



English Path

› 891 Greenford Rd,
Greenford, London,
United Kingdom
UB6 0HE
› +44 (0) 207 539 3548
› info@englishpath.com
› www.englishpath.com

“
To create the world's most accessible
and innovative language school that
changes lives through education.
”

English Path Global Emergency Phone Policy

Version History

Version	Author	Reviewed by	Pages	Approved by	Date published
3	Mike Summerfield	-	6	Mike Summerfield Managing Director	06.10.2025
2	Mike Summerfield	Juliette Synnott Lee	3	Mike Summerfield Managing Director	05.09.2023
1	Mike Summerfield	Mike Summerfield	3	Mike Summerfield Managing Director	15.07.2021

Introduction

This policy outlines the procedures for managing English Path’s 24/7 emergency phone service, which ensures continuous welfare support for all students. It defines staff responsibilities, response protocols, and safeguarding procedures, reinforcing our commitment to student safety and well-being in accordance with international accreditation standards and our institutional duty of care.



English Path
› 891 Greenford Rd,
Greenford, London,
United Kingdom
UB6 0HE
› +44 (0) 207 539 3548
› info@englishpath.com
› www.englishpath.com

“
*To create the world's most accessible
and innovative language school that
changes lives through education.*
”

Contents

1. Purpose and scope..... 3

2. Definitions 3

3. Roles and responsibilities 3

4. Policy and procedures 4

5. Related policies and relevant documents..... 5

6. Policy review 5

7. Appendices 5

Appendix A – Emergency Telephone Numbers by Location 6



English Path

› 891 Greenford Rd,
Greenford, London,
United Kingdom
UB6 0HE

› +44 (0) 207 539 3548
› info@englishpath.com
› www.englishpath.com



*To create the world's most accessible
and innovative language school that
changes lives through education.*



1. Purpose and scope

The aim of the emergency phone is to provide support and duty of care 24 hours a day, 7 days a week, 365 days a year to all EP students. The phone is manned by a member of EP staff. This policy aims to provide a basis for a consistent approach in how we respond to students experiencing difficulties, via the Emergency Phone.

The aims of EP, in respect of the emergency phone, are to:

- provide information, advice, and support.
- provide advice and information on alternative available support options.

EP owes a 'duty of care' to students and staff. The following outlines what is covered by 'duty of care':

- Duty to take positive steps regarding students' 'wellbeing.'
- Duty to exercise reasonable skill and care in the delivery of education, including the identification of students' needs and the provision of appropriate support to meet those needs.
- Duty to act reasonably to protect the health, safety, and welfare of students and staff.

2. Definitions

Backup rota: A pre-arranged schedule identifying staff available to cover emergency phone duties when the primary assignee is unavailable.

Duty of care: A legal and moral obligation to ensure the safety and well-being of students and staff.

Emergency phone: A dedicated mobile phone held by a designated staff member to provide 24/7 support to students.

Safeguarding lead: The designated member of staff responsible for managing concerns relating to the safety and welfare of students, especially minors.

3. Roles and responsibilities

All EP staff are expected to:

- Exercise duty of care in their dealings with students; if a person contacts the phone seeking support, staff should offer support to the best of their ability, or if needed seek appropriate assistance by contacting their line manager or emergency services.
- Treat each student with dignity.
- Recognise the boundaries of their roles, knowing where, when, and how to refer.



English Path

› 891 Greenford Rd,
Greenford, London,
United Kingdom
UB6 0HE

› +44 (0) 207 539 3548
› info@englishpath.com
› www.englishpath.com



*To create the world's most accessible
and innovative language school that
changes lives through education.*

4. Policy and procedures

EP Staff who will man the phone include:

- **Student Services Assistants, Officers, and Managers**
- **Young Learners Programme Coordinators**
- **Academic Coordinators**
- **Academic Managers**
- **Centre Managers**
- **Global Regional Managers**
- **Global Head of Young Learners**

The above staff will be rostered to man the phone on a weekly basis and will respond to each call regardless of the time or day. In the event of a missed call the person responsible shall return the call to the dialling number as soon as possible.

