

ONCAMPUS Missing Student Policy and Process Guide

July 2025

Document Control

Current Version Number	1
Date of Last Review	NA
Date of Next Review (normally every two years)	July 2025
Expiry Date	NA

Amendment History

Version No.	Date	Summary of Amendment	Author
2	130625	Job titles updated. US and Swedish centres removed. Vulnerable adult replaced with adult at risk.	C Whitmore

Document Reviewers

Name	Role	Policy Responsibility
SLT		Consulted
Mike Goodwin	GCOO	Accountable
Claire Whitmore	Director of Student Experience and Safeguarding	Responsible
Claire Whitmore	Director of Student Experience and Safeguarding	Author

Relevant Documents

Policies and Procedures
CEG Safeguarding and Prevent Policy (including Child Protection) OnCampus Attendance Policy Death of a Current Student Policy Central Leadership Emergency Management Plan Site Leadership Emergency Management Plan
Legislation and Government Guidance
This policy, and its associate procedures, has been drawn up on the basis of UK legislation, policy and guidance; it is applied, in whole or in part, to all CEG centres taking into account local legislation which may substitute where applicable UK law. Health and Safety at Work Act 1974 www.legislation.gov.uk/ukpga/1974/37

Government guidance on reporting or finding a missing person is available from:

<https://www.gov.uk/report-missing-person>

<https://missingpersons.police.uk/>

Counter Terrorism and Security Act 2015 (Prevent Duty)

<http://www.legislation.gov.uk/ukpga/2015/6/contents>

Approved by:	Signature	Date
OnCampus SLT	M Goodwin	4 th July 2023

Missing Student Policy

Support for staff

CEG recognise that dealing with the report of a missing person is difficult. Support is available from the Centre Director and CEG Safeguarding Lead.

Support for Staff:

- *Employee Assist Programme (EAP) 0800 030 5182. A free and confidential service for UK employees*
- *Details for the International EAP are as follows (the numbers are different depending on the location and can be accessed once an account is created): <https://www.guidanceresources.com> ; Organisational Web ID - HealthassuredEAP*

Support services and helplines: please refer to Appendix A

Emergency Services Contact Details

Amsterdam: general police number for non-urgent cases and to report someone missing, would be 0900 – 8844 (from The Netherlands). From outside NL it is 0031 34 357 8844.

Ireland: Emergency Services 999/112; Tralee Garda Station 00353667102300; 00353864085963

Paris: Dial 112

UK: usually 101 for Police. If, however, it is felt there is an immediate risk to the student from the information held, the police should be contacted using the emergency number 999.

Contents

1. Purpose
2. Introduction
3. Student Responsibilities
4. Staff Responsibilities
5. Ownership in Centre
6. Procedure for Responding to a Missing Student
7. Procedure for Responding to a Missing Student who is Under 18 or identified as a vulnerable adult
8. Procedure for responding when a student is reported missing by an external source for example parents, friends, sponsors
9. Communication with the Partner University
10. Health & Safety Implications

Appendix A: Support Services

Appendix B: Procedure for Responding to a Missing Student

Appendix C: Procedure for Responding to a Missing Student who is Under 18 or a vulnerable adult

Appendix D: What to do if a student is worried their friend is missing

Appendix D: What to do if a Parent/Guardian is worried their child (over 18) is missing

Appendix F: Missing Student Risk Assessment

Appendix G: Case File Template

Appendix H: CEG 60 Minute Alert

Appendix I: CEG 24 hour Emergency Alert

1. Purpose

1.1 To set out a process that will ensure OnCampus has an effective and proportionate response to any student reported or suspected of being missing.

1.2 This procedure should be followed if a student has unplanned absences that are concerning or involve 5 consecutive days of missed classes.

NB If a student who is under 18, or an adult at risk, is identified as being at risk of missing, action needs to occur within the same day. Please refer to Appendix C.

2. Introduction

2.1 A 'Missing Person' is defined as follows by the Association of Chief Police Officers (ACPO). This UK definition is applied to all students, irrespective of where their study centre is located:

'Anyone whose whereabouts is unknown, whatever the circumstances of the disappearance, will be considered missing until located and their well-being or otherwise established.'

2.2 All staff and students should be encouraged to report as missing any OnCampus student if their whereabouts are unknown and for whom they hold concerns for their health, wellbeing or safety.

