



Schola Europaea/Bureau du Secrétaire général

Unité Développement pédagogique

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Lignes directrices pour l'organisation de la mobilité des élèves au sein du réseau des Écoles européennes

Approuvé par voie de la Procédure écrite accélérée 2024/42 le 15 novembre 2024

Entrée en vigueur immédiate

Ce document annule et remplace le document 2016-01-D-49-fr-6.

1. Cadre général

Un programme de mobilité à l'étranger donne à l'élève l'occasion de se développer plus intensément à maints égards, par exemple par l'amélioration de ses compétences linguistiques et l'acquisition d'une certaine maturité liée à l'expérience d'un environnement éducatif et culturel différent.

Les Écoles européennes et les Écoles européennes agréées ont la possibilité d'accueillir d'autres élèves et d'aider leurs propres élèves à se rendre dans d'autres écoles. Ces deux activités peuvent constituer de véritables échanges ou des séjours à sens unique (voir 6. *Glossaire* pour plus de détails). On les appelle toutes deux le « programme de mobilité des élèves ».

Le programme de mobilité des élèves a lieu au cours du premier semestre de la s5. Toutefois, lorsque cela se justifie, il est également possible de le mettre en place lors du 1^{er} semestre de la s4. La durée d'un séjour est d'un semestre et celui prend fin le dernier jour d'école avant les vacances de Noël.

Les élèves et les parents/représentants légaux doivent être informés à l'avance des procédures de mobilité.

2. Procédures

L'école d'origine et l'école d'accueil désignent toutes deux des personnes de contact afin de faciliter le programme de mobilité des élèves dans chaque école :

- a) un **coordinateur de la mobilité** (par exemple, un enseignant, un conseiller d'éducation ou un autre membre du personnel),
- b) un **représentant de l'association de parents**,
- c) des **mentors** (membres du personnel, normalement des conseillers d'éducation ou des enseignants¹)

Les rôles et responsabilités des personnes de contact et des autres parties concernées sont décrits à l'*annexe 1 : Rôles et responsabilités*.

Les élèves introduisent leur demande de mobilité pour l'année scolaire suivante par le biais d'un [formulaire de candidature en ligne](#) (Online Application Form), avant la fin de la première semaine de cours suivant les vacances de Noël. Les candidats peuvent choisir un maximum de trois écoles du réseau des Écoles européennes.

Un processus de présélection structuré mené par l'école d'origine permettra d'établir une liste des candidats éligibles. Les élèves candidats seront évalués globalement, y compris selon leur attitude à l'égard de l'apprentissage, leur motivation et leur engagement, et pas uniquement leurs résultats scolaires. Les élèves ayant des antécédents de violations graves du règlement ne peuvent être jugés éligibles pour le programme de mobilité. Il est recommandé d'inclure le conseil de classe dans le processus de présélection. La décision finale appartient au directeur.

Dès que le processus de présélection est terminé, l'école d'origine informe tous les acteurs concernés (l'élève candidat et sa famille, les coordinateurs de la mobilité de l'école d'accueil). Un document d'information sera envoyé aux élèves retenus, indiquant que la mobilité sera organisée selon les disponibilités de l'école d'accueil et à condition qu'un hébergement adéquat soit assuré dans une famille d'accueil. Dans un souci de préservation de l'autonomie

¹ Dans les petites écoles, le coordinateur de la mobilité peut également jouer le rôle de mentor.

de l'école, le nombre d'élèves acceptés pour un programme de mobilité doit tenir de la capacité de l'école d'accueil et être en relation directe avec la cohorte d'élèves de s5 de l'école d'accueil. Une famille d'accueil doit confirmer qu'elle recevra l'élève avant que les deux écoles ne donnent leur approbation concernant la mobilité. Une famille d'accueil peut être trouvée soit de manière indépendante par la famille de l'élève candidat, par l'intermédiaire du coordinateur mobilité, soit par l'intermédiaire de la personne de contact de l'association de parents de l'école qui accueillera l'élève.

Avant l'approbation définitive du programme, tous les documents et accords nécessaires doivent être complétés et remis (voir 7. *Annexes*). Les élèves retenus pour le programme doivent remettre le formulaire de santé confidentiel (annexe 2) au début de leur programme de mobilité.

La procédure de présélection organisée par l'école d'origine devrait être finalisée avant la fin de la troisième semaine de février. La procédure de sélection devrait être finalisée avant le 30 avril de l'année scolaire précédant le programme de mobilité. Les parties prenantes concernées doivent être informées à l'avance afin de bénéficier de suffisamment de temps pour remplir leur rôle.

