

Emergency Procedures

In all its dealings with international students and their families and UK schools, Oxford Guardians (OG) will follow the general standards laid out by The Association for the Education and Guardianship of International Students (AEGIS) in their Code of Practice, which are as follows:

- To promote and provide best and legal practice in the guardianship and hosting of all international students at schools, colleges and universities, particularly those under 18 years of age.
- To respect and support the rights, religions and customs of the international student.
- To uphold the stated ethos and values of the school attended by students in our guardianship.
- To comply with the Children Acts 1989 and 2004 and the Education Act (2002) and adhere to the guidance of the Keeping Children Safe in Education 2024 (KCSIE) updated September 2024.
- To ensure all international students have 24 hour emergency contact with a responsible adult in the UK.
- To put in place arrangements which maintain appropriate contact with the international student, the overseas parents and guardianship family and to ensure all appropriate records are up to date.
- To provide both pastoral and educational support as outlined in any literature and agreements.
- To adhere to the AEGIS grievance procedures.
- To have appropriate insurance for guardianship arrangements and to comply with UK legislation.

It is essential we support students, their families and the schools at times of emergency. Foreseeable emergencies may be related to illness, disciplinary exclusion, school closure, health pandemic, missing student from the school or homestay, flight cancellation or family emergency such as the death of a parent.

To assist in handling emergencies clear channels of communication are essential.

1. To allow for clear communication between students or parents or schools and OGS the following communication channels are set up

- Oxford Guardians ensures that all schools where it has students in guardianship have received the statement of guardianship listing the key members of the OG team who support the student, and their contact details.
- All parents have a WhatsApp group with the OG Management team
- All students have a WhatsApp group with the OG Management team
- All local guardians and homestays have a WhatsApp group with the Management Team
- All parents have received email communications from the Management team as part of enrolment, student reports, transport & homestay communications etc
- All parents who do not speak English will be in contact with the Management team through a Native Speaker appointed by Oxford Guardians, or the student's agent backed up by a Native Speaker

2. OG Emergency numbers and the “on call rota”.

We give all students, parents, homestays, schools and local guardians, the OG emergency numbers. Our students are asked to carry this with them when outside of the school. All handbooks carry the emergency numbers.

There is an on-call rota for the duration of the academic year. The rota is manned by a member of the Management Team at the weekends. The Emergency Number is manned during the week after office hours by the Director / DSL or a specifically nominated manager.

Type of Emergency	First point of contact	Description	Action
Student minor illness in school	Local guardian/OG office/OG Emergency	Health condition, possibly infectious, requiring OG to collect student & take to homestay	Student collected & stays in H/S for 48 hours or until condition ameliorates
Minor illness in homestay	OG office/OG Emergency	Health condition requiring student to stay in Homestay (H/ S) or to take to hospital	H/S or OG Office to coord and org emergency stay or take to hospital
Suspension	OG office/OG Emergency	School explains reason for and duration of suspension. School to set behaviour parameters during exclusion.	OG finds suitable homestay & arranges collection. OG informs parents
Exclusion	OG office/OG Emergency	School permanently excludes student. School to lead with Parents. May request short term homestay while waiting flight or parental visit	OG will discuss with School and maybe able to accommodate excluded student until flight home or parental visit.
Health Pandemic	OG Office/OG Emergency	Follow Gov. guidance	Last operated during Covid 19 Pandemic

School closure	OG Office/OG Emergency	School explains reason for closure & duration	OG finds suitable homestay & arranges collection. OG contacts parents to discuss next steps
Missing student	OG Office / OG Emergency	Follow OG Safeguarding Policy	Section 12 Children missing in education
Flight cancellation	OG Office, on-call, OG Emergency	Contact Airline for a description of the situation OG checks age, competence of Student e.g. UM	OG arranges accordingly – collect student & place in homestay until rescheduled flight or, wait at airport if flight rescheduled for later the same day OG keeps in touch with student & parents
Family bereavement	OG Office, on-call, OG Emergency	Coord with School if OG required to provide support e.g. transport	OG guardian to be prepared to coord with school / parents
Death or injury of a student	OG Office, on-call, OG Emergency	Coord and Maintain contact with school and family	Maintain contact with family
Incapacitation of OG MD	Kevin Bacon & Jodie Parsons assume responsibility for running the GO	Both nominated are senior members of the management team	
Incapacitation of OG Homestay	OG Office, on-call, OG Emergency	Homestay unable permanently or temporarily to host student	OG finds alternative homestay, arranges transportation, discusses with student & parent
Incapacitation of OG Local Guardian	OG Office, on-call, OG Emergency	Guardian unable permanently or temporarily to act as LG owing to family situation or illness	OG appoints new guardian & discusses this with student & parents

3. There will inevitably be unforeseeable situations but as in the past OG have used the simple framework of timely communication response and ongoing coordination with concerned parties until the situation is resolved satisfactorily or taken out of our hands

Sarah Bacon, Managing Director Oxford Guardians - 30 January 2025