



RD Homeschool LTD Online Tuition Emergency Response Plan 2024 - 2025

At RD Homeschool LTD, the safety and well-being of our students and staff are our top priority. This Emergency Response Plan outlines the procedures to be followed in the event of an emergency during online tuition sessions.

1. Types of Emergencies

- Technical Issues: Internet outages, software malfunctions, or hardware failures.
- Medical Emergencies: Sudden illness or injury of a student or tutor during an online session.
- Personal Emergencies: Family emergencies or unexpected events that affect the student or tutor's ability to participate.
- Security Threats: Unauthorised access or cyber threats affecting the online learning environment.

2. Immediate Response Actions

Technical Issues

- Loss of Internet Connection:
 - o If the tutor loses connection: The tutor will attempt to reconnect immediately. If reconnection is not possible within 10 minutes, the session will be rescheduled.
 - o If the student loses connection: The student should attempt to reconnect. If reconnection is not possible within 10 minutes, the tutor will contact the student or parent/guardian to reschedule or make accessible, a recording of the session. The student/parent/guardian can request further support from the tutor.
- Software or Hardware Failures:
 - o The tutor will inform the student and parent/guardian of the issue and provide an estimated time to resolve it. If the issue cannot be resolved promptly, the session will be rescheduled.

Medical Emergencies

- During a Session:
 - o If a student or tutor experiences a medical emergency, the session will be paused immediately. The tutor will contact the parent/guardian (if the student is affected) or seek help (if the tutor is affected).
 - o Emergency Contact: Ensure that emergency contact information for both the student and tutor is up to date and easily accessible.
- Post-Emergency:
 - o A follow-up will be conducted to check on the well-being of the affected individual. Sessions will be rescheduled as appropriate.



Personal Emergencies

- Student:
 - The parent/guardian should inform the tutor as soon as possible if the student cannot attend the session due to a personal emergency. A recording of the session will be made available in the first instance.
- Tutor:
 - The tutor will inform the student and parent/guardian if they cannot conduct the session due to a personal emergency. The session will be rescheduled.

Security Threats

- Unauthorised Access:
 - If unauthorised access or a cyber threat is detected during a session, the tutor will immediately end the session and report the incident to RD Homeschool LTD's technical support team.
 - Affected parties will be informed, and steps will be taken to secure the online platform.
- Data Breach:
 - Any data breach will be reported to the appropriate authorities, and affected individuals will be notified promptly. Measures will be taken to prevent future incidents.

3. Communication Plan

- Emergency Contact List: Maintain an updated list of emergency contacts for all students and tutors, including phone numbers and email addresses.
- Notification Procedures:
 - Immediate notification to parents/guardians in the event of a medical or personal emergency involving a student.
 - Immediate notification to the RD Homeschool LTD management team in the event of a medical or personal emergency involving a tutor.
 - Regular updates to be provided to all parties involved during the resolution of an emergency.

4. Follow-Up Actions

- Review and Debrief:
 - After an emergency, conduct a review to understand what happened and how it was handled. Identify any areas for improvement.
- Support:
 - Provide support to students, parents/guardians, and tutors affected by the emergency. This may include counselling services or additional academic support.
- Documentation:
 - Document all emergencies and the responses taken. This information will be used to improve future emergency responses.



5. Prevention and Preparedness

- Training:
 - o Regular training for tutors on emergency response procedures, including handling technical issues, medical emergencies, and security threats.
- Technology Checks:
 - o Regular checks and maintenance of the online tuition platform to ensure reliability and security.
- Emergency Drills:
 - o Conduct periodic drills to ensure readiness in the event of an emergency.

Thank you for your attention to this important policy. If you have any questions or need further clarification, please do not hesitate to contact us at contact@rdhomeschool.com.