3. Aspects pédagogiques

a) Programme

En règle générale, le programme de l'élève qui bénéficie du programme doit être reproduit, dans la mesure du possible, dans l'école d'accueil. L'école d'accueil aide l'élève à suivre les matières obligatoires de l'école d'origine, ainsi que le plus grand nombre possible de matières à option. Pour des raisons d'emploi du temps ou d'organisation au niveau local, des écarts par rapport aux matières à option choisies par l'école d'origine peuvent être envisagés dans l'intérêt de l'élève.

b) Section linguistique

La section linguistique de l'école d'accueil est normalement la même que celle de l'école d'origine. Un élève qui ne trouve pas de section dans sa L1 dans l'école qui l'accueille est traité comme un élève sans section linguistique (SWALS), à condition que le cours de sa L1 soit dispensé en s5 dans l'école d'accueil. À l'inverse, un élève SWALS qui trouve une section correspondant à sa L1 dans l'école qui l'accueille intègre la section de sa L1.

c) Situation individuelle

L'élève qui participe au programme devrait normalement bénéficier des mêmes aménagements de soutien scolaires et arrangements spéciaux dans l'école d'accueil que dans l'école d'origine (par exemple, utilisation d'un ordinateur portable, temps supplémentaire pour les évaluations, etc.). Cela s'applique également à toute mesure spéciale pour les élèves disposant de talents ou de capacités particuliers (par exemple, athlètes d'élite, jeunes artistes, etc.). L'école d'accueil doit prendre cela en considération.

d) Évaluation

Les évaluations doivent être organisées conformément aux règles et règlements des Écoles européennes. Les élèves retourneront dans leur école d'origine avec des notes A et B pour toutes les matières étudiées. Si l'élève ne peut obtenir la note B parce que l'épreuve B de l'école d'accueil a lieu après les vacances de Noël, la direction de l'école d'origine décidera d'organiser l'épreuve B dans ses locaux ou de compter double la note B du second semestre pour le calcul de la note finale.

Il appartient à l'élève de rattraper son retard si le programme de ces deux écoles diffère. Si certaines matières ne sont pas enseignées dans l'école qui accueille l'élève, les résultats obtenus au deuxième semestre de l'école d'origine comptent double pour le calcul de la note finale.

À la fin du séjour, l'école qui a accueilli l'élève transmettra au Directeur de son école d'origine un rapport signé par son Directeur.

4. Aspects administratifs

a) Finances

Ces séjours ne doivent pas entraîner de coûts supplémentaires pour l'école qui accueille un élève dans le cadre d'un programme de mobilité. Les élèves participant à un tel programme doivent satisfaire à leurs obligations financières (minerval) à l'égard de l'école qui l'envoie.

b) Assurance

Les élèves participants doivent prouver à l'école d'accueil (par l'intermédiaire du coordinateur mobilité) et à la famille d'accueil qu'ils sont couverts par une assurance suffisante (santé, voyage, accident, responsabilité civile), et ce avant le début de programme de mobilité.

5. Conclusion

Toutes les Écoles européennes et Écoles européennes agréées participant au programme de mobilité des élèves doivent suivre les lignes directrices et utiliser les formulaires annexés au présent document. Cette approche garantira une organisation harmonisée et efficace du programme.

6. Glossaire

- **Échange** : Un établissement scolaire envoie un élève dans le cadre d'un programme mobilité et reçoit un élève de ce même établissement d'accueil ; les élèves « échangent » d'école, éventuellement aussi de famille.
- **Mobilité à sens unique** : Un établissement scolaire envoie un élève et ne reçoit pas en retour un élève de ce même établissement d'accueil.
- **École d'origine** : L'école d'origine de l'élève. L'école dans laquelle l'élève retenu pour le programme de mobilité est actuellement inscrit.
- **École d'accueil** : L'école que l'élève fréquente dans le cadre de son séjour, probablement dans un pays étranger. L'école fournit des services éducatifs et une immersion culturelle à l'élève bénéficiant du programme, en règle générale pendant le premier semestre de la s5.
- **Coordinateur mobilité** : Un enseignant, un conseiller d'éducation ou un autre membre du personnel qui coordonne le programme de mobilité des élèves dans chaque école (école d'origine et école d'accueil). Il est notamment chargé d'informer toutes les parties concernées sur le programme, d'organiser le processus de présélection et de sélection, et d'assurer la communication avec les autres coordinateurs de la mobilité, les collègues et le représentant de l'association de parents pour diriger les mobilités.
- **Famille d'accueil** : Une famille qui accepte qu'un élève séjourne chez elle pendant un semestre dans le cadre d'un programme de mobilité. Les familles d'accueil offrent un logement, un soutien culturel et un environnement accueillant aux élèves qui visitent une école différente.

- **Mentor** : Un membre du personnel, généralement des conseillers d'éducation ou des enseignants désignés par l'école d'accueil pour apporter leur soutien à l'élève participant au programme de mobilité. Le mentor apporte son soutien aux élèves pour les questions pédagogiques et d'autres aspects liés à la vie scolaire. Le mentor s'assure du bien-être de l'élève participant au programme de mobilité.

