



## Lost Student Procedure

If you are leading an excursion/visit and you suspect you have lost a student, immediately implement the following procedure:

1. Remain calm – students often get lost (even on a straight road) but rarely stay lost
2. Stop the group in a safe place (i.e., not next to a busy road or blocking a path) on your normal route, preferably in a clearly visible place, so that the student can find you if they are just lagging behind.
3. Gather information:
  - a. Take a roll call to check who is missing and if they were alone (students often go missing in pairs)
  - b. Ask the group when they were last seen
4. Try ringing their mobile number (their friends might have it if you don't)
5. Don't let the situation get any worse:
  - a. If you can contact the student, ask them where they are and go and find them. Don't risk them getting lost looking for you.
  - b. Never send a student alone to look for a student – you could end up with two missing students
  - c. Make sure that no-one else wanders off
6. If there were other groups present where the student was last seen, phone them to check if they have them – they might have picked them up
7. If someone needs to go to look for them:
  - a. Send a member of staff or a GL with one of the student's friends to act as another pair of eyes. There's no point in sending a staff member alone if they can't recognise the student.
  - b. Check that they have their mobile phone with them
  - c. Search for student in the designated free time area or where they were last seen.
  - d. Provided the rest of the group is in a safe place, ask them to wait there. If you do have to move on, don't stray from the planned route and tell the people you have sent out where to find you.
8. If you haven't found the student after 5 minutes, call the centre/school to report them missing. Keep the phone line clear as much as possible. When you find the student, call the centre/school to let them know.
9. Wait for the student until told to leave by your activity manager or Head Office Emergency phone contact

### Tips to Avoid this Happening

- Always check that the students have their ID card before they leave the centre
- Take a roll call before moving the group from one place to another and take regular head counts en route. *Always check numbers yourself - Never rely on the Group Leader!*
- Check that the group is all concentrating before moving
- Staff should be posted at the front and rear of any group. The staff member at the back should hurry people along and the person at the front should stop the group if they think the line is getting too strung out. If there is only one staff member, the GL should be the back-stop.