



# Al Sadiq Islamic English School Transport Policy



Policy Name	Transport
Stakeholder	All
Policy Directory Reference	Al Sadiq Islamic English School
Policy Lead	Meraj Fatima – Operations Manager
Reviewed by	Azeem – Transport In charge
Approved by	Sadia Wajid - Principal
Approved Date	1 <sup>st</sup> September 2024
Monitoring Cycle	Annually

## Purpose

This policy outlines Al Sadiq Islamic English School's commitment to ensuring the safety of students during their transport to and from school, in alignment with KHDA and RTA Safety Standards.

## Scope

The school transport system is designed to facilitate the transportation of eligible students from their homes to school. Transportation may also be used for field trips, co-curricular activities, and other authorised educational, cultural, and recreational events, provided it does not conflict with its primary purpose.

## Policy Statement

Al Sadiq is committed to providing safe, reliable, and efficient transportation services for our students. This policy aims to ensure the well-being of all students during their journey to and from school, while also promoting environmental responsibility and operational efficiency.

## Procedures & Implementation

### Bus Equipment and Monitoring:

Our school buses are equipped with high-quality air conditioning systems, CCTV cameras, and GPS devices. All buses are under continuous surveillance and recording to ensure the safety and well-being of passengers.

### Service Provider:

Al Sadiq Islamic English School partners with Emirates Transport to manage student transportation. Emirates Transport operates independently of Athena schools, but in cooperation with the school to ensure the convenience and safety of students. We are committed to providing a secure and efficient transport service.

### Compliance and Maintenance:

All buses adhere to KHDA guidelines, including regulations on the maximum duration of bus rides. Bus assignments will be based on routes corresponding to students' homes. Regular

safety checks and maintenance are conducted to meet safety standards. Drivers and Bus Assistants are qualified professionals, supervised by the School Operations Manager.

### **Booking a Bus Service**

#### **New Bus Registration:**

##### **Registration before the beginning of the academic year:**

- **EYFS Students:** Transport service for new EYFS students will begin in line with the settling in policy
- **New Students (Year 1 – 11):** Bus service starts on the first school day of the academic year.

##### **Registrations made during the academic year:**

New registrations for the bus service will be effective 1 week after registration has been completed and confirmed

##### **Re-registration of Bus Services:**

- Priority seat allocation will be given to existing bus students who re-register before 31st May for the next academic year.
- Service for re-registered students will start on the first day of school if payment and re-registration are completed by 11th August. Late payment will defer the start date to 15th September.

##### **Confirmation of Bus Service:**

- Confirmation is subject to full payment of the transport fee.
- Seats are allocated on a first-come, first-served basis, depending on availability, routes, and travel times.

### **Bus Service Fee Payment and Procedures**

**Fee Payment:** Adhere to deadlines for transportation fee payments.

#### **1. Term Fees:**

- Fees must be paid in advance for each term:
  - Term 1: By 1st August
  - Term 2: By 15th November
  - Term 3: By 15th February
- Transport will commence one week after payment confirmation for mid-year admissions.

#### **2. Payment Process:**

- Upon acceptance of the application form, parents must pay the full year's fees according to the school's fee structure, using cash or post-dated cheques (PDCs). Adherence to fee deadlines is required. Refunds are available term-wise for withdrawals or discontinuations.

#### **3. Mid-Term Admissions:**

- Fees for mid-term admissions include the current month's fee, the remaining months of the term, and full fees for the following terms. For example, if admission occurs in October, fees will cover October to December for the 1st term and full fees for the 2nd and 3rd terms.

#### 4. Re-enrolments:

- Fees for re-enrolments will be collected only after all previous dues are cleared.

#### 5. Payment Options:

- Fees can be paid via:
  - Cash/Credit Cards at the school accounts counter.
  - Cheque in favor of 'School Name' at the accounts counter.
  - Post-dated Cheques (PDCs): Bouncing of PDCs for the 2nd or 3rd term will result in cancellation of service. Mid-term admissions may require cash payment.
- Non-payment by the deadline will result in service cancellation from the following day.

#### 6. Invoices:

- Collect invoices from the school accounts counter at the time of payment.
- A Pro Forma invoice will be issued for parents seeking reimbursement from their employer.

#### 7. Discontinuation and Refunds:

- To withdraw or discontinue service, submit a request by completing the cancellation form to the school representative in advance.
- As per the terms and conditions outlined on the transport registration form (appendix 1), fees for the entire term are payable even if the service is used for only one day. Refunds for succeeding terms will be issued as cash or return of PDCs.