7. Annexes et formulaires en ligne

Les présentes directives contiennent quatre annexes :

Annexe 1 : Rôles et responsabilités

Annexe 2 : Formulaire de santé confidentiel

Annexe 3 : Formulaire de consentement à la participation

Annexe 4 : Lignes directrices sur la gestion des crises

Lien vers les formulaires MS *Formulaire de candidature en ligne* :

<https://forms.office.com/Pages/ShareFormPage.aspx?id=aeA505McU0OzBwsicDW6QmNVbKsjuFIPmWVW0cLXizNUNURaVUk5UDZUOTU3QjZQQkhQNzRRVUpJUy4u&sharetoken=xIE9aTHqHYEbiTSNRyV2>

8. Avis du Conseil d'inspection secondaire

Le Conseil d'inspection secondaire a émis un avis favorable sur les lignes directrices révisées. Le document devrait être présenté au CPM pour approbation avec une entrée en vigueur immédiate.

9. Avis du Comité pédagogique mixte

Le Comité pédagogique mixte émet un avis favorable. Néanmoins, compte tenu des interventions des membres, ce document doit faire l'objet d'une révision, en particulier par le délégué à la protection des données en ce qui concerne les questions délicates liées au RGPD et aux aspects juridiques. Le délai d'entrée en vigueur étant court, une réunion avec certaines parties prenantes sera organisée dès que possible afin de finaliser le document avant son approbation par le CPM par le biais d'une procédure écrite accélérée.

10. Décision du Comité pédagogique mixte

Le comité pédagogique mixte a approuvé le document 2016-01-D-49-en-6 *Lignes directrices révisées pour l'organisation de la mobilité des élèves au sein du réseau des Écoles européennes* au moyen de la procédure écrite accélérée 2024/42, avec entrée en vigueur immédiate. La présente version du document tient compte des commentaires émis par la Commission et InterParents au cours de la procédure.

La présente version finale du document, portant la référence 2024-11-D-22, sera envoyée aux écoles, accompagnée d'un memorandum, et sera également publiée sur le site web www.eursec.eu. Ce document annule et remplace le document 2016-01-D-49-xx-6.

Annex 1: Roles and Responsibilities

1. The sending school

- ▶ Nominates a Mobility Coordinator (teacher/other member of staff).
- ▶ Ensures that the Mobility Coordinator has all the necessary means (resources and help from colleagues) to support the pupil's mobility in the best possible way.
- ▶ School Management advised by the Class Council decides about a pupil's participation in the programme.

The **Mobility Coordinator**, in collaboration with their colleagues, will:

- Prepare the selection of suitable pupils.
- Prepare the pupil for the mobility providing advice about behaviour and practical aspects.
- Act as the link between the sending school and the host school, the pupil, their parent(s)/legal representative(s) and mentor(s) and share necessary information and documents, such as the *Online Application Form*.
- Treat all personal data received in the framework of this action as confidential and process them in accordance with the school's privacy policy for the Pupil's Mobility Programme.
- Communicate regularly with the Mobility Coordinator in the host school.
- Provide support to the pupil to help reintegration into the home community.
- Keep the *Online Application Form* and the Consent form for participation until the end of the mobility.

2. The host school

- ▶ Nominates a Mobility Coordinator and (a) mentor(s) (the latter should be responsible for pedagogical aspects and other school-related tasks, may be the educational advisor/a teacher/member of staff).
- ▶ Provides the Mobility Coordinator and the mentor(s) (if applicable) with all the necessary means (resources and help from colleagues) to facilitate the integration and follow-up of the visiting pupil.

The **Mobility Coordinator**, in collaboration with mentors and colleagues, will:

- Act as the link between the sending school and the host school, the pupil, their parent(s)/legal representative(s) and mentor(s) and share necessary information and documents.
- Treat all personal data received in the framework of this programme as confidential.
- Establish contact with the host family before the pupil arrives.
- Be aware of child protection issues.
- Together with the mentor introduce the pupil in the school and help them adjust to the new school system.
- Together with the mentor support the pupil throughout the mobility and be easily reachable for the pupil and the host family.
- Add the visiting pupil to the School Insurance.

- Contact the insurance company where necessary (if an incident at school happens).
- Maintain records of host family details.
- Contact parent(s)/legal representative(s) of the pupil/Mobility Coordinator at sending school in case of an emergency.
- In case of a serious breach of the rules of conduct/laws of the host country decide with the agreement of the School Management to terminate the pupil's mobility (see *Annex 4 Guidance on Crisis Management* for more information).
- Have available for cases of emergency:
 - a copy of the pupil's European Health Insurance Card
 - a copy of the completed *Confidential Health Form (Annex 2)* in a sealed envelope
- Assist the School Management in carrying out the end-of-stay evaluation of the pupil's mobility.
- Assist the sending school with any follow-up or evaluation.

3. The host school's Parents' Association

- ▶ Facilitates finding the host family, if not organised by the sending family itself.
- ▶ Treat all personal data received from the school as confidential and process them in accordance with the school's privacy policy for the Pupil's Mobility Programme.
- ▶ Keeps in touch with the Mobility Coordinator of the host school regarding host family related issues.

4. The host family

The Pupils' Mobility Programme gives pupils the opportunity to spend one semester in a European or Accredited European School abroad. Staying in a host family is part of the intercultural experience and facilitates the pupil's integration in the host country and culture.