2.3 It is often difficult to determine whether a student is genuinely missing. The majority of reports of missing students are due to expectations about phone calls not being met or students not being in their usual place of residence for a night or two. Most students re-emerge after a couple of days of

actual absence or mobile phone silence. However, each report must be taken seriously. Concerns that a student may be missing can originate from a variety of sources including parents, friends, course teams, residential staff, as well as 'third parties', e.g. sponsor.

3. Student responsibilities

3.1 All students should be aware that they are expected to comply with the OnCampus Attendance Policy that requires students to attend regularly. A student must advise and seek permission from their centre in advance should there be any reason for missing a lesson. This requirement should be reinforced through induction activities, personal tutorials and the Student and Academic handbooks.

4. Staff responsibilities

4.1 Wellbeing staff, personal tutors and teaching staff should play an active role in monitoring the attendance and wellbeing of students allocated to their care and should report any concerns to the centre Student Services team without delay. Communication touch points at a time of the academic year when students are expected to engage, attend and communicate on a regular basis include:

- a) Attendance registers
- b) Registration
- c) Attending scheduled sessions with the personal tutor
- d) Submission of assessments and attending examinations
- e) Recording of non-submission grades
- f) Engagement with Canvas.

5. Ownership in Centre

5.1 A single point of contact, usually the Centre Director will coordinate initial actions, with the support of the Central Leadership Emergency Team (CLET). This will ensure all information captured is collated in one place to ensure an efficient and effective handover to the police service if required and inform future knowledge for any similar events involving the same person.

6. Procedure for Responding to a Missing Student (Appendix B)

Step 1: Centre Investigate the Absence

Step 2: Contact the CEG Safeguarding and Prevent Lead. Assess the level of risk (Appendix E)

Step 3: Report the Student as Missing

Step 4: Support the Found Student

7. Procedure for Responding to a Missing Student who is Under 18 or identified as an adult at risk adult (Appendix C)

Step 1: Centre Investigate the Absence

Step 2: Contact the CEG Safeguarding and Prevent Lead. Assess the level of risk (Appendix F)

Step 3: Report the Student as Missing

Step 4: Support the Found Student

7.1 In accordance with the Attendance Policy, students under the age of 18 or identified as an adult at risk who do not arrive for class, must be reported to the Attendance Officer 15 minutes after the class start time. The Attendance Officer will then action as per the Attendance Policy.

8. Procedure for responding when a student is reported missing by an external source for example parents, friends, sponsors

8.1 Concerns that a student may be missing can originate from a variety of sources and no matter how the concern is raised, each report must be taken seriously. Those receiving a report of a missing student should obtain as much information as possible from the person making the report (template Appendix G). They should then refer the case to their Designated Safeguarding Lead (DSL).

9. Communication with the Partner University (applicable to ICAS students only)

9.1 Any student deemed as 'missing' who is studying on an ICAS should also be reported to the university partner and regular updates shared with an agreed point of contact at the university. This is important as the university partner has sponsored the student on their licence and has a responsibility to report to relevant agencies if the student is not found.

10. Health & Safety Implications

10.1 CEG has a duty under the Health and Safety at Work Act 1974 to do everything reasonably practicable to ensure the health and safety of their students.

10.2 CEG accepts its responsibility to have due regard to the need to ensure the health, safety and welfare of students. It aims to provide a safe, secure and supportive environment in which students can study and sometimes reside. This support includes taking necessary actions, where appropriate, to address any cause for concern regarding the absence of individuals.

10.3 Information sharing. The processing of personal data about students is subject to the terms and condition of the Data Protection Act 2018. Where there is genuine concern about a student's welfare then information can be shared if this is in the vital interests of the student concerned. If some internal and external information sharing is necessary, this will happen under appropriately controlled conditions and on a case-by-case basis.

10.4 Safeguarding. Preventing under 18s and adults at risk from harm is a safeguarding issue. Actions will be taken in accordance with the CEG Safeguarding (including Child Protection) and Prevent Policy.

