



Missing and Absent Student Policy

APPROVED BY: Nathan Santangelo-Barber, Operations Director

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RESPONSIBILITY FOR REVIEW: Nathan Santangelo-Barber (DSL)

Attendance Policy

Students are expected to attend **100%** of their classes, unless proof is provided showing a valid reason for absence, such as a Doctor's letter. In accordance with the safeguarding policy at Cavendish School of English any absence must be followed up using the school's reporting procedure.

1. Teachers report any absence during the first 20 minutes of a lesson
2. A standardised report form is completed and delivered to reception at the earliest opportunity
3. Reception or a member of the Accommodation Team tries to call/contact the relevant Homestay Host, Group Leader or Orange Leader to ascertain the reason for the absence or the whereabouts of the student. If no information can be ascertained in this way, the student should be called on a contact number if we have one listed for them. If no information can be ascertained then Reception / Accommodation informs the CSE Welfare Officer / DSL or Deputy DSL.
4. If no information is forthcoming via telephone, the WO / DSL / or Deputy DSL will visit the student's address or instruct another staff member to visit the student's address. If the student can not be reached then she or he are considered **MISSING**.

If the student's whereabouts have been ascertained then the student is considered **LATE / MEDICALLY UNABLE TO ATTEND / ABSENT WITH REASON / ABSENT WITHOUT REASON**.

5. If the student has been listed as:
 - a. **LATE** – the student should be collected and / or their whereabouts ascertained if they are making their own way to school (check the student meets the criteria that they are able to travel alone). The student's teacher should be informed of the student's expected arrival time. LATE SLIPS must be processed in accordance with our policy.
 - b. **MEDICALLY UNABLE TO ATTEND** – the WO / DSL / Deputy DSL follows the CSE Medical Policy.
 - c. **ABSENT WITH REASON** – the WO / DSL / Deputy DSL ascertains whether the reason of absence is reasonable. Further investigations are carried out if necessary. A Safeguarding case file is created for the student if necessary.
 - d. **ABSENT WITHOUT REASON** – the WO / DSL / Deputy DSL opens a Safeguarding case file on the student and the student is invited for an informal discussion with an appropriate DSL / DSP, in which at least 2 staff members must be in attendance. Students are fully encouraged to attend classes. Disciplinary action is taken if necessary (see the CSE Disciplinary Procedure) and the student's parents are contacted if necessary.
6. If the student is considered **MISSING**: Emergency services will be called if the situation dictates.
7. In ALL of the above cases, a Safeguarding Concern form must be filled out and uploaded to the Slack Safeguarding channel. Be aware that even though lateness may not be deemed serious, and could be an indicator of an underlying safeguarding issue. At all times be vigilant. AS employees of a school, all staff members have a duty of care for our students.

Please note the following:

- If a student is late or absent for two consecutive days or a pattern of lateness or non-attendance develops, teachers must inform the DoS.

- Failure to meet attendance requirements results in an Attendance Warning.
- Students are encouraged to make every effort to inform the school, their leader or activity leader about any expected absence or lateness in advance (during their CLASSROOM INDUCTION).
- No Certificate of Study and/or End of Course Report will be given if attendance is less than 80%.
- In the event that the student is absent without reason their parents and agent will be informed and in the most serious cases the student may be expelled.

Students are given the following information during their classroom induction and / or at their Welcome Speech:

Attendance must be 100%

If you cannot come to your lessons you must:

- Tell you group leader as soon as possible
- If you know why a class-mate is absent you must tell your teacher
- If you are ill you must telephone the school / your group leader and / or the emergency contact number
- If you miss your bus you must phone the school / your group leader and / or the emergency contact number
- If you continue to miss lessons without a good reason you will receive an attendance warning and your agent/parents will be informed
- If you miss too many lessons without valid reason you will be sent home

A student may be considered 'missing' in the following situations:

1. Failure to attend lessons
2. Failure to return to their homestay/residence
3. Failure to arrive at a meeting place whilst on an excursion/activity:

An under18 register is completed during every lesson. Any absent U18s are contacted immediately to check on their well-being.