This section provides guidelines for the relationship between the hosted pupil and the host family by outlining its role, responsibilities, and rights in this respect.

The pupil that will be hosted receives pocket money from their parent(s)/legal representative(s) as well as means contributing to costs incurred during the stay, such as costs linked to local transport or learning materials. The transfer of the pupil is organised and secured by the pupil's parent(s)/legal representative(s). Furthermore, they will be covered in terms of medical care and personal liability during the stay through insurance provided by the parent(s)/legal representative(s).

Role

Being a host family is not just about providing board and lodging. There are two further important functions in relation to the well-being of the pupil and the success of their stay:

- ▶ Facilitator

The stay in a host family constitutes a very important part of the pupil's learning process. Through daily interaction with host parents and siblings, the pupil acquires valuable insights into cultural differences as well as proficiency in a foreign language. It is therefore important that the pupil is not treated as a guest or lodger but is integrated into family life to the greatest extent possible.

MOBILITÉ DES ÉLÈVES DANS LE RÉSEAU DES ÉCOLES EUROPÉENNES

► Parental authority

The pupil is a young person who may have little or no prior experience of the culture and attitudes of the host country. They will consequently need the host family's help in relation to many aspects of daily life. This also means providing clear guidelines for their behaviour, what is acceptable and what is not, as a parent or legal representative would do.

Responsibilities

The host family will:

- Make sure that all family members fully understand their rights and responsibilities as a host family.
- Welcome the pupil into their home for a duration of one semester.
- Provide the pupil with suitable board and lodging free of charge.
- Integrate the pupil into family life to the greatest extent possible.
- Inform the pupil about household rules.
- Inform the pupil about customs and help them integrate into the culture and mentality of the host country, easing the pupil's transition and possible "culture shock".
- Ensure that the pupil is not left alone overnight (e.g., at weekends or holidays). If this implies significant extra costs, this should be agreed on in advance with the pupil's parent(s)/legal representative(s). If the host family travels abroad with the pupil, they should take into account the possible insurance and liability implications.
- Help ensure that the pupil attends school on a regular basis, including ensuring that adequate transportation facilities between the school and home are available.
- Help ensure that the pupil observes the rules of conduct for pupils of the host school.
- Communicate with the pupil's mentor/Mobility Coordinator at the host school in the event of any problems.
- Not terminate the stay of the pupil abruptly and unilaterally without a prior attempt at mediation (except in the cases outlined below under 'rights').
- Familiarise themselves with child protection requirements and abide by them.
- Read about the risks and emergency procedures set out in *Annex 4: Guidance on Crisis Management* and follow them in case of emergency or crisis.
- Have available for cases of emergency:
 - a copy of the pupil's European Health Insurance Card
 - a copy of the completed *Confidential Health Form (Annex 2)* in a sealed envelope
- Keep all personal data concerning the pupil and any other personal data under this programme confidential.

Rights:

During their stay in the host family, the pupil will be under the authority of the host parent(s), but they are also part of a team. The host school has appointed a mentor for the pupil, to whom the host family can turn for information, advice or just to discuss any aspect of the pupil's stay in the host family. The mentor will also try to mediate in cases where problems between the host family and the pupil have reached a stage where they — or the pupil — deem that outside intervention is required.

Where this is not sufficient, the host family has the following rights:

MOBILITÉ DES ÉLÈVES DANS LE RÉSEAU DES ÉCOLES EUROPÉENNES

- In the event of a serious breach of rules by the pupil (as defined by the schools), the host family can ask for the termination of the pupil's stay in their home immediately and require that the host school arranges alternative accommodation or repatriation.
- in the event of irreconcilable personal differences between the host family and the pupil, and where mediation has been tried and not brought a solution acceptable to the host family, the host school must provide for alternative accommodation or repatriation of the pupil within a maximum of 3 days.
- In the event of death, illness or any other serious incident occurring in the host family, they can ask the host school to provide urgently for alternative accommodation or repatriation of the pupil (normally within up to 3 days).

5. The pupil

The pupil will:

- ▶ Prepare for the stay abroad (linguistic preparation if necessary, participation in training events provided).
- ▶ Nominate a pupil/friend in their home class as a facilitator (e.g. collecting material, copying/scanning work sheets, keeping the pupil up-to-date/informed).
- ▶ Get to know possible risks and emergency procedures (*Annex 4: Guidance on Crisis Management*) and act in accordance with them.
- ▶ Familiarize themselves with the laws concerning minors in the host country and abide by them.
- ▶ Participate in pre-departure and on-arrival information meetings.
- ▶ Follow the rules of conduct of the host school.
- ▶ Behave responsibly and not take unnecessary risks.
- ▶ Know who to contact in a crisis.
- ▶ Be sensitive to local codes and customs.
- ▶ Give the completed *Annex 2: Confidential Health Form* (in a sealed envelope) to the host family and the medical services of the host school.
- ▶ Recognise the host parent(s) and follow their rules as you would of your own parent(s)/legal representative(s).
- ▶ Keep all personal information concerning the host family confidential.
- ▶ Accept to be sent home earlier under circumstances outlined below; in case of (1) and (2) this will happen at the responsibility and cost of the parent(s)/legal representative(s):
 - 1) In case of a serious breach of the following rules:
 - Attending school is compulsory. The pupil is required to participate fully in school activities and to complete all assignments and schoolwork.
 - Use of alcohol and use of drugs is strictly forbidden.
 - Driving of any motorised vehicle is not allowed.
 - 2) If the pupil displays behaviour that is deemed inappropriate or offensive to the host community, endangers themselves or other people, or causes damage to property.
 - 3) For medical reasons
- ▶ Write a final report

