

UK Independent Colleges Limited

Emergency Procedure

Statement

The safety of our students is our main priority. UKIC acknowledges that there may be situations out of their control that require planning for. This plan outlines what UKIC will do in the event of an emergency. (Please note that the scenarios are not exhaustive.)

Emergency Procedure

Dealing with an emergency

It is important that staff who receive an emergency call keep calm and remember to note all of the information provided. You may need to provide reassurance and support to the informant as they may be upset, suffering from shock or may panic.

- Ascertain out what has happened, gathering as much information as you can;
- Discuss with the informant what action needs to be taken and by whom;
- Keep a written record of the information and of any actions taken. (A template for recording incidents is included at end of this plan);
- The Organization Director, Min ZHANG should be informed immediately about the situation.

Specific scenarios

Please note that specific scenarios may require a bespoke plan that will include further details on how we will handle the issue. Where this is the case UKIC will circulate the plan with all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK, UKIC will arrange for suitable care. If necessary students will be accommodated in an emergency homestay until it is possible to travel. Where a student is waiting at an airport without a member of our staff, students are required to contact UKIC as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. UKIC will liaise with the airline and parents to re-arrange the flights.

Pandemic/ Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, UK Security Health Agency and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic UKIC may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. UKIC will work with parents to find flights to home countries where required. UKIC will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. UKIC will work with parents and schools to find suitable quarantine accommodation for students where required.

Serious injury or death of a student

Serious injury or death of a student is distressing for all concerned. UKIC will:

- Liaise with medical staff and police
- Keep parents informed

- Help parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies (such as LSP) where required
- If required, assist parents with rehabilitation and flights home
- If required, assist parents with funeral arrangements

Terrorist incident

Schools will have their own lockdown procedures to ensure the safety of students in the event of a terror attack. In the event of a terror attack taking place in the UK when a student is staying at a homestay, UKIC will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain in the homestay and not to go out unaccompanied by their homestay. In such a situation UKIC will assess the risks and act accordingly.

Fire

In the event of a fire at a homestay, after dealing with the emergency by calling the fire brigade, the homestay is expected to inform UKIC. Students will be moved to a different homestay until the accommodation is refurbished. UKIC will visit the homestay to check the suitability of accommodation before any students return.

School closures

There are many reasons why a school may close. These could be temporary, such as due to weather or a staff shortage or permanent, for example due to bankruptcy. Unless closure is due to a contagious disease (see pandemic guidance above), UKIC will provide accommodation for students with their homestays.

Requests from schools to remove a student

UKIC has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause.

- UKIC will liaise with the student, parents and school.
- UKIC has a student removal form which a member of school staff needs to complete and return, before removing a student from the school setting.
- Emergency homestay accommodation will be arranged for the student, unless the student has a contagious disease (see pandemic guidance above).
- UKIC will liaise with the school to arrange the safe return of the student as soon as possible.

Emergency Homestay Accommodation

Please note that emergency homestay placements may not necessarily be with the students' usual homestay, but will be with one of our vetted homestays who provide high levels of care. These homestays may be a greater distance from the school. Wherever possible we will place students with their usual homestay.

Emergency Contact Details - Guardian Organisation staff

Name	Contact details	Comments
Min ZHANG	+44(0)7508118886, info@primecolleges.co.uk	24 hours
Zhi XU	+44(0)7300012772, uk3@primecolleges.co.uk	Office Hours

Contact Details - other organisations

Organisation	Contact details
Police	Tel: 999 (24 hour)

	Tel: 101 (24 hour, non-emergency number)
Fire & Rescue service	Tel: 999 (24 hour)
Ambulance service	Tel: 999 (24 hour)
National Health Service	Tel: 111 (24 hour)
AEGIS	Tel: 01453 821 293
Foreign & Commonwealth Office	Tel: 0207 008 1500 (24 hour, consular assistance)
Environment Agency	Tel: 0345 988 1188 (24 hour Floodline)
Met Office	Tel: 0370 900 0100 (24 hour, weather desk)
Health and Safety Executive	Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm) Out of hours duty officer (24 hour): 0151 922 9235 www.hse.gov.uk
UK Security Health Agency	https://www.gov.uk/government/organisations/uk-health-security-agency Main Switchboard: 020 7654 8000 Email: enquiries@ukhsa.gov.uk
World Health Organisation	https://www.who.int/
Insurance company	First Underwriting Limited Tel: 020 7655 8000 Website: www.firstuw.com
Local Safeguarding Partnership	Organisation: Keeping Bristol Safe Partnership (KBSP) Address: City Hall, Bristol City Council, PO Box 3399, Bristol, BS1 9NE General Enquiries Email: kbsp@bristol.gov.uk Website: https://bristolsafeguarding.org/ First Response Team Phone(For Children): 0117 903 6444 Care Direct Phone(For Adults with Care and Support Needs): 0117 922 2700

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 27 Mar 2025

Signed: 

Date: 27 Mar 2025

Appendix 1. Incident record form

Staff should complete this form when receiving information about an emergency incident. Please ensure that you obtain and record as much information as possible.

Name of informant:		Date and time of call:	
Contact details of informant:			
Date and time of incident:			
Nature of Incident:			
Location of incident:			
Who is involved?			
Ascertain whether anyone has injuries and if so where have they been taken to?			
Have the emergency services been informed? If so, what instructions have they given?			
Who has been informed: (Tick which apply)			
Owner/Director of UKIC	<input type="checkbox"/>	Police	<input type="checkbox"/>
Parents	<input type="checkbox"/>	Ambulance services	<input type="checkbox"/>
Homestays	<input type="checkbox"/>	Fire services	<input type="checkbox"/>
Agents	<input type="checkbox"/>	Local Safeguarding Partnership/ LADO	<input type="checkbox"/>
School	<input type="checkbox"/>	Health and Safety Executive	<input type="checkbox"/>
Students	<input type="checkbox"/>	Media	<input type="checkbox"/>
AEGIS	<input type="checkbox"/>	Other: (Please add)	<input type="checkbox"/>

Appendix 2. Student Removal Form

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following student removal form. Please note that a representative of UKIC will not be able to collect the student until this form has been completed and returned to us by email: info@primecolleges.co.uk.

School Name	
Student Name	
Date of Birth	
Reason for request of removal of student	
Has the student been assessed by a medical professional?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Date of assessment if applicable.	
Please provide a summary of assessment if applicable.	
Is the student at risk of harm to themselves?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the student a risk to others?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Has the school followed its mental health and child protection policies and procedures?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please provide a copy of any relevant policies and procedures.	
Please provide full details of any medication	
Any other additional information we should be made aware of	
Signature	
Name	
Position	
Date	

Appendix 3. Incident record: Specific Contact Details-for completion during an emergency

This table can be used to record any additional contact details required for a specific emergency.

Organisation	Contact details	Comments