



# MISSING STUDENT POLICY

Sunshine365 Limited

V1.1  
Dec,2025

## 1. Purpose

This policy sets out the actions to be taken when a student under the guardianship of Sunshine365 Limited (“Sunshine365”) is unaccounted for, late for an expected check-in, or their whereabouts cannot be verified.

Our priority is always to locate the student quickly and ensure their safety and wellbeing.

---

## 2. Scope

This policy applies to all students for whom Sunshine365 acts as guardian, including those staying in homestay accommodation, boarding schools, or temporary housing, and to all staff, coordinators, and homestay families.

---

## 3. Definitions

- **Missing student:** A child whose location is unknown and whose absence gives rise to concern for their safety or welfare.
  - **Unauthorised absence:** When a student fails to return at the agreed time but contact has been made and there is no immediate concern for safety.
- 

## 4. Preventive Measures

- Students and homestays receive clear written guidance on curfew, sign-in procedures, and communication expectations.
  - Each student must provide up-to-date contact details (mobile number, messaging ID, host address).
  - Homestays keep a list of emergency contacts for every student.
  - Sunshine365 maintains a 24-hour emergency phone line monitored by trained staff.
- 

## 5. Immediate Response if a Student Is Missing

When a student’s whereabouts are unknown and initial checks fail to locate them, staff or homestay must follow these steps immediately:

### Step 1 – Attempt Contact

- Call and message the student on all known numbers and messaging platforms.

- Check with friends, classmates, or host family members.

### **Step 2 – Notify Sunshine365 Emergency Line**

- Contact the **Designated Safeguarding Lead (DSL)** or the on-call coordinator.
- Provide the student’s name, age, school, location last seen, and time of disappearance.

### **Step 3 – Check Locations**

- Homestay: Search the property and surrounding area.
- Coordinator: Contact the school’s duty staff or houseparent to confirm if the student is on-site.

### **Step 4 – Escalate After 30 Minutes (or sooner if high-risk)**

If the student remains unlocated:

- Inform the **school** (if term-time).
- Inform the **parent(s)** and **overseas guardian/agent**.
- If there is reason to believe the student may be in danger or has been missing for more than one hour, call **Police (999)** and report under “*Missing Child*”.

### **Step 5 – Record and Continue Liaison**

- Record every action taken, including time and contact made.
- Maintain communication with police, school, and parents until the student is found.

---

## **6. When the Student Is Found**

- Confirm the student’s safety and immediate welfare needs.
- Notify all parties (parents, school, police if applicable).
- Conduct a calm, supportive conversation to understand the reason for the absence.
- Complete a **Missing Student Incident Report** and send to the DSL within 24 hours.

---

## **7. Post-Incident Review**

- The DSL reviews every missing-student incident to identify lessons learned or risk factors.
  - A formal review may involve the school, parents, and homestay.
  - If patterns emerge (e.g. repeated late returns), an individual **risk management plan** is created.
- 

## 8. Record Keeping

All records are securely stored within the **Student Safeguarding File**, including:

- Incident Report
- Contact log
- Follow-up actions
- Outcome and review notes

Retention: minimum 7 years after student leaves Sunshine365.

---

## 9. Training

All staff, coordinators, and homestays receive annual training on this policy and know how to activate the missing-student procedure and emergency line.

---

## 10. Monitoring and Review

- The DSL monitors all missing-student logs each term.
  - The policy is reviewed annually or after any serious incident.
- 

## 11. Key Emergency Contact

Sunshine365 – 24-Hour Emergency (Missing Students): [0044 (0) 7553165318 / (0)7504505583]

This number should be used by students, staff, volunteers, homestays and schools to report a missing student at any time.

---

## 12. Approval

- **Date Published:** October 2025

- **Next Review Date:** October 2026
- **Approved by:** Director, Sunshine365 limited
- **Designated Safeguarding Lead:** Dongmei Wang
- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_