In all instances the following communications must take place -

- Firstly, reception must be informed of the absence of the student
- Accommodation will either try to contact the student or their homestay provider directly
- The welfare officer / DSL / Deputy DSL must also be informed as soon as possible
- Emergency services will only be called if the situation dictates

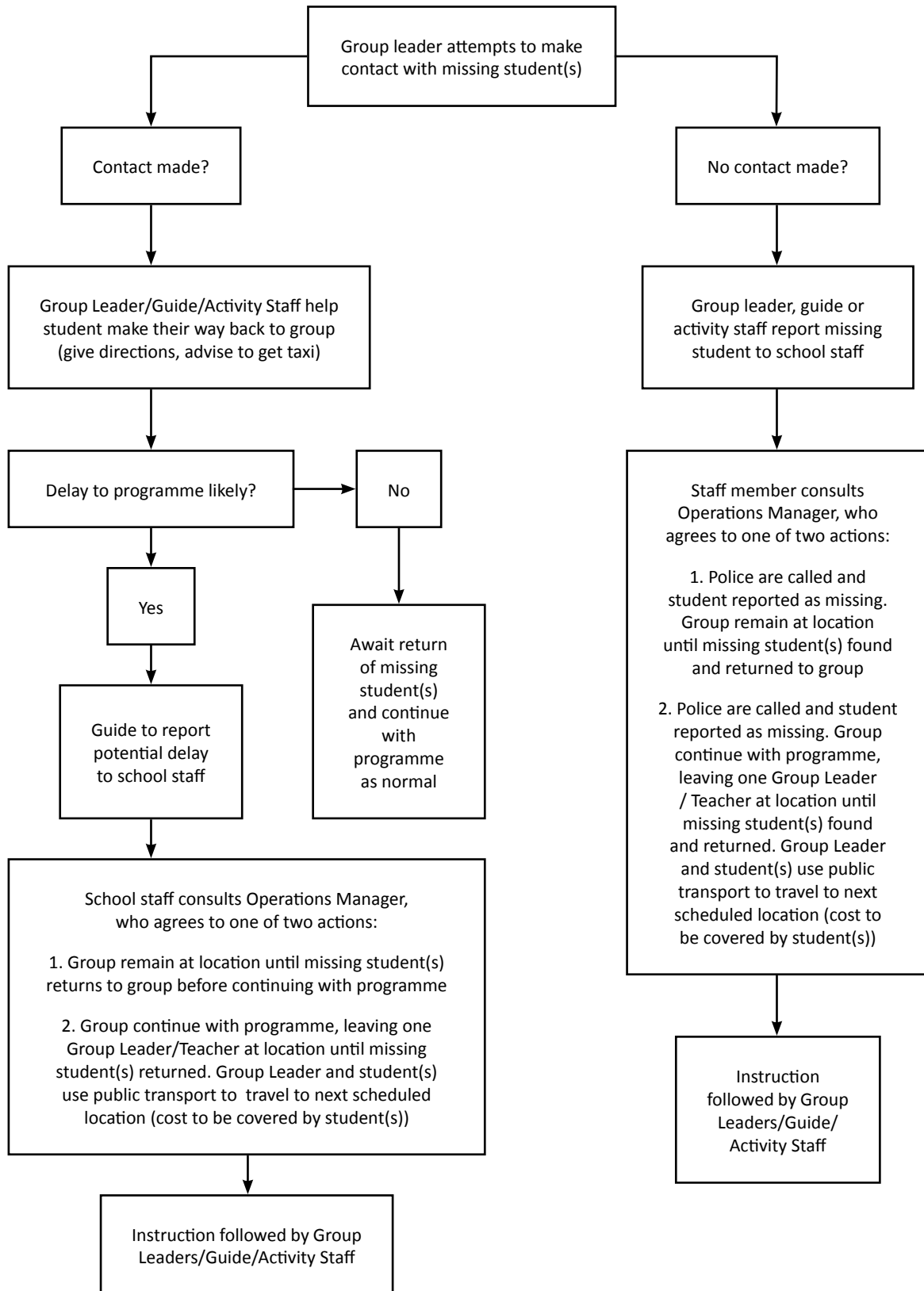
Students Missing from Excursions / Activities

On all excursions, irrespective of the age of the student, to prevent the potential occurrence of students going missing CSE will:

