



Duty of Care

Travel Risk Management Protects Your Students, Staff and Your Institution

In recent years, duty of care has taken on an entirely new meaning in our mobile world as higher education students and staff come to campuses from other countries and travel abroad for schooling. Institutions have a responsibility to not only prioritize the safety of traveling students and staff, but also to expand their duty of care programs to include an increasingly global and remote educational framework.

While managing the impact of risk to students and staff was never optional, the global pandemic has reaffirmed educational institutions' need to prioritize duty of care, especially for those who are traveling under a sponsored program. COVID-19 remains a concern around the world — there are still nearly 80 percent of countries rated at a Level 4, which means travel is not advised.¹ Ensuring that your traveling students and staff are informed, prepared and safe with a travel risk management solution has never been timelier.

What is Duty of Care?

Duty of care is an institution's moral and legal obligation to guard the health and safety of students and staff and protect them from foreseeable risk of harm, especially during education-related travel.

A comprehensive duty of care program encompasses three pillars:



Educate

- Inform students and staff about their destinations prior to departure (safety issues, cultural etiquette, vaccinations, climate, etc.).
- Prepare travelers for unfamiliar environments by reviewing risk profiles (epidemics, natural disasters, crime, terrorism, social unrest, etc.).



Monitor

- Ensure you can locate students and staff in an emergency, no matter their location.
- Provide around-the-clock assistance to traveling students and staff in the field.



Communicate

- Establish clear, documented procedures, and ensure students and staff know who to contact for support.
- Quickly send alerts and updates to students and staff during a natural or man-made disaster.

Why OnSolve

OnSolve fuses broad coverage with unparalleled speed to bring you the most accurate, actionable picture of your world, allowing you to keep your traveling students and staff safe.

Speed

Scans myriad global data sources continuously, tracking more than 50 types of threats, and rapidly notifies stakeholders.

Relevance

Filters out noise and delivers actionable intelligence about events that directly impact your institution.

Usability

Simplifies processes for building alert triggers with predefined criteria, and offers a short learning curve.

Proactive. Fast. Comprehensive.

A duty of care program is only as **effective** as it is **proactive**. OnSolve offers a comprehensive solution for travel risk management, allowing institutions to protect their people wherever they are through capabilities such as:



Integration

Keep your travelers' itineraries up to date and the overall experience seamless by leveraging OnSolve's API to integrate your preferred travel management companies.



Alerting

Receive automated notifications based on event type, severity and location via the alert rules engine. Target alerts based on role type (admin, security, travel, etc.) to deliver the right information to the right people at the right time.



Pre-Travel Research

View summarized travel bans and advisories for any country, state or region, government-mandated restrictions, country risk ratings and recent incident reports to help you plan ahead using the Destination Research Portal.



Ongoing Monitoring

Ensure visibility as a trip progresses for sustained minimized risk; continuous monitoring detects any new critical events that could impact a student or staff member.

When Every Minute Counts™

OnSolve helps institutions fulfill duty of care obligations, thereby protecting students and staff and the institution as a whole.

- **Retain Top Talent** — Show students and staff that their safety is a top priority.
- **Drive Value** — Simplify travel with streamlined processes to enhance efficiency and realize better outcomes.
- **Reduce Risk** — Avoid legal liability and reputational consequences of noncompliance with duty of care laws.

[Learn more at onsolve.com.](#)

¹<https://www.insidehighered.com/news/2021/05/19/colleges-grapple-resuming-study-abroad>

