

Student Supervision Policy

Responsibility & Emergency Procedures

Lead Teacher

We take safeguarding children and animal welfare very seriously and we want to work with you to support your students during their visit today. As the identified lead teacher, you are responsible for ensuring adequate supervision of your students at all times during their trip. This is clearly stated in our Risk Assessment guidance for schools.

All students visiting on primary-age or secondary-age education tickets must be with a supervising adult at all times whilst in the zoo, including in our shop and all walk-through exhibits. Students visiting on Post-16 or Higher Education tickets do not need to be with an adult at all times, but school staff must be in the zoo and contactable during the trip. At least one member of teaching staff must be in attendance throughout any pre-booked educational activity.

To enable student supervision, London Zoo allows free entry for supervising adults. Please read the following carefully to ensure you are clear of your responsibility to supervise your students and what to do if a student goes missing or if there is an emergency situation.

As the lead teacher for your trip, it is your responsibility to ensure the following:

All of your students know:

- Who will be supervising them today
- The standard of behaviour expected of them
- What to do in the event of an emergency
- What to do if they lose contact with their supervising adult at any point on the trip

All of your supervising adults know:

- Who they are supervising
- The standard of behaviour expected of them and the students
- What to do in the event of an emergency

The majority of our visitors show exemplary behaviour, but we have had incidences where unsupervised students have behaved in a way that jeopardises their safety, is disruptive to other visitors or compromises the well-being of our animals. If any student from your school is found to be acting in a way that is disruptive, aggressive or compromises the health and well-being of our animals:

- You will be called on the telephone number you have given us and asked to meet your students.
- Your head teacher will be contacted and your whole group may be asked to leave the zoo
- Your school may be invoiced for the free supervising adults if we feel that you have not put in place adequate supervision requirements.

In the event that **one of your students is missing** whilst at the zoo, please alert the nearest member of staff or volunteer and they will initiate our Lost Child Protocol.

In the event of **an emergency onsite**, please follow the instructions of the nearest member of ZSL staff or volunteer.

Thank you for your support and we hope you all have a wonderful time at the zoo.

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Supervising Adults

We take safeguarding children and animal welfare very seriously and we want to work with you to support your students during their visit today. As an identified supervising adult, your school has identified you as being responsible for the safety and well-being of the students in your group. Therefore, please ensure you have adequate supervision measures in place.

All students visiting on primary-age or secondary-age education tickets must be with a supervising adult at all times whilst in the zoo, including in our shop and all walk-through exhibits. Students visiting on Post-16 or Higher Education tickets do not need to be with an adult at all times, but school staff must be in the zoo and contactable during the trip. At least one member of teaching staff must be in attendance throughout any pre-booked educational activity.

Please read the following carefully to ensure you are clear of your responsibility to supervise your students and what to do if a student goes missing or if there is an emergency situation.

As a supervising adult, you acknowledge your responsibility to ensure all the students in your group know:

- Who is supervising them today
- The standard of behaviour expected of them
- What to do in the event of an emergency
- What to do if they lose contact with you at any point on the trip

The majority of our visitors show exemplary behaviour, but we have had incidences where unsupervised students have behaved in a way that jeopardises their safety, is disruptive to other visitors or compromises the well-being of our animals. If any student from your school is found to be acting in a way that is disruptive, aggressive or compromises the health and well-being of our animals:

- Your identified lead teacher will be called and asked to meet you and your students
- Your head teacher will be contacted and your whole group may be asked to leave the zoo
- Your school may be invoiced for the free supervising adults if we feel that you have not put in place adequate supervision requirements.

In the event that **one of your students is missing** whilst at the zoo, please alert the nearest member of staff or volunteer and they will initiate our Lost Child Protocol.

In the event of **an emergency onsite**, please follow the instructions of the nearest member of ZSL staff or volunteer.

Thank you for your support and we hope you all have a wonderful time at the zoo.