6. The parent(s)/legal representative(s)

MOBILITÉ DES ÉLÈVES DANS LE RÉSEAU DES ÉCOLES EUROPÉENNES

The parent(s)/legal representative(s) of the participating pupil will:

- ▶ Provide all necessary information (no omissions) which might be relevant for a long stay abroad at the application stage (*Online Application Form, Annex 2: Confidential Health Form*).
- ▶ Get to know possible risks and emergency procedures (*Annex 4: Guidance on Crisis Management*).
- ▶ Get to know the laws concerning minors in the host country.
- ▶ Identify and select a host family.
- ▶ Provide the host family with necessary information, contacts and documentation.
- ▶ Keep all personal data concerning the host family confidential.
- ▶ Authorise the host family to sign any authorisation required by the host school for the pupil to participate in any school-sponsored activities, events or programmes.
- ▶ Arrange the pupil's travel to and from the host country.
- ▶ Financially support the pupil throughout the mobility (travel costs, extra expenses, etc.).
- ▶ Communicate any relevant problem to the Mobility Coordinator at the sending school.

MOBILITÉ DES ÉLÈVES DANS LE RÉSEAU DES ÉCOLES EUROPÉENNES

CONFIDENTIEL +++ CONFIDENTIEL +++ CONFIDENTIEL

Annex 2: Confidential Health Form

The pupil is taking part in the Pupils' Mobility Programme and will spend one semester (about 4 months) in a host school and living with a host family abroad.

The pupil's doctor who is not an immediate relative of the pupil must provide the parents with an attestation of fitness for participation certifying that they have examined the pupil and that, to the best of their knowledge, the pupil is in good health and fit to participate to the Pupils' Mobility Programme. This attestation will be shown to the Mobility Coordinator of the sending school.

In addition to this certificate, the *Confidential Health Form* must be also completed by the pupil's doctor who is not an immediate relative of the pupil. Incorrect or incomplete information on their health could lead to problems while abroad. This will Form be duplicated and put into two sealed envelopes. The pupil will bring the envelopes on their mobility and give one envelope to the medical services of the host school and the other envelope to the host family. The envelopes can only be opened by a doctor treating the pupil where medically necessary.

Pupil's Name:	Home Country:	Date of birth:
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1. Does the pupil have any ongoing medical conditions? (e.g., asthma, diabetes, epilepsy, allergies, heart conditions, etc.) YES NO

If yes, please describe:

2. Does the pupil have any known allergies? (e.g., food, medication, insect bites, environmental, etc.) YES NO

If yes, please describe:

3. Is the pupil currently taking medication or injections (other than those mentioned previously)? YES NO

If yes, identify the medication, reason for usage, dosage and frequency:

4. Is there a history of, or present evidence of, an emotional, nervous or eating disorder? YES NO

If yes, a FULL report by the specialist and a statement by the parent(s)/legal representative(s) about the illness or specific problem must be attached. Note: Placement in a foreign host family, school and community requires adjustment which often involves emotional stress. It will not be a time for relaxation or temporary relief from any current therapy. If the pupil is experiencing current emotional, physical,

MOBILITÉ DES ÉLÈVES DANS LE RÉSEAU DES ÉCOLES EUROPÉENNES

CONFIDENTIEL +++ CONFIDENTIEL +++ CONFIDENTIEL

personal or family difficulties, these difficulties can be severely exacerbated by the adjustment demands of the programme. Therefore, you are requested to evaluate carefully the pupil's current or previous condition and treatment along with their ability to manage potential adjustment anxieties and stress in a foreign environment.

5. Are there any health limitations or restrictions on the pupil's activities and/or sports participation or any medical information which should be considered for a home/school placement?
 YES NO

If yes, please describe:

6. Pupil has had the following immunisations, if yes, please specify day, month and year (or if possible, attach a copy of vaccination card):

	NO	YES	dd-mm-yy		NO	YES	dd-mm-yy
Measles	<input type="checkbox"/>	<input type="checkbox"/>		Tetanus	<input type="checkbox"/>	<input type="checkbox"/>	
Poliomyelitis	<input type="checkbox"/>	<input type="checkbox"/>		Mumps	<input type="checkbox"/>	<input type="checkbox"/>	
BCG	<input type="checkbox"/>	<input type="checkbox"/>		Rubella	<input type="checkbox"/>	<input type="checkbox"/>	
Hepatitis B	<input type="checkbox"/>	<input type="checkbox"/>		Diphtheria	<input type="checkbox"/>	<input type="checkbox"/>	
Pertussis	<input type="checkbox"/>	<input type="checkbox"/>		Other	<input type="checkbox"/>	<input type="checkbox"/>	

If other, please describe:

Signatures:

I, the undersigned, certify that a thorough physical examination of the pupil has been made and all important recent medical information has been included in the *Confidential Health Form*, that nothing relevant has been omitted, and that the pupil is able to travel. I understand that the omission of any information could be harmful to the pupil's health care and could result in early termination of the programme.

