



ETC International College

Out of Hours (Emergency) Phone Procedures – Potential Incidents April 2024

All incidents must be recorded so that there is factual information about the situation. Any staff or agents / group leader / parents must be followed up with an email so there is a documented account.

This guide is a sample of the most common questions and incidents. It is impossible to list all eventualities. Use discretion at all times and remember student welfare and safety is PARAMOUNT.

- Answer calls with 'ETC Emergency Phone'.
- If it is a student phoning, check if they are a junior or over 18.
- Non – emergency calls – ask the caller to phone 01202 559044 during office hours Monday – Friday. Politely explain this phone is for emergencies only.
- If for any reason you cannot answer the phone, check at regular intervals and return any unanswered messages or calls as soon as possible.
- Log all calls in the register with a brief description.
- **Accommodation must be informed of all homestay related incidents.**
- Missing junior student = complete Missing Student Report.
- Reporting: next work day morning, ensure that the relevant departments are made aware of any incidents, particularly those which require further action. Contact details are on the emergency phone info spreadsheet on OneDrive.

Reports

- All situations, actions and behaviours that give rise to concern must always be reported in written format to key ETC personnel and the Welfare Officer must be kept informed of all incidents and phone calls that relate to Homestay accommodation.
- Some incidents require an email report of the incident to different members of relevant ETC staff the next working day. Please refer to the procedures columns in this guide for details of who should be contacted in which situation.
- Email reports must include:
 - Date, time, location, circumstances, situation, all contact details for who was involved.

- Include as much detail as possible to aid those following up.
- Police incidents must have:
 - The name, police rank and name of officer involved, crime reference / police indent number.
 - Be precise. Avoid ambiguous words, such as: several, a number of, soon, most, a bit, nearly, a short while, lots of, a couple...

IF IN DOUBT WHETHER OR NOT TO SEND AN EMAIL REPORT.....IT'S BETTER TO SEND ONE.

Type of incident	1 st Procedure	2 nd Procedure	3 rd Procedure
Calls from a Homestay (HS)			
Junior Students (any student under the age of 18)			
Curfews: 14/15s: 21:00 16/17s: 22:00			
Unauthorised missing junior students	If reported before an hour after curfew, ask the homestay to update the Emergency phone an hour after curfew or call them back at this time to update. Make continuous attempts to call the student in the meantime – their agent can also help. If reported an hour or more after curfew or the student still hasn't returned an hour after curfew, call the Safeguarding phone immediately to report the missing student and inform the Director and Principal (by text or phone call).	If no success in locating the student. The DSL will make the decision whether to phone the police. The following details may need to be provided so please make sure it's accessible for the DSL (all details of the student are on the database): ● DOB ● Passport Number ● Agent details ● Parent details ● Student contact details etc.	After police called: ● Help DSL to create a missing junior student report with the dates and times of calls. ● Update the following people: Director and Principal.

	The Designated Safeguarding Lead will make a judgement call. Please aid the DSL in locating the student, which may include phoning their agent/ETO, their friends, Group Leader (if in a group) and ETC Activity Leaders. Obtain as much information as possible about their last known whereabouts and ensure the homestay has checked all rooms in the house.		
What activities are HS' students participating in today / this weekend?	Check emergency phone folder for activities schedules for groups and individuals.	Contact Group Manager if info is not in folder. Relay this information to the homestay.	
Adult Students			
Missing adult student	Try and phone the student, their friends, their agent, Group Leader etc. to try and find out where they are. If you have reason to believe the student is in immediate danger liaise with Director, Principal and DSL and call 999.	If student is not located within 24 hours inform the Director and Principal by phone call. Also inform DSL and / or Welfare Officer. Police to be informed, with the support from the above mentioned colleagues. You can report them missing by calling 101 or completing a form online: https://www.dorset.police.uk/ro/report/mp/v2/report-missing-person/	
Noise disruption	HS to request student to keep the noise level down.	Phone holder to speak to the student to insist that the noise level be reduced.	ETC to call student in next working day and remove student from HS.

Student smoking in room	HS to request student to not smoke in room. If allowed, outside only. Any juniors under 16 not permitted at all.	Phone holder to speak to student to re-iterate homestay rules. In the case of a junior that is part of a group, speak to G.L.	ETC to call student in next working day and remove student from HS.
Inviting non-residents to stay in the room	HS to tell student that this is not acceptable and will not be permitted again.	Phone holder to speak to student and ask non-resident to leave HS.	
Alcohol consumption (peaceful), but not permitted in home	HS to ask student to stop.	Phone holder to speak to student to re-iterate HS rules.	ETC to call student in next working day and remove student from HS.
Alcohol consumption (aggressive), but not permitted in home	Remove student immediately with appropriate backup. Student to be placed in safe, residential accommodation. Police assistance to be called, if required (dial 999).		
Drug consumption	Remove student immediately with appropriate backup. Student to be placed in safe, residential accommodation. Police assistance to be called, if required (dial 999).	Accommodation to issue student with a warning letter.	ETC to expel student.
Student making unacceptable mess in home: HOMESTAY WANTS STUDENT TO BE RELOCATED IMMEDIATELY	Negotiate with HS and student, to try and persuade the HS to allow the student to stay until the next working morning, when accommodation department can re-locate the student.	If HS refuses to keep a student, ETC will find a new family from emergency list or residential accommodation to relocate student to.	
Student has damaged HS' property	Establish what has been damaged and the value (over the phone). Request HS to take photographic evidence. If possible, student to remain in the HS until next working morning when Accommodation		

