

# Transport Policy

Policy Name	Transport
Stakeholder	All
Policy Directory Reference	Grammar School
Policy Lead	Mr. Ivan
Role	Admin Officer
Approval	May 2024
Reviewed by	Mr. Benjamin Barry
Role	Principal
Review Date	May 2025

## Mission Statement

Grammar School believes that every child matters and that learning should be fun, innovative, purposeful and challenging.

## School's Mission

We are committed to delivering innovative and inspirational teaching that develop confident learners by:

- Encouraging students to take ownership of their learning.
- Developing teaching strategies that are innovative, engaging and fun.
- Preparing our students for the challenges ahead and making them ready for life as global citizens.
- Enabling our students to become critical, independent thinkers who embrace lifelong learning.
- Ensuring that equal opportunity exists to empower our students to achieve their personal best.
- Promoting a positive and respectful partnership with students, teachers, parents and the wider community.
- Working closely with the school owners and the Board of Governors to ensure resources are available to support teaching and learning.

### **Introduction:**

The purpose of this policy is to outline the school's responsibility to ensure the safety of students during their transport to and from school by bus in accordance with KHDA and RTA Safety Standards.

The school aims to provide a safe, high quality, and efficient bus service that meets the needs of all Grammar School students by delivering quality transport to and from school.

- **Safety:** Grammar School buses are compliant with KHDA guidelines and regulations, including the length of time students are riding buses. The assignment of bus/Transportation (Bus #) will be determined by the route that corresponds with the student's home.
- **Quality:** All school buses will be checked and maintained as per safety standards. Drivers and Bus Assistants are qualified, experienced, and work under the supervision of the Grammar School Operations Manager.

### **ROLES AND RESPONSIBILITIES**

#### **Responsibilities of Parents and Students**

1. For morning pick-up, students should be ready and waiting for their bus at the allocated place on the informed time. At the end of the school day, students scheduled to take the bus home, will be escorted from their classrooms to the bus by a Bus Escort.
2. Bus Assistants will be on the bus with your child until they arrive at your home. Students are assigned to seats on the bus, and they are required to adhere to the bus rules.

#### **Guidelines for Bus Students**

- Be in their full uniform.
- Be ready and prepared for pick-up at the specified time in the morning.
- Sit in the place allocated by the Bus Escort.
- Buckle the seatbelt.
- Abide by all school rules and keep the bus clean.
- Avoid eating or drinking on the bus.
- Always keep head and hands inside the bus.
- Be polite and respectful.
- Ask the Bus Assistant for help if assistance is needed.
- Only take the assigned bus.

As no student can use the bus facility unless he/she is registered for the specific bus, bus students are therefore not allowed to invite other students to ride the bus home with them. All school rules apply to the school bus as well.

Any student who breaks the school bus rules or behaves in a manner that threatens the safety of others on the bus will be reported to the administration by the Bus Assistant and will receive a disciplinary warning. Please see the Bus Behaviour Policy below. If a student continues to disregard the Bus Behaviour Policy, Grammar School administration can deny the privilege to use the school bus services permanently.

#### **Guidelines for Parents/ Guardians**

- A parent or guardian should drop their child (FS2 to Year 6) at the allocated bus collection point. Children should be picked up after school at the same point. Any exemption will require written consent to be submitted to school.
- Parents/Guardians must carry their passes to collect their child/children at any point of time.
- In the interest of the safety of the children, school does not permit any student to be dropped off or picked up from any other location other than the registered pick-up/drop-off location.
- A request for any temporary change of drop-off or pick-up location (e.g., son/daughter staying with relatives during parent's travel outside of UAE) must be submitted in writing to the Transportation Coordinator ideally a week in advance, or in emergency cases, within 24 hours of the required change. Such requests may be granted or refused by the School Administration on a case-by-case basis depending on spaces within other buses.
- Parents who register their son/daughter for the school bus service are bound by the Transportation Department Bus Service Rules and Regulations for Academic Year 2024-2025.

### **Responsibilities of Bus Assistants**

Bus Assistants are qualified, licensed from RTA, and work under the supervision of the Grammar School Operations Manager.