Doctor's Name and Degree		Stamp and Signature	
Contact details (address, phone, e-mail – if applicable):		Date	

MOBILITÉ DES ÉLÈVES DANS LE RÉSEAU DES ÉCOLES EUROPÉENNES

CONFIDENTIEL +++ CONFIDENTIEL +++ CONFIDENTIEL

I, the undersigned, confirm that the information contained in this *Confidential Health Form* is correct and complete and that inaccurate or incomplete information could be harmful to the pupil's health care and could result in early termination of the mobility. I agree that the envelope containing this form can be disclosed to a doctor treating the pupil while on mobility where medically necessary. If necessary, I agree to communicate all relevant information relating to the health of the pupil to the host school and the host family. All personal data will be treated as confidential.

Pupil's signature (if they are not a minor)	Date
Parent(s)'s/Legal representatives(s)'s signature(s)	Date

Annex 3: Consent form for participation

I, the undersigned parent/guardian, hereby consent for my child to participate in the Pupils' Mobility Programme, including preparation and follow-up activities. To this end:

1. [Acknowledgment of the Programme's documents](#)

I acknowledge that I have read and understood the following documents: Annex 1 – Roles and Responsibilities, Annex 2 – Confidential Health Form, and Annex 3 – Guidance on Crisis Management. Upon acceptance of my child's participation by both the sending and host schools, I will arrange for a doctor to complete the Confidential Health Form.

2. [Privacy and data protection](#)

I understand that the data provided in relation to my child's participation in the Pupils' Mobility Programme will be processed in accordance with the school's privacy policy (link to be added by the school). This may include the sharing of relevant information with the Parents' association as necessary. For more information or any concerns regarding data processing, I may contact the school's Data Protection Officer.

3. [Consent for photos and videos](#)

I grant the host school permission to take photographs, videos, and/or audio recordings of my child, and to use, publish, and/or reproduce them, in whole or in part, for educational or informational purposes in materials produced by the host school, such as internal newsletters, school website and other related publications (please tick the appropriate box).

YES NO

4. [Consent for medical treatment](#)

I agree to the participating pupil receiving necessary medication and any emergency dental, medical or surgical treatment, including aesthetic or blood transfusion, as considered necessary by the medical authorities present. I understand that I will be notified as soon as possible, but emergency treatment need not be delayed to provide such notice.

I agree to hold harmless and release from all liability the host school and all staff or all members of the host family for any intervention in an emergency situation regardless of final outcome. I agree to assume all financial obligations beyond those covered by health, accident, and sickness insurance for any medical treatment rendered.

5. [Emergency contact information](#)

I provide the following additional contact in case I cannot be reached in an emergency:

Emergency Contact Name: _____

Relationship to Pupil: _____

Phone Number(s): _____

Parent/Guardian Name: _____

Signature: _____

Date: _____

Annex 4: Guidance on Crisis Management²

The purpose of this document on crisis management is to ensure a successful mobility experience for all parties involved. The annex provides information on what constitutes a crisis (chapter 1), who should be involved in preventing and managing a crisis (chapter 2), how to prevent the crisis from happening (chapter 3) and how to handle crises and ensure that pupils involved, responsible teachers, host families and parents/legal representatives have a common framework of reference in such an event (chapter 4). It should also ensure that a possible crisis will be dealt with effectively and will not escalate.

The present document *Guidance on Crisis Management* should be distributed to all those involved in a mobility – the mentor(s) at the host school, the Mobility Coordinator at the sending school, the host family, the pupil and their parent(s)/legal representatives(s). The Mobility Coordinator of the host school will ensure that all these parties have each other's contact details to enable prompt communication in the event of a crisis.

All parties should be aware that any sensitive information concerning the pupil must be kept confidential and can only be disclosed when needed to those who are directly involved in dealing with the crisis.

1. What is a crisis?

A crisis can be defined as an extreme situation which would lead to a serious disturbance of the mobility, and which requires urgent action. Crises should be distinguished from problems which are not extreme, and which do not require immediate action. However, problems can develop into crises if not correctly handled.

Crises call for urgent action, but should, as far as possible, be prevented. It is at least as important to work on risk prevention as on crisis management. Despite all preventive measures, crises might happen. In that case, it is essential that all the parties involved know how to react and whom to contact.

The following list of extreme situations which could happen during a mobility is not exhaustive, but may help illustrate various problems and solution scenarios.

