

PARENT & GUARDIAN ID CARD POLICY

Policy Owner	Operations Manager
Approved by	Head of School
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Circulation	All Staff, Students, Parents; School Website; KHDA Inspection File

1. PURPOSE

The Parent & Guardian ID Card system supports student safeguarding, controlled campus access, identity verification and the safe release of students and school-issued items. The system operates alongside alternative identity-verification procedures so that legitimate parent access and essential school services are not automatically denied solely because a school-issued card is unavailable.

2. SCOPE

This policy applies to parents and legal guardians of enrolled students; authorised collectors; Reception, Security, Operations and duty staff; and other staff involved in identity verification and student handover. It must be read alongside the Visitor, Safeguarding and Child Protection, Student Supervision and Data Protection policies.

3. CARD ISSUANCE, ELIGIBILITY AND ANNUAL VALIDITY

One purchased Parent ID Card covers both parents within the family; separate Parent ID purchases are not required for each parent. The card itself remains assigned to the named cardholder and must not be shared or impersonated.

When both parents visit together, the parent without the school-issued card will be verified and issued a Visitor ID Card by Security in accordance with the approved visitor-access procedure.

A separate Guardian ID Card may be requested for an approved authorised collector, such as a relative, nanny or driver, subject to verification and applicable approved arrangements.

Parent and Guardian ID Cards are valid for one academic year and are renewed annually.

Parents should upload clear and current photographs of both father and mother through the Orison Parent Portal. Cards are processed when the required information and photographs are available.

Cards may display the named cardholder's photograph, name, relationship, student details, year group and unique identification number, and may use RFID functionality for approved identification purposes.

4. CAMPUS ENTRY AND USE OF IDENTIFICATION

Parents and guardians are expected to wear and present a valid school-issued Parent/Guardian ID Card when visiting the campus, including for student collection, PTMs, school events, school-item collection and administrative enquiries.

If a parent arrives without the school-issued card, they must present their Emirates ID to Security/Reception for identity verification. Operations is the authorised department for approving exceptional entry. Once approved, Security issues a Visitor ID Card and records the visit under the Visitor Policy.

Where both parents visit together, the second parent receives a Visitor ID following verification of the family's Parent ID and identity; each visitor must use only the identification issued to them.

A missing school-issued card does not, by itself, result in automatic refusal of essential meetings, admissions enquiries, fee-related services or other legitimate parent access. Entry remains subject to verification, safeguarding and campus-security requirements.

Visitors must remain in authorised areas and comply with Security instructions, safeguarding requirements and any escort conditions.

5. STUDENT COLLECTION AND AUTHORISED COLLECTORS

Students will be released only after verification of the collecting adult's identity and authorisation. Parents must notify the school promptly of changes to approved collection arrangements.

Where an alternative adult is collecting a student, a signed authorised collection permission slip is processed through Reception, signed by the Academic Team and authorised Reception staff, and communicated to Security.

Security/Reception verifies the collector's identity and the relevant authorisation before release; where identity or authority is unclear, the student remains supervised while the school seeks confirmation.

Custody orders or restrictions communicated to the school must be referred to the authorised school team and handled confidentially; staff must not override documented restrictions without appropriate review.

For early collection or exceptional collection circumstances, the relevant school approval and attendance procedures also apply.

6. LATE COLLECTION AND UNCOLLECTED STUDENTS

If a student is not collected at the expected time, the student will be brought to Reception and remain under the supervision of a designated duty/supervising staff member. Reception will contact the registered parent/guardian and record the contact and collection arrangements. The student will be handed over only after identity and collection authority are verified. If the parent cannot be contacted or there is a safeguarding concern, staff must escalate promptly to the designated school leadership/safeguarding team under the Missing and Uncollected Child procedure. A student must not be left unsupervised.

7. LOST, DAMAGED OR FORGOTTEN CARDS

Lost or damaged cards should be reported promptly to Operations so that the card can be deactivated where necessary. A replacement may be processed following identity verification. Until a card is replaced, the Emirates ID verification, Operations approval and Visitor ID procedure in Section 5 applies.

8. CARD MISUSE

Lending a physical card, using another person's card, tampering with a card or supplying false information is prohibited.

Suspected misuse will be referred to Operations and, where necessary, the safeguarding/security team for proportionate action. Measures must not prevent a student from being safely collected by a verified authorised adult.

9. DATA PROTECTION AND CONFIDENTIALITY

Operations manages access to parent photographs and ID card information held in Orison, subject to the school's existing Orison and Data Protection procedures. Personal data, including photographs, student links, ID/RFID identifiers and visitor records, must be accessed only by authorised staff for legitimate school purposes, safeguarded against unauthorised disclosure, and retained or deleted according to the applicable approved retention procedure. Any suspected data incident must be escalated through the school's data-protection reporting route. Detailed retention periods and technical access permissions are governed by the existing procedure rather than invented in this policy.

10. RESPONSIBILITIES

Parents/guardians: maintain accurate photographs and contact/collector details; present identification; report lost cards and changes in collection authorisation.

Security: verify identity at entry, issue and recover Visitor IDs, maintain entry/exit records, and refer exceptions to Operations.

Reception and Academic Team: process signed collection permission slips, contact parents of uncollected students, and coordinate safe handover.

Designated duty/supervising staff: maintain direct supervision of uncollected students until authorised handover.

Operations: approve exceptional parent entry, oversee ID issuance and deactivation, coordinate fee-compliance clarification and manage authorised access to ID data.

Safeguarding team/DSL: advise on custody, missing/uncollected child or other safeguarding concerns and escalation.

11. COMPLIANCE, RECORDS AND REVIEW

The school will maintain appropriate evidence of visitor entry approvals, authorised collection arrangements, late-collection escalations, card issuance and fee-compliance decisions. Any conflict with applicable KHDA requirements or the approved Parent Contract must be escalated for correction, with the applicable regulatory requirement taking precedence. This policy will be reviewed annually or sooner following regulatory changes, operational incidents or changes to the approved fees arrangements.

12. POLICY REVIEW

 This policy will be reviewed annually, or sooner if required, to reflect operational needs, changes in legislation, or updated guidance from KHDA