NB: refer to Appendix A for details on external support services

Appendix A: Support Services

Amsterdam

- Amsterdam: general police number for non-urgent cases, also to report someone missing, would be 0900 – 8844 (from The Netherlands). From outside NL it is 0031 34 357 8844.
- <https://www.slachtofferhulp.nl/english/> (Victim Support)
- <https://slachtofferwijzer.nl/slachtoffer/vermissingen/> - this website (in Dutch) mentions what to do if a person gets missing – and where you can find help.

National police website that actually has missing people with descriptions on their website;
<https://www.politie.nl/en/wanted-and-missing>.

Ireland:

- **Emergency services:** 999/112
- **Tralee Garda Station:** 00353 66 7102300

Paris:

- [Dépot d'un dossier de recherche | ARPD](#)
- **Red Cross (*Croix Rouge Ecoute*):** confidential counselling services in French. Call 0800 858 858 or get help [online](#).
- **SOS Help:** helpline for English speakers in France offering help with emotional or practical issues. Call 0146 21 46 46 for help, or you can also check out the [online advice](#).
- **Counselling in France:** [website](#) offering directory of English-speaking counsellors and therapists in France.

UK:

- [Talk to us on the Phone | Samaritans](#) The Samaritans are open every day of the year, you can phone them for free on 116 123 or email jo@samaritans.org (response time: 24 hours)
- <https://giveusashout.org/SHOUT> is a free, confidential, 24/7 text messaging support service for anyone who needs support
- <https://www.mind.org.uk/information-support/helplines/> Mind, the mental health charity, offers support by phone at 0300 123 3393 or online
- call NHS 111 or get help from 111 online
- the police, or dial 101
- in an emergency, dial 999
- <https://www.nhs.uk/mental-health/> NHS mental health information and support

Appendix B

Procedure for Responding to a Missing Student

The procedures that staff should follow if a student has unplanned absences that are concerning or involve 5 consecutive days of missed classes.

Please note that:

- If at any stage of this process there is concern, it is believed that there are good reasons not to wait until the end of the specified time frame and centre staff have not had any information from others to reassure them of the student's safety, the police force local to their student address (Appendix A), the parent/guardian(s)/next of kin/emergency contact should be contacted and the CEG 24 HR Alert process actioned (Appendix I).
- Where a concern is raised outside of office hours and there is concern of a risk of harm to the student, the Centre Director should be contacted on their emergency mobile number. If the Centre Director is in agreement that there is concern of a risk of harm, they should action the CEG 24 HR Alert process (Appendix I). If the Centre Director is not available, the CEG 24 HR Alert process should be actioned.
- If the concern is raised with a department, for examples Sales or Admissions, the member of staff receiving the concern must immediately inform the Centre Director; in doing so, they hand over the case and communication to the Centre Director. There must be no further communication with the person making the report without agreement from the Centre Director.
- If a concern is raised about an Under 18 or vulnerable adult, you must refer to Appendix C.
- **The steps and directed actions set out below are for guidance, they are in no way prescriptive, every investigation may require differing actions and tactics.**

Step 1: Investigate the absence

Any unplanned absence that is concerning or longer than 5 consecutive days of missed classes should be immediately investigated by an agreed member of staff, usually the Head of Student Services (or equivalent) and supported by the Centre Director. This also applies if a concern is reported by a third party; examples include friend, parent/guardian(s), agent, accommodation provider.

Actions may include:

- mailing, telephoning and writing to the student
- contacting staff including academic, pastoral and OnCampus or private accommodation
- contacting their friends, housemates and fellow students
- contacting the parent/guardian(s)/emergency contact
- reviewing their social media activity

Avoid causing undue alarm.

Where contact is not established with the student within 48 hrs of the fifth day of absence, the case will be escalated to the Centre Director.

If there is no response from the student, a message should be left informing them that if they do not make contact within a specified time frame then the local police and parent/guardian(s)/emergency contact will be informed. The decision about time frame and actions should be made in conjunction with the CEG Director of Safeguarding and Prevent (or other CLET member).

It is not always possible to communicate with parent/guardian(s)/emergency contact due to language barriers; if this is the case the relevant Country Manager or Student Recruitment Manager will need to communicate with the Parent/Guardian(s), next of kin or emergency contact on behalf of the person leading the investigation. A briefing call should take place prior to the call.

Step 2: Continue investigation

The CEG Safeguarding and Prevent Lead will coordinate the CEG response to the situation in accordance with the CLET procedure.