- Ensure the Group Leader's phone number is on any maps provided to the students.
- Encourage students to remain with the group.
- Regularly check students are with the group.
- Ensure all students have the Group Leader's phone number and encourage students to contact the Group Leader should they get separated from the group.
- Remind student's about how / when to contact their Group Leader during induction, and encourage students to use it should they ever get separated from their group during excursions / activities.
- Provide a clear explanation of what is available in the area with the use of landmarks, and general 'how to' guidelines.
- Set clear boundaries and time frames for free time.
- Set meeting times earlier than necessary, usually 30 minutes prior, to ensure late students have time to meet the rest of the group and to deal with any issues should they arise.
- Students must spend their free times in groups. Depending on their age, some students may not have free time away from a Group Leader (CSE Trips / Excursions Policy).

Missing Student Policy (Trips / Activities)

This procedure is to be applied in a situation where a student(s) goes missing whilst a group is away from the school on a scheduled activity or excursion:



If the Operations Director (Nathan Santangelo-Barber) cannot be reached directly, the school's main switchboard should be contacted. If the situation happens outside of office hours, the relevant Emergency Number needs to be called.

- Cavendish School main number – 01202 770070
- Out of hours emergency contact numbers:
General - 07501 724150
International – 07501 724152

After the Missing Student situation has been resolved a Safeguarding Concern Form must be filed on the Slack / Safeguarding channel by the GL / OL / or Guide, and a Safeguarding File on the student will be raised by the WO / DSL / Deputy DSL if deemed necessary.

Specific To under 18s

- Homestays and Residence Managers are informed of curfew times for under 18s in the Homestay Handbook and/or during training, and informed to contact the school emergency number immediately should students not return by their allotted curfew time. Emergency phone holders must do the following:
- Try to contact the student on any numbers listed on the Manager system held by the student. If the student can be contacted, their whereabouts must be ascertained and the EPH must instruct/direct the student on how to get home, if it is deemed safe to do so. If not deemed safe the EPH could do one of the following: 1. Contact a CSE Driver to pick up the student. 2. Order a taxi to the student's location (at the student's expense). Make sure the student has the funds, understands the arrangement, order a UMS if necessary; also, stay in contact with the student until they are at the Homestay Host / Residence building, and you have confirmed with the Host / RM that the student has safely arrived. 3. Liaise with a Residence Manager and ask the RM to send a night duty Orange Leader to collect the student. 4. Call the WO / DSL / Deputy DSL if a suitable arrangement can not be made.
- EPH's must always follow up with the HH or RM to inform them of the student's expected return time / update student's whereabouts / etc. HHs and RMs must be kept in the loop regarding all arrangements, and follow-up contact should be made with them if necessary.
- If you can not contact the student then contact the student then she or he is deemed MISSING. In this case, contact the WO, DSL / Deputy DSL immediately, who should be available 24 hours. If you can make contact then call the police. The WO, DSL / Deputy DSL will call the police to report the student necessary if that is the appropriate course of action.
- If the student is MISSING: if the student is German then contact the Panke Emergency Number who will contact the student's parents (0049 17698540503). If the student is not German then contact the International Emergency Number (07501 724152) who will contact the student's parent/s or agent.
- The EPH MUST file a Safeguarding Concern Form for all late / missing incidents past curfew.
- Homestay Hosts are encouraged (Homestay Handbook) to file a Safeguarding Concern Form. Hosts do not have access to the Slack Safeguarding Channel, but they can file paper forms and bring/ send them in, or scan/email them to the Accommodation Team, who should then upload them to the Safeguarding Channel.
- Residence Managers MUST file a Safeguarding Concern Form for all late / missing incidents past curfew.
- The WO / DSL / Deputy DSL will decide whether to open a Safeguarding File for the student.
- EPH's please note: after a missing student has been reported to you, take comprehensive notes of your actions in case these should be needed for any follow -up investigation or report.

PLEASE NOTE THAT IF A WO / DSL OR DEPUTY DSL IS NOT AVAILABLE, YOU MAY CONTACT A DSP, WHO CAN STAND IN UNTIL ONE OF THE FORMER THREE POSITION HOLDERS ARE AVAILABLE. FOR A FULL LIST OF ROLE-HOLDERS, SEE THE SAFEGUARDING HANDBOOK.