



**Academic
Guardians UK**

Major Incident Contingency Plan

This plan is designed to be implemented in the case of a major incident affecting the transportation of students within the UK, leaving the UK returning home or coming back to the UK.

London Registered Office

Kemp House, 152-160 City Road, London, EC1V 2NX

Telephone

+44 (0) 203 515 8880

+44 (0) 203 815 7943

Mobile

+44 (0) 7931 954 106

+44 (0) 7823 321 993

Email

info@academic-guardians.co.uk

Online

www.academic-guardians.co.uk

Policy owner

Andrew Kettle

Updated

January 2020

Review date

January 2021



Academic Guardians UK Ltd – Major Incident Contingency Plan and Guidance

Policy: Major Incident Contingency Plan

Summary: This plan is designed to be implemented in the case of a major incident affecting the transportation of students within the UK, leaving the UK returning home or coming back to the UK.

Policy Owner: Andrew Kettle (Designated Safeguarding & Prevent Lead) Update: January 2020

Next Review Date: January 2021



1. Plan

This plan applies to Academic Guardians UK (AGUK) students who are travelling unaccompanied and who are affected by a major incident. For example, severe weather which closes an airport or an incident that closes an airport whilst in transit, deeming their onward journey impossible or subject to major delays.

The plan is to ensure that the child is in a safe place and where required to a safe and suitable accommodation, which will be dependent upon whether the incident takes place within the UK or at a transport hub or location outside the UK. All plans will be made in cooperation with the school, parents, transport companies and any authorities involved in the incident.

2. An incident within the UK

AGUK as a standard policy allows significant extra time to travel to airports, allowing for those times when check-in delays occur, for example when enhanced security checks are required, or travel problems en route occur due to traffic accidents and or bad weather.

If a student's flight is cancelled or missed due to an incident, AGUK make it their responsibility to keep the student safe always. If a student needs to be accompanied at the airport, AGUK will arrange an AGUK representative to sit and supervise the child until they can continue with their journey.

3. An incident outside the UK at a transport hub

Academic Guardians UK will remain in contact with parents, schools and students in a situation where the student is stranded at an airport and unaccompanied, whilst attempting to travel back to the UK or on their outward journey. Whilst it would not be possible for AGUK to travel to be with them, we will do all that is possible to liaise with authorities, ascertain all relevant information and help with contingency arrangements, providing constant updates for parents, schools and students. In certain extreme circumstances International helplines will be set up for all enquiries and details of these will be available via the internet and social media, as important points of contact with the statutory authorities. Where there is no direct assistance with accommodation and if it appears likely they child requires overnight accommodation, we will under the direction of parents, arrange for a hotel or alternative accommodation as instructed.

Academic Guardians UK emergency telephone +44 7931 954 106 and + 44 7823 321 993 will remain live and available to anyone involved 24/7. In the event of our telephone being overloaded with calls, we will provide and announce alternative telephone numbers to be used in addition, maintaining our 24/7 contact accessibility.

Throughout the incident period Academic Guardians UK will communicate with all parties concerned including the schools, drivers, parents and especially the students ensuring they are and feel safe and reassured.



4. All contacts:

Designated Safeguarding & Prevent Lead – Director Andrew Kettle who can be contacted on:

+44(0) 203 515 8880 + 44 (0) 7823 321 993 andrew@academic-guardians.co.uk

Deputy Designated Safeguarding Lead – Director Dawn Kettle who can be contacted on:

+44(0) 203 515 8880 + 44 (0) 7931 954 106 dawn@academic-guardians.co.uk