#### 8. Area Change:

- Submit an Area Change Form (appendix 2), available at the school counter, to the school representative. Parents will be informed about seat availability on buses in the new area.

#### Drop-Off / Pick-Up Procedures

- **Arrival Time:** Parents/guardians should be at the collection point at least 5 minutes before the scheduled pick-up/drop-off time to hand over or collect their child from the bus monitor at the bus door.
- **Bus Waiting Time:** The bus will wait for a maximum of 2 minute at each stop. If a student is not present, the bus will proceed to the next stop to avoid delays.
- **Repeated Lateness:** If a child is late to the collection point more than 3 times per term, School reserves the right to revoke the bus service, with no refund of transport fees for any non-use.
- **No Authorised Adult:** If no authorised adult is present at the collection point, the student will be returned to school. Parents are responsible for arranging the child's collection from school. Additional charges may apply for late stays.
- **Schedule Adherence:** Buses will not leave collection points early or wait beyond the allotted time. However, due to unforeseen traffic delays, buses may arrive later than scheduled.

- Students must carry their RF ID card in order to scan their attendance when entering and leaving the bus. Students will be denied bus service without their RF ID card (replacement cards are chargeable at 25aed)

### **Bus Timings**

- **Schedule:** Pick-up and drop-off times are optimised for route efficiency and will be communicated to parents. These timings may change based on student numbers, residence locations, parent punctuality, and traffic conditions.
- **Departure from School:** Students must be in the bus parking area by 2:05 PM. The bus will leave promptly at 2:20 PM to avoid delays. (If the bus is missed, the child will remain in school and parents must collect their child from school.) FS, Year 1 and Year 2 students are escorted to the buses by assistants.

### **WATIQ App**

The school uses the WATIQ App to electronically log student attendance on the bus.

Parents have access to the app, allowing them to track the bus in real-time and view the times their child boards and exits the bus at designated points.

All students using the bus service will be issued an RFID card.

Students must scan their RF ID card when boarding and deboarding the bus.

No student without an RF ID card will be allowed to enter the bus, as manual attendance will not be marked.

In case a student loses their card, they must pay AED 25 to receive a replacement card.

### **Changes to Bus Arrangements**

- **Absences:** Notify the School's Transport Office by 11 AM at least one day in advance, or by 6:30 AM on the day of absence if it is not possible to notify in advance.
- **Personal Collection:** If you wish to collect your child personally from school, inform the Transport Office and the section supervisor by sending an email by 11 AM at least one day in advance. Changes made after 11 AM the day before will not be accepted, and services will proceed as scheduled.

### **For safety reasons:**

- Only registered bus students are permitted on the bus; transfers or additional stops (e.g., playdates) are not allowed.
- Drop-offs will only occur at the registered address provided at the time of registration. For permanent address changes, refer to the **Changes to Residential Address** section.
- No refunds will be given for non-use of the bus service under any circumstances.

### **Address and Contact Updates**

- Notify the Transport Coordinator of any address changes at least one month in advance. Service availability depends on bus capacity.
- Keep the school updated with current contact information.

### **Walk Home Unaccompanied / Change of Authorised Adult**

- **Change of Authorized Person:** Notify the transport office of any changes to the authorised person who will collect your child from the bus monitors at the collection point.
- **Walking Home Unsupervised:** Students in Year 4 and above may walk home from the bus drop-off area unaccompanied. Younger students may go home with an older

sibling, who must be in Year 4 or above. Parents must complete the consent form for this arrangement.

### **Changes to Residential Address**

- **Notification:** Contact the Transport Office/ Operation Manager at least one week before changing your home address during the academic year. This allows time to confirm bus service availability and timings.
- **Accommodation:** We will make every effort to accommodate changes, subject to seat availability and route adjustments.
- **Non-Refundable Fees:** Payments are non-refundable if the new address is not covered by our services. If you decide to discontinue using the service or if the new location is outside our coverage, fees will not be refunded or transferred.

### **Communication to Assigned Bus**

- **Contact Method:** All inquiries and communications should be directed through the Transport Manager/Coordinator. Avoid calling the school bus mobile unless it's an emergency.

### **Complaint Procedures and Safety**

- **Complaints:** Direct any complaints about the Bus Driver, Bus Assistant, Transport Coordinator, school staff, students, or other parents in writing to the Transportation Coordinator. Do not discuss complaints with the Bus Supervisor or Driver. If unresolved, refer to the Complaints Policy available on the school website.
- **Child's Safety:** Ensure the child's safety while waiting for or coming from the bus.
- **Transport Service Ban:** Acknowledge that the School may ban a child from using the transport service for repeated safety violations or endangerment.
- **Direct Communication:** Do not board the bus or communicate directly with the Bus Assistant or Driver.