The Bus Assistants ensure:

- All children exit the bus upon arrival at school, and after all home drop offs. If a student has not been collected on the return home journey, the bus escort will ensure that the bus returns to school.
- Keep accurate records of attendance and submit daily attendance sheets to the Transport Coordinator.
- Assign each student a seat on the bus, which the student must adhere to.
- Escort your child /children on the bus until they arrive at your home.
- The safety of all students and do this by enforcing the Bus Behaviour Policy (see below).
- Record and report any incidents of behaviour that threatens the safety of others on the bus and report to the Administration.
- Record and report any incidents in cases of breach of the policy.

### **Responsibilities of Drivers**

Drivers are qualified, licensed from RTA, experienced, and work under the supervision of the Grammar School Transportation Coordinator.

Drivers of Grammar School buses will ensure that:

- Their bus is fully compliant, as per the RTA guidelines and regulations, including the length of time students ride buses.
- They follow the route determined by the Transport Coordinator.
- The bus is clean, tidy, and safe for commuting.

### **Responsibilities of the Emirates Transport Liaison/Operations Manager**

The Emirates Transport Liaison/Operations Manager will ensure that:

- Bus Assistant and Drivers are qualified and licensed by the RTA.
- Bus Assistant and Drivers are fully aware of their roles and responsibilities.
- He/she coordinates the transportation route of each bus, and the student allocation on each bus.
- Requests for permanent changes of drop-off or pick-up locations are coordinated.
- Parents are to note that the decision to grant/disallow these requests is the discretion of the school. Decisions are taken on a case-to-case basis and cannot be guaranteed.
- Bus Assistants are supervised to ensure that all children have exited the buses upon arrival at school, and after all home drop offs.
- He/ She collects and collates information from the Bus Assistants' daily attendance sheets.
- He/ She liaises with parents in case of complaints/ concerns regarding the buses, bus staff, self, school staff, students, or parents.

### **Parental Bus Registration Understanding**

Parents that have registered their son/daughter with the bus service of Grammar School therefore accept the rules and regulations of Grammar School, KHDA and RTA Protocols.

By registering, parents pledge full compliance with the following:

#### **1. Parents are fully committed and will orient their child/children on the guidelines for use of school transportation, that include:**

- Contributing to the cleanliness of the bus where your son/daughter is seated.
- Ensuring that your son/daughter uses the seat belt during the bus trip.
- Ensuring that your son/daughter reaches the assigned bus stop before the designated pick-up time.
- Ensuring that your son/daughter sits on the assigned seat.
- Ensuring that your son/daughter adheres to the instructions of the Bus Assistant.
- Keeping the Bus Coordinator and Bus Assistant informed if you collect your son/daughter from school.
- Accepting that the bus cannot wait more than two minutes from the assigned pick-up time in the morning.

#### **2. Adhering to procedures for changing home address and updating details:**

- In the event of the change of location, parents need to inform the Transport Coordinator about the change, one month in advance, stating the complete details of the new location. Parents are to note that service provision will depend on the availability of buses and space for that route.
- Keeping the school updated with accurate information on the contact details and updating if there is any change in contact numbers, home address, email accounts etc.
- Accepting that in the interest of the safety and convenience of all students and parents, buses will move no later than 2:10 pm and late students will be left in the school.
- Being responsible for collecting their son/daughter from the school if he/she does not get on the bus on time and is left behind. (Primary students are escorted to the bus by the bus assistants, and therefore will not miss the departure of the buses).
- Complying with fee payment guidelines and dates for fee payments for transportation services.
- Adhering to the bus service cancellation norms by applying to the Transport Coordinator in writing to cancel a bus service (Bus registration is only cancelled from the date of the application). The refund policy of the School for bus cancellation will apply in this case.