On receiving a call, EP staff should listen and offer support in a non-judgemental way. If the emergency is beyond the scope of EP staff, then the appropriate referral or services should be contacted. Staff should gather essential information including the student's name, location, contact number, and a brief description of the issue. Calls should be assessed based on the nature and severity of the issue:

- **Low-risk** (e.g., lost property, late arrivals): Offer advice or reassurance; inform the appropriate on-duty staff the next working day.
- **Moderate-risk** (e.g., missed transport, minor illness, low-level conflict): Provide immediate support and notify relevant staff within 12 hours.
- **High-risk** (e.g., accident, serious illness, safeguarding concern, distress): Immediately escalate to emergency services if necessary and inform the line manager or safeguarding lead without delay.

If the emergency is high risk and beyond the scope of EP staff, the appropriate referral or services should be contacted. In this situation, the person holding the emergency phone must contact their line manager or the designated safeguarding lead. All calls involving students under 18 must be referred to the safeguarding lead within the appropriate timelines, regardless of perceived severity.

If the assigned staff member is unable to answer or manage a call, a designated backup staff member must be contacted to ensure coverage. This backup rota must be communicated in advance to all those involved.

All staff members scheduled to hold the emergency phone should undergo induction and training in emergency response, safeguarding, and student welfare. This training ensures that staff are prepared to manage a range of situations sensitively and appropriately.

To ensure the safety and wellbeing of all staff, students, and visitors, the emergency telephone number relevant to each destination will be clearly displayed on the respective Destination Page of the official website in order to provide easy access to essential local contacts in case of emergencies.



English Path

› 891 Greenford Rd,
Greenford, London,
United Kingdom
UB6 0HE

› +44 (0) 207 539 3548
› info@englishpath.com
› www.englishpath.com



*To create the world's most accessible
and innovative language school that
changes lives through education.*

This policy is integral to EP's duty of care and ensures that student welfare is always prioritised, in line with accreditation standards and our institutional values.

5. Related policies and relevant documents

Related Policies.

- Safeguarding Policy
- Statement of Student Rights and Responsibilities
- Health and Safety Policy
- Mental Health and Wellbeing Policy

The above policies are available on our [website](#).

Relevant Documents For Staff.

- Up to date Emergency Phone Rotas
- EP Emergency Phone Guide and FAQs
- List of Emergency Telephone Numbers By Location

The above documents can be found in the [Emergency Phone Folder](#).

6. Policy review

This policy will be reviewed annually to ensure continued alignment with applicable accreditation standards, current legislation, evolving best practices, and the strategic and operational needs of the school.

7. Appendices

- Appendix A – List of Emergency Telephone Numbers by Location.

**English Path**

› 891 Greenford Rd,
Greenford, London,
United Kingdom
UB6 0HE

› +44 (0) 207 539 3548
› info@englishpath.com
› www.englishpath.com

“

*To create the world's most accessible
and innovative language school that
changes lives through education.*

”

Appendix A – Emergency Telephone Numbers by Location

EP Location	Emergency Telephone Number	Relevant Head of Department
UK	+ 44 749 400 2815	Sian Matos – Head of Operations UK & Ireland
Dublin	+ 353 85 130 4200	Dominika Comas – Centre Manager Dublin
Malta	+ 356 9927 6152	Allen Lofaro – Head of Operations Europe
Paris	+ 33 753 197 437	Julia Diallo – Centre Manager Paris
Berlin	+ 49 305 485 4558	Tobias Kleim – Centre Manager Berlin
Toronto	+ 1 437 655 6453	Susan Vilhena – Centre Manager Toronto
Dubai	+ 971 058 257 8026	Gareth Smith – Head of Operations Dubai
Brisbane	+ 61 480 682 916	Mark Bailey – Head of Operations Australia
Young Learners	+ 44 7506 644 638	Romina Borderas – Head of Young Learners