	Department will establish full extent of the damage.		
Student making sexual advances to family member	ETC to establish circumstances of advances via HS and student. HS to call police, if necessary.		
Student has been out all night and not returned until morning	Speak to student to request that they advise HS when they are not going to return home.	If student not located within 24 hours, following missing adult procedure.	
Valuable property stolen from home and student suspected	Speak to student and HS to establish facts. Relocate student if necessary. HS to call police, if necessary.		
HS cannot accommodate a student that is arriving today	- Find new homestay from emergency list or residential accommodation. - Check database for contact numbers for student / agent and make every attempt to get a message to the student. - If student has airport transfer, advise transfer driver of new address.	If contact cannot be made with student, phone holder to meet student at original address and escort them to the new HS or Residence. If phone holder is unable to do this, phone Director / Principal. If student is under 18, contact DSL.	
Student is late arriving and HS has to go out to a prior engagement	Ask HS if anyone else can be there to greet the student.	If the HS cannot greet the student, phone holder to meet student and escort to temp. accommodation. If phone holder is unable to do this, phone Director / Principal.	
HS doesn't know student's arrival time	Check emergency folder for arrival details		
Student has arrived and not expected by HS	Phone holder to check database and check any updates re: accommodation. Relocate student to new HS or residence if cannot be resolved with current HS. Phone		

	holder to book a taxi (details on info Spreadsheet).		
Expected student has not arrived	Check arrival time and flight information; check flight reports for delays.	If necessary, try to contact the student and agent. If student has airport transfer, contact transfer company to see if they have an update.	If no information can be obtained, monitor the situation with the HS; ask them to advise when student arrives.
Student is sick	Phone holder to establish severity of illness. HS to call doctor 111 or ambulance, if required.	Phone holder to monitor situation and to inform student's family and agent, if necessary.	
Student has had an accident and been taken to hospital	Establish where the student is and find out as many facts as poss. Visit student in hospital and speak with staff. Inform: student's family, HS, agent, Director, Principal, DSL.	Liaise with the hospital and HS to monitor situation.	

Type of incident	1 st Procedure	2 nd Procedure	3 rd Procedure
Calls from a Student			
Student will arrive late to HS or possibly not arriving	Establish ETA and advise HS.		
HS not at home	Call homestay – if no answer, leave voicemail, text message and email.	Re-locate student to residence until HS gets in contact.	
HS has got pets and student requested no pets	Move student to the residence		
Student not happy with location of HS	Explain the student cannot move immediately, but to come to accommodation office on the next working day.		
Student waiting at the airport and the driver hasn't arrived	Contact transfer company and liaise with student.	If transfer has not been booked: Adult student: ask if coach or train would be an option. If not book a transfer and explain there may be a wait.	

		Junior student: book transfer ASAP. Call customer services at the airport and explain the situation – ask them to look after the student until the transfer arrives.	
HS making sexual advances on student	- Remove student from HS immediately and relocate (emergency HS or residence). Establish full details. - Contact DSL / Police (+ GL when part of a group).		
Waiting to go on excursion, but no one has turned up	Check activities info in emergency folder.	If necessary phone Group Manager / staff assigned to the excursion and ask them to contact the student.	
Not happy with HS and needs to be moved	Negotiate with the student to stay until the next working day, when the accommodation department can investigate further.		

Type of incident	1 st Procedure	2 nd Procedure	3 rd Procedure
Calls from Group Leader			
Junior student is home alone	Request that GL goes to the student immediately. Contact HS to find out where they are.	If necessary, phone holder / ETC staff to collect student and take them to a suitable venue until HS is home.	

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Calls from Transfer Company			
Driver is waiting at the airport and student has not arrived 1 hour after expected flight	• Check flight status. • Contact student / agent to ascertain whether student boarded their flight. • Ask taxi driver to wait one more hour. • Advise HS / Residence staff that student will be delayed.	If junior student: Follow 1st procedure. Ask driver not to leave until the student has been contacted. If the driver decides themselves to leave, call the transfer company ASAP to book another transfer and arrange a solution.	

Type of incident	1 st Procedure	2 nd Procedure	3 rd Procedure
Calls from Activities Staff			
Student has not arrived at arranged meeting point to depart for return to Bournemouth	- Advise activities staff to wait at meeting point for 45 mins. - Keep trying to contact student / agent and establish whereabouts.		
Major incident involving students or staff off-site. The full Emergency Procedures for off-site activities and excursions can be found here.	- Ensure the Activity Leader is supervising the group and is in control of the emergency. Establish if any assistance is required from school base. - Take details of the event including: - Nature, date and time of incident. - Names of casualties and details of their injuries. - Names of others involved so parents can be reassured. - Action taken so far. - Action to be taken. - Ratio numbers of the group and whether these are at risk. - Notify the Principal or Director who will decide whether a presence is required at the location. - Inform the Group Manager who will be able to arrange cover / support, if necessary. - Notify the DSL if there are any students under 18 involved.	- If the emergency services are called, be the point of contact to record details. - Gather the details of the students or staff involved (all details of the students are on the database): - DOB - Passport Number - Agent details - Parent details - Student contact details etc.	- Help to liaise with: - Host family / accommodation providers - Agents - Group Leaders - Group Leaders should personally contact the parents of students. - Notify Welfare so they can provide support for any students, staff or Group Leaders that may be traumatised by the event. - Notify insurers, especially if medical assistance is required (the school contact can be used for this).

This version updated April 2024 Board of Governors

Next update due: Ongoing