### 3. Complying with the official complaint procedures of the school:

- Parents are to write to the Transportation Coordinator in case of concerns regarding the Bus Driver, Bus Assistant and Transport Coordinator, school staff, student/s, or other parents. Complaints are not to be discussed with the Bus Supervisor or the Bus Driver directly. Should a complaint not be resolved, parents should then follow the Complaints Policy (available on the website).
- Taking responsibility for the safety of their son/daughter while waiting for or coming from the bus. In case of residences inside a gated area, parents may need to wait for their son/daughter near the main gate, as many compounds do not allow school buses to enter their premises.
- Acknowledge that Grammar School has the right to ban any child from using the school transport service if they repeatedly violate the safety regulations or endanger himself/herself or others while on the bus.
- Not stepping onto the bus at any time, to address another child for any reason, or to communicate with the bus Assistant or driver at any time.

### **BUS BEHAVIOUR POLICY**

This policy establishes guidelines that students are required to follow while using the school bus facility at Grammar School.

Students must always comply with the following guidelines:

- Students must always stay seated while the bus is moving.
- Students will have an ID card. They must use this card at all times.
- Students are to board the bus with the Bus Assistant.
- Students are expected to respect the Bus Driver and the Bus Assistant.
- Grammar School students are expected to behave responsibly and safely.

## Consequences of misbehaviour on the Bus

Grammar School has the right to impose any punishment deemed as appropriate according to the level of infringement.

### **Minor Infringement:**

The first offence for minor infringement will receive a verbal warning, e.g., eating or drinking, littering, bad language, leaving seat or standing up while on the bus.

#### Disciplinary Process

- First Offence: Verbal Warning.
- Second Offence: Written Warning.
- Third Offence: Keeping parents informed of both the verbal and written warnings.
- Fourth Offence: Meeting with parents at time of second written warning.
- Fifth Offence: Suspension from the bus for one week at the time of third written warning.
- Additional Offences: Undetermined suspension from bus\*

### **Major Infringement:**

The first offence of major infringement will receive a written warning, e.g., physical abuse, willful damage, threatening behaviour, vandalism of the bus.

#### Disciplinary Process

- First Offence: Written warning and keeping parents informed.
- Second Offence: Suspension from the bus for one week at the time of the second written warning.
- Additional Offences: Cancellation of bus service.

\*The length of any suspension will depend on the findings of the investigation. Expulsion may be considered by Grammar School in a situation where the behaviour of the student is a threat to the safety of himself/herself or to the safety of others.

### **Payment of Fees**

1. Once the application form is accepted, the parent will make payment of fees based on the fee structure applicable in the school.
2. Parents will have to avail transportation service for the full year, either by cash or PDCs, adhering to fee deadlines. In case of withdrawal or discontinuation, term wise refunds will be provided as applicable.
3. For mid-term admissions, the entire fees for the enrolled month, the remaining months of the term and the succeeding terms to be charged. For example- In case the mid-term admission happens in the month of October, the 2nd and 3rd term fees to be charged in full and for the 1st term fees would be charged for 3 months (from October to December)
4. In the case of re-enrolments, the fee for the upcoming service will be collected only after the full clearance of all fee dues.

5. The following options are given to parents for payment of fees:

- i. Cash / Credit Cards at the accounts counter in the school
- ii. Cheque in favor of 'School Name' at the Accounts counter in the school
- iii. Any bouncing of Post-Dated Cheques (PDCs) for the 2nd or 3rd term will result in the cancellation of service for the child.
- iv. In the case of mid-term admissions, the 1st, 2nd, or 3rd term fees as the case, may have to be paid in cash.

**Non-payment of transport fees within the stipulated deadline will result in cancellation of service from the next day.**

### **Invoices**

- a. Invoices can be collected from the school Accounts counter at the time of payment.
- b. The individual Pro Forma invoice shall be issued to those parents who will be getting reimbursement from their employer.

### **Transportation discontinuation and refunds**


- a. To withdraw/discontinue the transport services, request is to be submitted to the representative in the school in advance.
- b. Even if the service is availed for one day, the fee for the entire term will be payable by the parent. The fee for the succeeding terms will be refunded by cash or the return of PDCs, as applicable.

### **Area Change**

The parents should provide the Area Change Form, available at the counter in the school, to the representative in the school. The parent will be informed of the availability of seat in the bus plying in the new area.

### **Monitoring and Review**

This policy has been discussed and agreed on by the Grammar School staff and leadership team for implementation.



Signed:  
**Benjmain Barry**  
Policy review date: May, 2025

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