The centre member of staff leading the investigation will continue trying to find the student and assess the possible level of risk involved (Appendix F). They will work with relevant colleagues at the partner university. This may include:

- searching the student's residence room, for clues to their whereabouts/wellbeing. This should be undertaken in accordance with the rules and regulations of the accommodation provider and include an OnCampus member of staff, accompanied by a member of the residential team
- asking the university partner facilities about any electronic evidence of the student's whereabouts
- establishing last known contacts and whether the student has shown any unusual patterns of behaviour
- collecting all relevant history (Appendix G). Notes must be kept including any details about:
 - the reason the student is believed to be missing
 - date and time student last seen
 - by whom they were last seen
 - where they were last seen
 - physical description
 - any known vulnerabilities (eg medication)
 - any history of previous disappearances
 - any information known in relation to the disappearance (eg current situation, state of mind)
 - name and contact details of person reporting student missing and the nature of their relationship to the student
 - are their family or next of kin aware.

The Centre Director should provide regular updates to the CLET lead who will liaise with the Central Operations Management Team and relevant Head Office colleagues.

Step 3: Reporting the Student as Missing

If, after these enquiries, the location and wellbeing of the student cannot be confirmed, in agreement with the CEG Safeguarding and Prevent Lead, the student is reported as missing to the Police, their Embassy (where appropriate), their Parent/Guardian(s), next of kin or emergency contact. Any student who is studying on an ICAS should also be reported to the university partner and regular updates shared with an agreed point of contact at the university. This is important as the

university partner has sponsored the student on their licence and has a responsibility to report to relevant agencies if the student is not found.

See Appendix A for the numbers on which to contact the local police force/authorities. This decision should be made by the Centre Director and CLET Lead based on perceived risk. If, however, it is felt there is an immediate risk to the student from the information held, the police should be contacted using the emergency number. The actual task of contacting the police will usually be undertaken by the Centre Director unless another contact is deemed more appropriate.

Clear and concise communication is vital during a missing student case. The Centre Director will be the main point of contact for the police and university partner, unless for an agreed reason another member of staff is deemed more appropriate.

Parents and next of kin should be provided with regular updates from the Centre Director and informed immediately once the student has been located. Alternatively, they should also be provided with a point of contact at the police if the case is ongoing and the student has not been found.

If it is confirmed that the police are formally investigating a missing person report, the CEG Safeguarding and Prevent Lead will inform the CLET members to ensure any incoming enquiries can be dealt with appropriately. The situation will continue to be monitored until the student is found, with meetings of the CLET team as required.

Step 4: Supporting the found student

Once the student is found, the Centre Director should:

- confirm that they are safe and well
- inform the parent/guardian(s)/emergency contact/next of kin, Police, the CLET team and other stakeholders who have been involved in the investigation
- meet with the student. Ideally this would be in person but depending on the whereabouts or condition of the student, this may be an online meeting. During the meeting the student should be:
 - Offered support to address any underlying difficulties including additional support services if appropriate (eg university partner or health service)
 - Reminded of the attendance requirements.

Missing People: refer to Appendix A for external support services.

Appendix C: Procedure for Responding to a Missing Student who is Under 18 or an adult at risk

Please note that:

- If at any stage of this process there is concern, it is believed that there are good reasons not to wait until the end of the specified time frame and centre staff have not had any information from others to reassure them of the student's safety, the police force local to their student address (Appendix A) and the parent/guardian(s)/next of kin/emergency contact should be contacted, and the CEG 60 Minute Alert Process actioned (Appendix H).
- Where a concern is raised outside of office hours and there is concern of a risk of harm to the student, the Centre Director should be contacted on their emergency mobile number. If the Centre Director is in agreement that there is concern of a significant risk of harm, the police force local to their student address (Appendix A) and the parent/guardian(s)/next of kin/emergency contact should be contacted, and the CEG 60 Minute Alert Process actioned (Appendix H).
- If the concern is raised with a department, for examples Sales or Admissions, the member of staff receiving the concern must immediately inform the Centre Director; in doing so, they hand over the case and communication to the Centre Director. There must be no further communication with the person making the report without agreement from the Centre Director.
- **The steps and directed actions set out below are for guidance, they are in no way prescriptive, every investigation may require differing actions and tactics.**

Stage 1: Investigate the Absence

In accordance with the Attendance Monitoring Policy, if the student has not signed in and/or is not in class within the first 15 minutes of the class start time, the Attendance Officer/team member will attempt to contact the student by all means to confirm their whereabouts, understand their reasons for missing class and ensure they are safe and well.