- Medical problems
 - serious illness or allergy
 - serious injuries
 - accidents (e.g. traffic accident)
 - unwanted pregnancy
- Psychological problems
 - depression
 - psychological consequences of suffering violence
 - problems related to abuse of alcohol or drugs
 - eating disorders
- Mental and/or physical abuse of the pupil
 - sexual/physical abuse
 - bullying
 - racism/xenophobia
 - living in a host family and/or area where living conditions are not healthy or are

² Le contenu de ce formulaire est adapté du manuel de crise du Service volontaire européen.

insecure for the pupil involved

- Death of the pupil
- Being a victim of a crime
- Breaches of the rules of conduct and legal problems caused by the pupil:
 - risk behaviour
 - the pupil goes missing
 - police arrest or detention
 - violent behaviour
 - theft
 - abuse of alcohol or usage of drugs
- Other
 - family pressure to return home
 - death/serious illness of a family member
 - conflicts with the host family
 - conflicts with the mentor

2. Who has to be involved in preventing and managing a crisis?

The mentor and the host family have a key role in crisis prevention and management during the pupil's stay in their country. Their efficient collaboration and communication is crucial in preventing and managing crises.

The mentor needs to build a supportive relationship with the pupil. This can happen thanks to regular, frequent and face-to-face contact. The mentor should be available to deal with any matters that the pupil or host family would like to raise, and be easy to reach in case of emergency. A replacement person for the mentor should be nominated in case the mentor is absent or unable to perform their tasks. The school must make sure that the pupil can always contact somebody in case of emergency. The pupil must be provided with the phone numbers of all individuals involved in their mobility programme to ensure they can call if necessary.

The host family acts as the actual parent or legal representative would do. The host family should establish smooth and efficient communication with the pupil and the mentor.

If the pupil shows signs of serious difficulties (e.g. serious personal problems or difficulty in adapting to the host country) the mentor and the host family have to act quickly to prevent any dangerous situation. This may require more intense counselling of the pupil or helping them to overcome emotional challenges. However, both the mentor and the host family should seek expert help if the pupil shows signs of serious difficulties and not try to solve them on their own. The mentor and the host family should look out for any signs that the pupil is feeling uncomfortable and should encourage them to speak honestly about their feelings.

An overview of the roles and responsibilities of all parties involved is listed in *Annex 1: Roles and Responsibilities*.

3. How to prevent crisis situations?

- The recruitment and selection of pupils should follow the guidelines.
- The mentor must understand and perform their task.
- The correct selection of a host family is one of the key elements in preventing crises.

- Pupils and Mobility Coordinators at the sending school must attend the pre-departure info-session organized by the sending school.
- Pupils and mentors at the host school must attend the on-arrival info-session organized by the host school.
- Pupils must know and observe the rules of conduct of the host school.
- Pupils should also know and observe the law in the host country (info provided by the host school).
- Pupils must always know in advance the persons they can turn to in case of problems. In principle, these should be the mentor and the host family. Contact details of these persons have been provided to the pupil by the host school.
- Parents/legal representatives of the pupil must make the necessary arrangements to ensure that the pupil does not travel alone from/to the airport/railway station/other to/from the home of the host family.
- All parties must abide by their roles and responsibilities outlined in Annex 1.

4. How to manage crisis situations?

4.1. Communication of key crisis contact details

The Mobility Coordinator at the host school will ensure that prior to the pupil's arrival all those involved in the mobility, including host family, mentor, sending school, parent(s)/legal representative(s) and pupil, have each other's contact details to enable prompt communication in the event of a crisis.

4.2. Basic emergency procedure

Basic procedure to be followed in case of crisis:

- The first action to solve the situation has to be taken by the mentor or the host family, depending which is informed first (i.e. calling emergency, expert help).
- The host family/the mentor immediately inform each other about what happened and the pupil's parent(s)/legal representative(s) must be notified as soon as possible.
- If the mentor and the host family are not able or competent to solve the pupil's problem at local level, they should contact the Management of the host school for help and advice.
- The mentor contacts the pupil's parent(s)/legal representative(s).
- After a crisis situation, the pupil's wish to continue the mobility should be respected, except in cases where the pupil's behavior has already made it unlikely that the stay will be successful.
- In very urgent cases, the mentor can propose to terminate the pupil's mobility. However, they should consult with the Management of the host school, which will finally decide.

At the end of the crisis, a detailed report should be produced by the mentor, summarizing the circumstances and consequences of the case, and giving an evaluation of what to do in the future (e.g. recommendations on how to avoid similar situations and on how to act in a similar crisis). This report may be necessary for insurance purposes, legal action or other administrative procedures.

This basic procedure should be applied in any case of emergency. In addition, specific procedures apply to certain types of emergencies, as described below.

4.2.1. Medical emergencies

Medical emergencies can be any situation related to the health and well-being of the pupil.

