

Hope International Education (UK) Ltd

Emergency Procedure

Statement

The safety of our students is our main priority. Hope International Education (UK) Ltd acknowledges that there may be situations out of their control that require planning for. This plan outlines what Hope International Education (UK) Ltd 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 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 Office Director, Mei XIAN 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 Hope International Education (UK) Ltd will circulate the plan to all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK Hope International Education (UK) Ltd 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 Hope International Education (UK) Ltd as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. Hope International Education (UK) Ltd will liaise with the airline and parents to rearrange 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 Health Security 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 Hope International Education (UK) Ltd may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Hope International Education (UK) Ltd will work with parents to find flights to home countries where required. Hope International Education (UK) Ltd 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. Hope International Education (UK) Ltd 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. Hope International Education (UK) Ltd 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, Hope International Education (UK) Ltd 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 Hope International Education (UK) Ltd 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 Hope International Education (UK) Ltd. Students will be moved to a different homestay until the accommodation is refurbished. Hope International Education (UK) Ltd 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), Hope International Education (UK) Ltd will provide accommodation for students with their homestays*.

Requests from schools to remove a student

Hope International Education (UK) Ltd has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause. The arrangements vary depending on the circumstances.

- **Medical illness** – where a student is unable to remain in school but does not require hospital admission, suitable temporary accommodation will be arranged with an approved homestay, where appropriate. The student's medical needs will be considered, and parents and the school will be kept informed. If medical treatment is required, the student will be supported to access appropriate healthcare.
- **Mental health or welfare concerns** – the student's immediate safety and wellbeing will be the priority. HOPE International Education (UK) Ltd will work closely with the school, parents and relevant healthcare or safeguarding professionals to determine the most appropriate support and accommodation. A risk assessment will be completed where necessary.

Where a student is required to leave school accommodation due to mental health or welfare concerns, a member of school staff will be requested to complete and return a Student Removal Form before the student is removed from the school setting, wherever practicable. This ensures that HOPE International Education (UK) Ltd has sufficient information about the circumstances leading to the student's removal to provide appropriate support and make informed decisions regarding the student's welfare and accommodation. It also helps to ensure that all appropriate actions and interventions have been considered and implemented by the school prior to the student's removal.

- **Disciplinary suspension or exclusion** – HOPE International Education (UK) Ltd will work with the school and parents to arrange appropriate temporary accommodation while the matter is being resolved. The student's welfare and supervision will remain a priority throughout.
- **Other emergencies** (other unforeseen events) – HOPE International Education (UK) Ltd will arrange suitable alternative accommodation with an approved homestay or other appropriate accommodation and maintain regular communication with the student, parents and school until normal arrangements can resume.

In all cases:

- the student's safety and welfare will be the primary consideration;
- parents will be informed as soon as reasonably practicable;
- the school will be kept informed where appropriate;
- any safeguarding concerns will be managed in accordance with the Safeguarding and Child Protection Policy;
- decisions and actions taken will be recorded.

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

Organisation	Contact details	Comments
Hope International Education (UK) Ltd	Mei XIAN, 27 Duke Street, Chelmsford, CM11HT 07305020013, m.xian@hope-studyabroad.com	

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 Flood line)
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 HSE: Information about health and safety at work
UK Health Security Agency	UK Health Security Agency - GOV.UK (www.gov.uk)



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	Main Switchboard: 020 7654 8000 Email: enquiries@ukhsa.gov.uk
World Health Organisation	World Health Organization (WHO)
Insurance company	Jensten Insurance, Lauren Hallas, lauren.hallas@jensten.co.uk , 01844 260936
Local Safeguarding Partnership	Suffolk Safeguarding Partnership, 0808004005, Enquiries@suffolk.org.uk

Emergency Procedure for Sole Guardians

Hope International Education (UK) Ltd is run by a sole guardian and no additional staff are employed. In the unlikely event that the UK Office Director, Mei XIAN is unavailable due to an emergency. Ning Chang, info@eduexcel.uk, 07570053958 will take charge.

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: <i>(Tick which apply)</i>			
Owner/Director of Guardianship Organisation		Police	
Parents		Ambulance services	
Homestays		Fire services	
Agents		Local Safeguarding Partnership/ LADO	
School		Health and Safety Executive	



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

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Review

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

This emergency plan was last reviewed on:30/07/2026.....

Signed:*M. Xia*.....

Date:30/07/2026.....