Actions may include:

- mailing, telephoning and writing to the student
- contacting staff including academic, pastoral and OnCampus or private accommodation
- contacting their friends, housemates and fellow students
- contacting the parent/guardian(s)/emergency contact
- reviewing their social media activity

Avoid causing undue alarm.

If the centre is unable to contact the student **before the close of the same day** the case must be escalated to the Centre Director who will update the CEG Safeguarding and Prevent Lead.

Please note the above actions also apply if a concern is reported by a third party and the student cannot be contacted; examples include friend, parent/guardian(s), agent, accommodation provider.

Step 2: Continue the investigation

The CEG Safeguarding and Prevent Lead will coordinate the CEG response to the situation in accordance with the CLET procedure. This will include a decision about whether to file a police report; this will usually be following a period of several hours, whereby all reasonable avenues to

make contact with the student have been explored. The parent/guardian(s)/emergency contact/next of kin will be informed of the decision and actions being taken.

It is not always possible to communicate with the parent/guardian(s)/next of kin/emergency contact due to language barriers; if this is the case the relevant Country Manager or Student Recruitment Manager will need to communicate on behalf of the person leading the investigation. A briefing call should take place prior to the call.

The centre member of staff leading the investigation will continue trying to find the student and assess the possible level of risk involved (Appendix F). They will work with relevant colleagues at College Guardians and the partner university. This may include:

- searching the student's residence room, for clues to their whereabouts/wellbeing. This should be undertaken in accordance with the rules and regulations of the accommodation provider and include an OnCampus member of staff, accompanied by a member of the residential team
- asking the university partner facilities about any electronic evidence of the student's whereabouts
- establishing last known contacts and whether the student has shown any unusual patterns of behaviour
- collect all relevant history (Appendix G). Notes must be kept including any details about:
 - the reason the student is believed to be missing
 - date and time student last seen
 - by whom they were last seen
 - where they were last seen
 - physical description
 - any known vulnerabilities (eg medication)
 - any history of previous disappearances
 - any information known in relating to the disappearance (eg current situation, state of mind)
 - name and contact details of person reporting student missing and the nature of their relationship to the student
 - are their family or next of kin aware.

The Centre Director should provide regular updates to the CLET lead who will liaise with relevant central colleagues.

Step 3: Reporting the Student as Missing

If, after these enquiries, the location and wellbeing of the student cannot be confirmed, in agreement with the CEG Safeguarding and Prevent Lead, the Centre Director will report the student as missing to the police, their Embassy (where appropriate) and their Parent/Guardian(s), next of kin and/or emergency contact. Any student who is studying on an ICAS should also be reported to the university partner and regular updates shared with an agreed point of contact at the university. This is important as the university partner has sponsored the student on their licence and has a responsibility to report to relevant agencies if the student is not found.

See Appendix A for the numbers on which to contact the local police force/authorities. This decision should be made by the Centre Director and CLET Lead based on perceived risk. If, however, it is felt there is an immediate risk to the student from the information held, the police should be contacted using the emergency number. The actual task of contacting the police will usually be undertaken by the Centre Director unless another contact is deemed more appropriate.

Clear and concise communication is vital during a missing student case. The Centre Director will be the main point of contact for the Police and university partner, unless for an agreed reason another member of staff is deemed more appropriate.

Parents and next of kin should be provided with regular updates from the Centre Director and informed immediately once the student has been located. Alternatively, they should also be provided with a point of contact at the police if the case is ongoing and the student has not been found.

If it is confirmed that the police are formally investigating a missing person report, the CEG Safeguarding and Prevent Lead will inform the CLET members to ensure any incoming enquiries can be dealt with appropriately. The situation will continue to be monitored until the student is found, with meetings of the CLET team as required.

Step 4: Supporting the found student

Once the student is found, the Centre Director should:

- confirm that they are safe and well
- inform the parent/guardian(s)/emergency contact/next of kin, police, the CLET team and other stakeholders who have been involved in the investigation
- meet with the student. Ideally this would be in person but depending on the whereabouts or condition of the student, this may be an online meeting. During the meeting the student should be:
 - Offered support to address any underlying difficulties including additional support services if appropriate (eg university partner or health service)
 - Reminded of the attendance requirements.

