

TRANSPORTATION POLICY

Policy Owner	Operations Manager
Approved by	Ms Sapna Changrani (Head of School)
Review Date	June 2026
Next Review Due	June 2027
Circulation	All Staff, Students, Parents; School Website; KHDA Inspection File

1. PURPOSE AND REGULATORY FRAMEWORK

This policy establishes safe, accountable and inclusive arrangements for students using school buses. It is implemented alongside the school's Safeguarding and Child Protection, Student Behaviour and Disciplinary, Student Supervision and relevant emergency procedures, and is subject to applicable KHDA, RTA and UAE school transport requirements, including Executive Council Resolution No. 2 of 2008 and Administrative Resolution No. 196 of 2015, as applicable.

2. TRANSPORT OVERSIGHT

Buses are equipped with cameras and a school-approved GPS tracking application. Parents are requested to register for access using the details communicated by the Transport Department. Each bus has a Transport Assistant responsible for supervising students throughout the journey.

The Transport Manager monitors provider compliance, vehicle condition, air conditioning, seat belts, route performance, driver and Transport Assistant conduct, and required operational records. Drivers and Transport Assistants must hold the required authorisations and Police Clearance Certificates and receive safeguarding training before deployment, with refresher training as appropriate.

3. FEES, REGISTRATION, CANCELLATION AND NON-PAYMENT

- Transport fees are charged for ten months and are payable term-wise; monthly payments are not accepted under the current service arrangements.
- A full month's written notice is required for withdrawal. The existing arrangement permits withdrawal at the end of a term and states that fees already paid are non-refundable. These terms, and any pro-rata charge or refund determination, remain subject to applicable regulatory requirements and the approved transport agreement.
- Transport places are allocated subject to availability, normally on a first-come, first-served basis. Confirmation for the following academic year is due before the end of June or by the communicated deadline.
- For overdue fees, the school will send reminders and a final notice specifying the deadline and potential suspension. Any service suspension must be authorised through the school's established process, communicated to parents, and considered in light of safeguarding and applicable contractual requirements.

4. ROUTES, COLLECTION POINTS AND COMMUNICATION

- Transport is provided on an agreed point-to-point basis rather than door-to-door. The Transport Manager approves routes, bus allocations, pickup/drop-off points and timing changes.
- Routes are monitored for repeated delays and excessive journey times. Journey duration varies with route geography, traffic and student needs; the Transport Manager reviews and adjusts routes where reasonably practicable.
- Changes to transport arrangements must be requested in writing through the Transport Department. Verbal instructions to drivers or Transport Assistants cannot authorise changes. Temporary drop-off changes involving another family require written consent from both sets of parents at least one day in advance and school approval.
- Students must report for boarding at the time communicated for their route and phase. Parents must inform the Transport Department of planned non-use or student staybacks in accordance with communicated deadlines.
- For significant delays, breakdowns or incidents, the Transport Department will inform affected parents by the available approved communication channels as soon as practicable. Parents should contact the Transport Department rather than distract the driver or Transport Assistant.

5. BOARDING, ATTENDANCE AND SAFE HANDOVER

The Transport Assistant physically verifies each student boarding and disembarking and records attendance using SBAS. A student must never be marked present solely on the basis of an expected passenger list. The driver and Transport Assistant ensure that students remain seated and properly restrained before the bus moves.

Students are released at the authorised stop to the designated collector, in accordance with school records and age-appropriate approved independent travel arrangements. Where an authorised collector is absent, the Transport Assistant immediately contacts the Transport Manager and follows the approved return-to-school and supervised-handover procedure. A child must not be left unattended.

If any student cannot be accounted for, the Transport Assistant must notify the Transport Manager immediately. The bus team must follow the missing-student response, including prompt verification of SBAS and the passenger list, a physical search and safeguarding/security escalation as appropriate. Parents and emergency services must be contacted when required under the school's emergency procedure.

6. MANDATORY END-OF-ROUTE INSPECTION

After every journey, once students have disembarked, the Transport Assistant conducts a physical inspection of the entire bus, including all rows, seats and concealed areas. The driver independently verifies the inspection before the vehicle is moved or secured. Any discrepancy is escalated immediately to the Transport Manager; the vehicle must not be cleared until all students are accounted for.

