documentation:

- Maintain a detailed log of actions taken, including:
 - Phone calls made and responses received
 - Information gathered from friends, school, or host family
 - Timeline of events
- Ensure that records comply with GDPR regulations for data protection.

4. General Procedure for Missing Students

If a student is reported or suspected to be missing, the following steps must be followed:

4.1 Confirm the Student is Missing:

- Obtain a photograph of the student and familiarize yourself with their appearance.
- Attempt to contact the student via phone, email, or social media.
- Check with the host family or residence supervisor regarding any known reasons for absence.
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5. Procedure When a student is Found

Once the missing student is located:

- Notify all relevant parties, including the DSL, host family, parents/guardians, and, if applicable, the police.
- Conduct a return interview with the student to:
 - Understand the reasons for their absence.
 - Assess if further safeguarding measures are needed.
 - Offer support if the absence was due to distress or external pressures.

- Review and update any risk assessments for the student.

6. General Procedure for Missing Students

If a student is reported or suspected to be missing, the following steps must be followed:

6.1 Confirm the Student is Missing:

- Obtain a photograph of the student and familiarize yourself with their appearance.
- Attempt to contact the student via phone, email, or social media.
- Check with the host family or residence supervisor regarding any known reasons for absence.
- If applicable, ask friends if they have any knowledge of the student's whereabouts.
- Contact the school to check if the student is on campus.
- If all reasonable avenues have been exhausted, escalate the matter to senior management.

6.2 Escalation & Reporting:

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- Student's mobile phone number
- Last known location and time they were seen

- A recent photograph
- Contact details of the host family or residence supervisor

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- Maintain a detailed log of actions taken, including:
 - Phone calls made and responses received
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7. Procedure When a Student is Found

Once the missing student is located:

- Notify all relevant parties, including the DSL, host family, parents/guardians, and, if applicable, the police.
- Conduct a return interview with the student to:
 - Understand the reasons for their absence.
 - Assess if further safeguarding measures are needed.
 - Offer support if the absence was due to distress or external pressures.
- Review and update any risk assessments for the student.

8. Review & Policy Evaluation

- This policy is reviewed annually to ensure it remains effective and up to date.
- Adjustments may be made based on legislative changes or specific incidents that highlight areas for improvement.
- Staff feedback and safeguarding reports will be considered during policy evaluations.

This policy reviewed on 3rd April 2025, next review date is 2nd April 2026.