Missing People: refer to Appendix A for external support services.

APPENDIX D

What to do if a student is worried their friend is missing:

If a fellow student thinks someone is missing, check what steps they have already taken and give advice if there is more they can do, for example: messaging, contacting their friends, housemates and fellow students, reviewing their social media activity.

If you are aware that the 'missing' student is safe, thank the concerned student and tell them you are confident the student is safe but that you are not in a position to give more information.

Those receiving a report of a missing student should obtain as much information as possible from the person making the report. The prompt sheet provided in Appendix G should be used to capture the information.

They should then:

- Reassure the person making the report that the matter will be taken seriously and will be passed to the appropriate staff in centre to investigate
- Report the concern to the Head of Student Services to co-ordinate the initial response

Should the concerned student insist on calling the police, let them but inform the Head of Student Services of the situation.

If the student making the report is in distress, support and signpost them to the Head of Student Services and/or appropriate university partner support services. You can also signpost them to the relevant support service in Appendix A.

Please remember:

- Staff are unable to give out any information about a student to a third party without that student's prior and express permission, except in exceptional circumstances.
- This includes parents, spouses, siblings, friends, and fellow students.
- We have a duty under Data Protection legislation and CEG policy to protect students' privacy.

APPENDIX E

What to do if a Parent/Guardian or other external stakeholder is worried that someone over 18 is missing

If a parent or guardian contacts you with concern for their child (over 18 years), reassure them as best you can without breaching confidentiality; let them know that you will be informing the Head of Student Services about their concerns. Check what steps they have taken to contact the person they are worried about.

If you are aware that the 'missing' student is safe, thank the concerned parent/guardian and tell them you are confident the student is safe but that you are not in a position to give more information.

Those receiving a report of a missing student should obtain as much information as possible from the person making the report. The prompt sheet provided in Appendix G should be used to capture the information.

They should then:

- Reassure the person making the report that the matter will be taken seriously and will be passed to the appropriate staff in centre to investigate
- Report the concern to the Head of Student Services to co-ordinate the initial response

Should the concerned person insist on calling the police, let them but inform the Head of Student Services of the situation.

If the person needs emotional and practical support, please signpost them to the relevant support service in Appendix A.

Please remember:

- Staff are unable to give out any information about a student to a third party without that student's prior and express permission, except in exceptional circumstances.
- This includes parents, spouses, siblings, friends, and fellow students.
- We have a duty under Data Protection legislation and CEG policy to protect students' privacy.

Appendix F: Missing Student Risk Assessment

This document should be completed as fully as possible by the Centre Director and then shared with the CLET team.

Name of person completing the risk assessment _____

Date form was completed _____

Name of student reported as missing _____

Assessing a Risk and assigning a Risk Rating

RISK FACTOR	Judgement Is this risk factor a current concern? Yes or No	Likelihood	Severity	Total Likelihood x Severity	Comments and / or evidence to support your judgement
Student is under the age of 18yrs					
Student has prescribed essential medication or requires urgent medical treatment.					
Student has made an attempt or threat of suicide or self-harm immediately prior to going missing.					
Student has not attended class or has not submitted work at assessment deadline including a formal examination or assessment.					
Student has been a well-being concern to staff and this appears to be an escalation of an ongoing situation					
Student has exhibited unusual and unexplained behaviour prior to disappearance					
Student known to be under significant influence of alcohol or drugs immediately prior to going missing.					
Student has made a threat of direct harm to another person prior to going missing.					

Details of the threat and potential victims must be identified in any report to the police.					
Student has difficulties in ability to interact safely with others or in an unknown environment, e.g. Disability, Visual Impairment, Learning Difficulty.					
Student has been subjected to bullying or harassment, e.g. racial, sexual, immediately prior to them going missing.					
Student was involved in a violent incident immediately prior to going missing.					
Student has no history of running away and no direct contact can be made					
Severe weather conditions exist and sustained exposure would seriously increase risk to health.					
Suspicion of abduction					

Multiply the **LIKELIHOOD** by the **SEVERITY** to determine the **RISK RATING**.