The basic emergency procedure should be followed as described above. The following documents should be kept together and be available for medical emergencies:

- the *Online Application Form*,
- *Annex 2: Confidential Health Form* (in a sealed envelope)
- a copy of the pupil's European Health Insurance Card³ (the original stays with the pupil),

The first action must be taken by the mentor or the host family as explained above. The mentor/host family should be able to quickly collect and provide the following information (all the information must be treated as confidential):

- exact condition and safety of the pupil
- correct name and birth date of the pupil
- symptoms and complications
- treatment already received and given by whom
- documents needed for the health emergency (as stated above)
- In case of death, further facts have to be checked:
 - circumstances of death (time, place, event)
 - who has been notified
 - where the body is
 - liaison with police and notification of the embassy concerned, if necessary
 - collection of all medical reports, death certificate and police reports
 - liaison with insurance regarding the return of body and the funeral

4.2.2. Psychological emergencies

This category includes situations that require special psychological treatment/monitoring, such as illness, unwanted pregnancy, psychological consequences of crime, drugs and alcohol abuse, depression, eating disorders, etc. Intervention for problems in this category can either be requested by the pupil themselves or warning signs should be detected by the host family, the mentor, other teachers or fellow pupils.

The mentor, in cooperation with the host family if necessary, should help to find a skilled person to give psychological support to the pupil, e.g. among the resource persons of the host school.

- If the situation also involves health problems, and in all cases where there is a serious crisis, the same procedures as for medical emergencies should be started.
- Contact with local specialist institutions is recommended.

4.2.3. In the event of crime committed on the pupil

This category can include situations in which the pupil is a victim of a crime such as violence or theft.

The following procedure should be followed:

- Either the pupil/host family contacts the police immediately, or notifies the mentor, who

³ [Carte européenne d'assurance maladie - Emploi, affaires sociales et inclusion - Commission européenne \(europa.eu\)](https://europa.eu/europa/fr/assurances-sociales/assurances-sociales/assurances-sociales)[31/05/24]

helps in dealing with the police and possible insurance issues; if possible, the pupil's parent(s)/legal representative(s) must be notified beforehand.

- If the pupil contacts the police themselves (or if this is done by the host family) the mentor must be notified as soon as possible.
- The host family and parent(s)/legal representative(s) are informed by the mentor and involved where appropriate.
- The mentor assists the pupil in reporting the case to the relevant authorities.
- The mentor assists the pupil in contacting the medical insurance whenever psychological assistance is needed.

Some of the action in section 4.2.2 *Psychological emergencies* may be necessary for psychological support to the pupil.

4.2.4. Breaches of the rules of conduct and legal problems caused by the pupil

This category can include breaches of the rules of conduct and also legal problems caused by the pupil such as violence, drugs and alcohol abuse, accidents or police arrest and detention. The basic emergency procedure (section 4.2) should be applied. The mentor/host family should also be able to:

- Quickly collect the reasons for arrest or charges made.
- Find out whether the pupil has been detained and, if so,
- Find out the details of the police staff involved.
- Liaise with pupil and police.
- Inform the Management of the host school (via the mentor).

In case of a serious breach of rules/laws of the host country, the mentor can propose to terminate the pupil's mobility, after consulting the Management of the host school. The final decision is to the Management of the host school.

4.2.5. Family pressure to return home

- The pupil/the host family tells the mentor that the family would like the pupil to come back.
- The mentor at the host school/Mobility Coordinator at the sending school discuss the reasons with the family.
- Unless the reason is related to serious illness or death in the family, the host school/Mobility Coordinator at the sending school should first try to convince the family that the pupil should continue the mobility.
- If the family still wants the pupil to come home, the mentor and the Management of the host school will terminate the mobility. The travel expenses and all other costs are borne by the family.

4.2.6. Serious illness/death in the family

- The pupil informs the mentor about the serious illness/death in the family.
- The mentor contacts the insurance at the dedicated phone number and requests help in arranging a trip home for the pupil. Arrangements that are made and paid for by the mentor/school/host family/pupil without the agreement of the insurance will not be reimbursed.

4.2.7. Conflicts with the host family

- The pupil/the host family informs the mentor about the conflict.
- In case of a minor conflict, the mentor tries to mediate.
- In the event of irreconcilable differences between the host family and the pupil, and where mediation has been tried and has not led to an acceptable solution, the body which has helped finding a host family originally will support finding an alternative as soon as possible, however, it is within the responsibility of the parent(s)/legal representative(s) of the pupil to find alternative accommodation, or repatriation of the pupil within a maximum of 3 days.
- In the event of a serious breach of rules by the pupil, the host family can ask for the immediate termination of the pupil's stay and require the parent(s)/legal representative(s) of the pupil to make arrangements for alternative accommodation or repatriation. In case of repatriation, the travel costs will be borne by the parent(s)/legal representative(s) of the pupil.
- In the event of any doubts in relation to a host family and child protection risk issues, the mentor together with the Management of the host school will immediately remove the pupil from the family and provide the pupil with alternative accommodation. Costs will be borne by the parent(s)/legal representative(s) of the pupil.

4.2.8. Conflict with the mentor

- The pupil/the host family/the Mobility Coordinator at the sending school informs the Management of the host school about the problem.
- In case of a minor conflict, the Director tries to mediate.
- In case of irreconcilable conflict or a loss of trust, a new mentor is nominated.