



CHARTERHOUSE
ALMATY

MISSING STUDENT POLICY

1. Policy Statement

The safety, wellbeing and whereabouts of every student at Charterhouse Almaty are matters of the highest priority. As set out in the Safeguarding and Child Protection Policy, all adults working in the school share a collective responsibility for safeguarding students and may be required to take an active role in locating a student whose whereabouts become unknown.

This policy applies to students who go missing unexpectedly - that is, students whose absence is unplanned, unexplained and without authorisation. It does not apply to cases of prolonged non-attendance or withdrawal from school.

The procedures in this policy ensure a rapid, coordinated response in the event that a student cannot be accounted for, reflecting the standards and expectations of our parent school, Charterhouse, UK, while being adapted for a day-school environment in Kazakhstan.

2. Aims

This policy aims to:

- ensure that all students are accounted for throughout the school day;
- provide clear procedures for responding swiftly and safely when a student's whereabouts are unknown;
- establish a coordinated response involving the teaching staff, the Senior Leadership Team, security personnel and, where needed, external authorities;
- minimise risk by ensuring all staff understand their responsibilities regarding attendance, registration and supervision;
- maintain accurate records of attendance and movements around the school site using iSAMS;
- ensure parents are informed promptly and appropriately in the event of a missing student.

3. Practice and Procedures

3.1 Registration and Awareness of Student Movements

Charterhouse Almaty uses iSAMS for all attendance registration.

Teachers register students:

- in the Junior School - at morning and afternoon registration;
- in the Senior School – at morning registration and at the start of every lesson;
- at all other supervised activities, including Floreat (co-curricular) activities.

Any student marked as Out of School (appointments, authorised absences) must be recorded accurately so that their whereabouts remain always known. Failure to appear at a scheduled lesson, activity or registration point, without prior recorded authorisation, constitutes an unexplained absence.

3.2 Identifying a Missing Student

A student is considered missing if:

- they fail to arrive at a scheduled registration point.
- they fail to attend a lesson or a co-curricular activity unexpectedly.
- they are reported missing by another student or adult.

If the absence is not accounted for on iSAMS and cannot be explained by staff, the student is considered unaccounted for, and the Missing Student Procedure must begin immediately.

The iSAMS 'Alert' function must be used to notify academic staff instantly. At that moment, responsibility for coordinating the search transfers to the Deputy Head of the respective school phase.

3.3 Missing Student Procedure

NB: Wherever possible, checks must be conducted in person or by phone, not by email.

Step 1 – Immediate Notification

The teacher or supervising adult must inform the appropriate Deputy Head of their student's section or, in their absence, another member of the Senior Leadership Team.

Step 2 – Initial Checks

The Deputy Head / SLT member checks:

- iSAMS attendance and Out-of-School records;
- sign-in/out logs for authorised departures;
- lists of trips, activities or offsite visits.

Step 3 – Wider Enquiries

If no explanation is found, the Deputy Head / SLT member checks with:

- the School Nurse / medical team;
- any staff who recently saw or taught the student;
- friends or peers who may have relevant information.

Friends may be asked whether the student has contacted them or shared any location information.

Step 4 – Search of Campus

The Deputy / SLT member conducts a systematic search of relevant areas, with the support of other staff, including:

- the academic buildings;
- the Globe Theatre;
- Floreat spaces;
- outdoor areas;
- toilets.

Step 5 – Inform the Head, Security and the relevant Head of School

If the student is still missing, the Deputy Head / SLT member must inform:

- the Head;
- the Head of Security / on-duty security personnel;
- the Head of Junior / Senior School (as relevant).

The security team will assist with perimeter checks, gate monitoring and vehicle movement reviews.

Step 6 – Informing Parents and Police

If the extended campus search is unsuccessful:

- Parents are informed and kept updated.
- A coordinated search is initiated in the immediate vicinity of the campus.
- The General Director contacts the police.

Step 7 – Resolution and Reporting

Once the student is found:

- All staff involved in the incident are informed and the search is stood down.
- Parents and police (if necessary) receive immediate notification.
- The relevant Deputy Head prepares a written report for the Head, which is retained on the student's file.

4. Assessment and Record Keeping

All missing-student events are recorded securely on iSAMS. Records are retained in compliance with local laws and UK-aligned safeguarding standards.

After any incident, the relevant Deputy Head conducts a review to determine causes, evaluate the response and identify preventive measures.

5. Staffing and Resources

Post-holder/Resource	Responsibilities
The Head	- Must be informed if the student remains missing following the campus search - Provides senior oversight of the school's response and any further action required - Receives and reviews the written incident report prepared by the relevant Deputy Head
General Director	- Contacts the police if the extended campus search has been unsuccessful - Supports liaison with the police and other relevant Kazakhstan authorities, where required
Head of Junior School; Head of Senior School	- Must be informed when a student in their phase remains missing following the initial enquiries and campus search - Support the response within the relevant school phase
Deputy Head (Senior School)	- Oversees missing-student procedures in the Senior School - Coordinates the initial checks, wider enquiries and campus search - Coordinates the response across academic staff, SLT colleagues, the medical team and security personnel - Ensures that the Head, Head of Security and Head of Senior School are informed at the appropriate stage - Prepares the written incident report and conducts the post-incident review
Deputy Head (Junior School)	- Oversees missing-student procedures in the Junior School - Coordinates the initial checks, wider enquiries and campus search - Coordinates the response across academic staff, SLT colleagues, the medical team and security personnel - Ensures that the Head, Head of Security and Head of Junior School are informed at the appropriate stage - Prepares the written incident report and conducts the post-incident review
All Academic Staff	- Receive induction and refresher training on their responsibilities for recording and monitoring attendance - Use iSAMS registers and alerts accurately and promptly - Report and respond immediately to any unexplained student absence
Security Staff	- Support missing-student searches in a safeguarding-appropriate manner - Check and monitor campus access points, gates and the perimeter - Review or report relevant vehicle movements when directed - Report findings promptly to the Head of Security and coordinating senior leader
Abercrombie Medical Centre Staff	- Confirm whether the student has attended the Abercrombie Medical Centre or has left school for an authorised medical reason - Provide relevant medical or welfare information to the coordinating Deputy Head or SLT member
Reception and Office Staff	- Check sign-in and sign-out records, and records of authorised departures, when requested - Provide any relevant information promptly to the coordinating Deputy Head or SLT member - Assist with parent communication when directed

Floreat Staff (including external providers)	○ Check and record attendance for all activities and sessions ○ Report any unexplained absences immediately to the relevant Deputy Head ○ Ensure students remain supervised throughout activities ○ Provide information about the student's last known whereabouts and assist with searches when directed
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