Likelihood	5	5	10	15	20	25	1- 4 May be ignored (LOW) 5- 9 Control measures required (MED) 10 & above Design out if possible (HIGH)
	4	4	8	12	16	20	
	3	3	6	9	12	15	
	2	2	4	6	8	10	
	1	1	2	3	4	5	
		1	2	3	4	5	
		Severity					

Appendix G: Case File Template

Personal Information	
Full Name	
Date of Birth	
Term Time Address	
Mobile phone number	
All known email addresses	
Next of Kin Emergency Contact Details	
Centre	
Programme of Study	
Programme Dates	
Contact details for friends (name, mobile, email etc)	
Any known social media contact points	
Person Reporting Student Missing	
Name	
Contact details	
Relationship to missing student	
Relevant History	
Reason the student is believed to be missing	
Date and time student last seen	
Where was the student last seen?	
Who last saw the student?	
Physical description	
Any known vulnerabilities (eg medication)	
Any history of previous disappearances	
Any information known in relation to the disappearance (eg current situation, state of mind)	
Any concerns for the safety? If yes, briefly describe concerns and who has shared these	
What, if any, actions have been undertaken by anyone else to trace the missing student?	
Are flatmates, friends and classmates aware?	
Are the family of the missing student aware?	

Appendix H:

CEG 60 Minute Alert		
<ul style="list-style-type: none"> To be triggered by employee working in role of Centre Director or Senior Management team or an employee instructed by this role Determine if the issue fits in one of the categories below Ensure that you inform your line manager that an alert is to be sent If it does contact one of the employees by phone as indicated below within 60 minutes Once phone call is made, send email to email as indicated below including any relevant documentation This alert does not replace or supersede any existing regulatory process i.e. safeguarding 		
Death of an employee, student or person on site Any event resulting in serious injury or harm to any person, damage to property, or any serious safeguarding or PREVENT concerns		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Adrian Booth +447368 850806 Mike Goodwin +447803 012 895 James Findley +447939073254
Any event that ceases or threatens the operational ability of the site or services of the site. I.e. Fire, bomb threat, Server shutdown		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Adrian Booth +447368 850806 Mike Goodwin +447803 012 895 James Findley +447939073254
Unplanned or inappropriate staff/student/contractor physical/verbal behaviour on CEG site I.e. Gross misconduct, could be considered a criminal act		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Adrian Booth +447368 850806 Mike Goodwin +447803 012 895 James Findley +447939073254
Media inquiry or media event or aggressive social media attack		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Adrian Booth +447368 850806 Mike Goodwin +447803 012 895 James Findley +447939073254
Non-routine regulatory agency visit (i.e. UKVI; local Council; Health & Safety Executive, ISI, British Council, PREVENT team etc.)		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Adrian Booth +447368 850806 Mike Goodwin +447803 012 895 James Findley +447939073254 Claire Whitmore +44 7834 526059
Unplanned law enforcement visit		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Mike Goodwin +447803 012 895 Dominic Will +447964 058207 James Findley +447939073254
Imminent threat of protesters or demonstrators		David Johnston +447584145637 Laura Wardley-Smith +447792972158 Brendan Webb +447818514763 Adrian Booth +447368 850806 Mike Goodwin +447803 012 895 James Findley +447939073254
Email: CEG60@CEG-UK.com		

Appendix I:**CEG 24 HR Alert**

- Triggered by employee working in role of Centre Director or Senior Management team or an employee instructed by this role
- Determine if the issue fits in one of the categories below
- Ensure you inform your line manager that an alert is to be sent
- If it does please send an email to the address below to raise an alert and attach any relevant documentation within 24 hours
- This alert does not replace or supersede any existing regulatory process i.e. safeguarding

Notices or routine inquiries from
Regulatory Bodies (i.e. Home Office, Council,
PREVENT team)

Solicitor letters of contact or threats to
contact a solicitor

Non-life threatening student/employee
medical issue and or serious behaviour
issues
i.e. pandemics, arrests, vandalism

Student/Employee involved in a crime
situation – Non-life threatening
i.e. mugging, assault

Missing students

Significant employee HR issue and/or
compliance concerns

Financial impropriety or crime believed to
have been carried out

Email: CEG24@CEG-UK.com