7. BUS SAFETY AND STUDENT CONDUCT

- Students must wear seat belts throughout travel, remain seated while the vehicle is moving, follow reasonable safety instructions, and must not interfere with doors, windows or safety equipment.
- Students may carry and drink water. Eating on the bus is not permitted under normal arrangements unless an individual medical or safeguarding adjustment is approved.
- Students must keep the bus clean and use respectful language. Use of electronic devices during journeys is not permitted under the existing school rule; printed reading materials may be used where safe.
- Students must use their assigned bus unless the Transport Manager authorises an alternative. Deliberate damage may be referred for an evidence-based, proportionate recovery of actual costs, subject to school procedures.

8. STUDENT AND PARENT MISCONDUCT

Student conduct concerns will be documented and managed in line with the Student Behaviour and Disciplinary Policy. The Operations Manager coordinates warnings, parent meetings and safeguarding review. Any proposed temporary exclusion from school transport for student misconduct requires approval by the Head of School following an Operations recommendation and safeguarding review; serious immediate safety risks may require urgent protective arrangements pending that decision.

Inappropriate or abusive behaviour by a parent towards transport personnel will be addressed through documented warnings and escalation by Operations. A student will not automatically lose transport because of a parent's behaviour. Any proposed restriction affecting the student must be reviewed by the Head of School, considering the student's welfare, safeguarding needs and feasible alternative arrangements.

9. INCLUSIVE TRANSPORT AND MEDICAL NEEDS

For students of determination and students with medical, mobility or other support needs, the Transport Manager works with the Inclusion Team, School Clinic, parents and the transport provider to assess individual requirements and agree reasonable adjustments. These may include appropriate seating, supported boarding, enhanced supervision, accessible vehicle arrangements where available and individual emergency assistance plans. Parents must inform the school of relevant medical conditions and update information when circumstances change. Medication arrangements must follow School Clinic guidance.

10. EMERGENCIES, EVACUATION AND INCIDENT REPORTING

Drivers and Transport Assistants must follow the approved procedures for collision, breakdown, fire, medical emergency, missing child, severe weather or safeguarding concerns. The Transport Assistant informs the Transport Manager immediately; serious incidents are notified promptly to school leadership and emergency services where appropriate. Safeguarding concerns are referred without delay to the Designated Safeguarding Lead/team under the Safeguarding Policy. A written incident report must be completed within 24 hours of a serious incident, without delaying urgent reporting.

The Transport Manager coordinates documented bus evacuation drills at least annually as a proposed school minimum, subject to applicable regulatory and provider requirements. Records must include date, participants, observations, corrective actions and any individual assistance requirements.

11. RESPONSIBILITIES

- Transport Assistant: verify student attendance and safe handover; supervise students; complete and record end-of-route inspection; report discrepancies and incidents immediately.
- Driver: drive safely, check vehicle condition and restraints, follow approved routes, verify the end-of-route inspection and report safety defects.
- Transport Manager: approve operational route changes, monitor transport provider compliance and journey times, manage incident escalation and maintain transport safety records.
- Operations Manager: oversee policy implementation, parent complaints and conduct escalations, and recommend any serious disciplinary transport action.
- Head of School: review and approve any proposed transport suspension arising from student or parent misconduct following the required review.
- Parents/guardians: provide accurate contact and medical information, ensure punctual attendance and authorised collection, and communicate changes through approved channels.

12. FORCE MAJEURE AND COMPLAINTS

Severe weather, public-health emergencies, government restrictions, road closures or other circumstances beyond reasonable control may disrupt transport. The school will communicate significant disruption as soon as practicable. Any fee implications will be assessed under the approved service terms and applicable requirements; no unconditional exclusion of refund rights is intended.

Transport complaints should be submitted in writing to the Transport Manager. Matters involving serious safety concerns or safeguarding will be escalated immediately through the relevant school procedure. Parents should not confront drivers, Transport Assistants, students or other families.

13. RECORDS, CONFIDENTIALITY AND POLICY REVIEW

The Transport Department maintains appropriate attendance, end-of-route inspection, staff vetting/training, evacuation drill, incident, route-monitoring and complaint records. Personal information, CCTV/GPS data and SBAS records are accessed only by authorised personnel in accordance with the school's applicable data protection and retention procedures.

14. POLICY REVIEW

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