



Ultra Education Services Ltd Emergency Procedure

Statement

The safety of our students is our main priority. Ultra Education Services Ltd acknowledges that there may be situations out of their control that require planning for. This plan outlines what Ultra Education Services Ltd will do in the event of an emergency.

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 DSL 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 Ultra Education Services Ltd will circulate the plan to all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK Ultra Education Services 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 Ultra Education Services Ltd as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. Ultra Education Services 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 Ultra Education Services Ltd may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Ultra Education Services Ltd will work with parents to find flights to home countries where required. Ultra Education Services 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. Ultra Education Services Ltd will work with parents and schools to find suitable quarantine accommodation for students where required.

Ultra Education Services Ltd has a specific policy that outlines our procedures for dealing with a pandemic. This policy is stored securely on our Google Drive under "Policies – Health and Safety" and is available to staff and homestays upon request.

Serious injury or death of a student

Serious injury or death of a student is distressing for all concerned. Ultra Education Services 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, Ultra Education Services 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 Ultra Education Services 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 Ultra Education Services Ltd. Students will be moved to a different homestay until the accommodation is refurbished. Ultra Education Services 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), Ultra Education Services Ltd will provide accommodation for students with their homestays*.



Requests from schools to remove a student

Ultra Education Services Ltd has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action, mental health crisis, or any other cause.

Before any student is removed from the school setting, Ultra Education Services Ltd requires the school to complete and return a Student Removal Form (Please see the Student Removal Form template at the end of this document).

This form ensures that the guardianship organisation receives full written details of the circumstances leading to the request for removal, including safeguarding concerns, behavioural issues, medical information, mental health information, and any immediate risks. This ensures that Ultra Education Services Ltd has sufficient information to support the student appropriately and to confirm that all appropriate steps have been taken prior to removal, in accordance with AEGIS Standard 3.3.3.

Where a situation is urgent and immediate action is required to safeguard the student, including in cases of mental health crisis, the student may be collected prior to receipt of the completed form; however, the school will still be required to complete and return the Student Removal Form as soon as reasonably practicable.

If a school requests that a student is removed from school temporarily or permanently, the Designated Safeguarding Lead (DSL), Xi Chen, will take immediate responsibility for the student. Ultra Education Services Ltd will:

- collect the student from the school, either personally (DSL) or through a vetted Ultra Education Services Ltd representative;
- inform the parents/guardians immediately and provide updates throughout the process;
- arrange emergency accommodation with one of our approved homestays on the same day;
- conduct a risk assessment covering the student's welfare, behaviour concerns, medical issues, mental health needs, and any safeguarding implications;
- liaise with the school to understand the reason for removal, expected duration, and next steps;
- ensure the student's basic needs, welfare and safeguarding are met throughout the period away from school;
- record all actions and communications in the Ultra Education Services Ltd Safeguarding Record on our secure Google Drive.

Where the removal is due to illness, we will arrange appropriate medical care, allow rest time at a homestay and ensure parents are fully informed.

Where the removal is due to a mental health crisis, we will prioritise immediate safeguarding, arrange appropriate medical or mental health support, and work closely with parents and relevant professionals to determine next steps.

Where the removal is due to disciplinary issues, we will coordinate behaviour reviews, support plans and reintegration procedures with the school.



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
Ultra Education Services Ltd – Primary Emergency Contact	Xi Chen – CEO & Designated Safeguarding Lead (DSL) Phone: +44 7949 447351 (24/7 emergency line) Email: info@ultra-edu.com	Primary 24/7 safeguarding & welfare contact

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 Floodline)
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) Main Switchboard: 020 7654 8000 Email: enquiries@ukhsa.gov.uk



World Health Organisation	World Health Organization (WHO)
Insurance company	ARAG Legal Expenses Insurance Company Ltd Policy: Small Business Legal Expenses Insurance Policy No.: ACT/LEG/086217 Address: Unit 4A, Greenway Court, Bedwas, Caerphilly CF83 8DW Website: https://www.arag.co.uk First Underwriting Limited (Tour Operators Liability) Policy No.: FUL10837TOPS Address: Part Level 15, 30 St Mary Axe, London, EC3A 8EP
Local Safeguarding Partnership	MASH (Multi-Agency Safeguarding Hub), Royal Borough of Kensington & Chelsea Phone: 020 7361 3013 Email: socialservices@rbkc.gov.uk

Emergency Procedure for Sole Guardians

Ultra Education Services Ltd is run by a sole guardian and no additional staff are employed. In the unlikely event that Xi Chen (Designated Safeguarding Lead) is unavailable due to an emergency, the following emergency back-up arrangements are in place:

Xueran Yang has been appointed as the Emergency Back-Up Contact. Xueran Yang is a former employee of Ultra Education Services Ltd and is fully familiar with the organisation's guardianship and safeguarding procedures. Her identity documents and Enhanced DBS check have been verified and recorded on the organisation's Single Central Record. Evidence of her safeguarding training has also been checked and is kept on file.

Although no longer employed by the organisation, she remains a vetted and approved emergency contact and is able to act appropriately in urgent safeguarding situations.

In such circumstances, Xueran Yang will:

- act as the first point of contact for urgent safeguarding or welfare concerns;



- liaise with parents/guardians, schools, homestays and external agencies as necessary; ensure that appropriate safeguarding actions are taken without delay;
- notify the Designated Safeguarding Lead as soon as reasonably practicable once available.

Emergency Back-Up Contact Details:

Name: **Xueran Yang**

Telephone: **07360800632**

Email: **shirleyyang822@gmail.com**

These arrangements ensure that suitable and effective emergency cover is always in place in accordance with **AEGIS Standard 2.6.3.**



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
Students	Media
AEGIS	Other: <i>(Please add)</i>
Action to be taken:	



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

This table can be used to record any additional contact details required for a specific emergency.

Organisation	Contact details	Comments



Example Student Removal Form

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following student removal form. Please note that a representative of Ultra Education Services Ltd will not be able to collect the student until this form has been completed and returned to us by email: info@ultra-edu.com

School Name	
Student Name	
Date of Birth	
Reason for request of removal of student	
Has the student been assessed by a medical professional? Date of assessment if applicable. Please provide a summary of assessment if applicable.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the student at risk of harm to themselves?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the student a risk to others?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Has the school followed its mental health and child protection policies and procedures? Please provide a copy of any relevant policies and procedures.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please provide full details of any medication	
Any other additional information we should be made aware of	
Signature	
Name	
Position	
Date	




Review

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

This document was last reviewed on: 20.02.2026

Xi Chen / DSL / CEO

Signed: 

Date: 20.02.2026