### **Students with Contagious Diseases**

- **Health Precautions:** Students who are ill or have a contagious disease, as defined by the Dubai Health Authority (DHA), should not use the bus service to protect other students.
- **Medical Clearance:** Parents may need to provide a medical clearance certificate from a healthcare provider before their child can resume bus service.

### **Bus Routes & Timings**

- **Optimisation:** Pick-up and drop-off timings are based on route optimisation and will be communicated to parents. Changes may occur due to student numbers and residential locations.
- **Initial Week Adjustments:** Timings may change during the first week as more students start using the service. Additional routes may be added if needed, subject to demand.
- **Requests:** While we strive to accommodate requests, changes to pick-up/drop-off times or routes may not always be possible.

### **Bus Seats Allocation**

- **Seating Arrangement:** According to RTA Dubai School Transport Manual:
  - **Front Seats:** Designated for boys.

- **Back Seats:** Designated for girls.
- **Middle Seats:** For EYFS students.

### **Cancellation of Bus Services**

- **Service Cancellation:** To cancel the bus service, submit a written request, using the bus cancellation form (appendix 3), to the Transport Coordinator. Requests must be submitted 30 days in advance. Cancellation is effective from the application date, and the school's refund policy will apply.
- **Liability:** Termination of bus services does not incur any liability for the School or Emirates Transport. Transport Fees will not be refunded unless termination is due to gross negligence or serious misconduct by Emirates Transport.
- **Refunds:** If termination is due to Emirates Transport fault, any unused Transport Fees prepaid up to the termination date will be refunded.

### **Bus Behaviour Policy**

This policy outlines the expected conduct for students using the school bus service at Al Sadiq Islamic English School.

#### **Student Guidelines:**

- Remain seated while the bus is in motion.
- Use the ID card issued for identification at all times.
- Board the bus with the Bus Assistant.
- Show respect to the Bus Driver and Bus Assistant.
- Scan their RF ID card to mark their attendance when boarding or leaving the bus.

#### **Consequences of Misbehaviour:**

*Minor Infraction:* Includes eating or drinking, littering or using bad language

- **First Offence:** Verbal warning.
- **Second Offence:** Written warning.
- **Third Offence:** Parents informed of both warnings.
- **Fourth Offence:** Meeting with parents during the second written warning.
- **Fifth Offence:** One-week suspension from the bus.
- **Additional Offences:** Possible indefinite suspension.

*Major Infraction:* Includes not following safety rules (e.g. standing up or moving around the bus, whilst the bus is in motion) physical abuse, willful damage, threatening behaviour, or vandalism.

- **First Offence:** Written warning and parents informed.
- **Second Offence:** One-week suspension from the bus.
- **Additional Offences:** Possible cancellation of bus service.

*Note:* The duration of any suspension will be determined based on the investigation. Expulsion may be considered if the student's behaviour threatens their own or others' safety.

#### **Student Behaviour**

- **Timeliness:** Report to collection points on time to avoid delays.
- **Conduct:** Behave courteously and help fellow students.
- **Safety:** Fasten seat belts at all times; follow bus monitor instructions, especially in emergencies.
- **Food & Littering:** Refrain from eating and littering on the bus.
- **Mobile Devices:** Only secondary students may use mobile phones with earplugs.

#### **Damage Responsibility**

- **Compensation:** Parents will be required to compensate for damage caused to the bus or other students' belongings.

### **Exclusion from Bus Service**

In line with RTA guidelines, students may be excluded from the bus service for:

- Causing delays more than three times in a school year.
- Violating safety rules and endangering others.
- Refusing to use a designated bus stop.
- Leaving the bus before reaching the designated destination without permission.
- Repeated disturbances or disrespect.
- Lack of respect for co-passengers.

### **Student of Determination**

- **Notification:** Inform the transport team if your child is of determination before booking the bus service.
- **Assessment:** A member of the inclusion team will assess the child, and the SLT team will confirm with the transport manager if the student can use the bus service.

## **Roles and Responsibilities**

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

1. Students must be ready and at the designated pick-up location at the specified time each morning. At the end of the school day, students scheduled for bus transport will be guided from their classrooms to the bus by a Bus Escort.
2. Bus Assistants will accompany students on the bus until they reach their destination. Students will be assigned specific seats and must adhere to bus regulations.

### **Guidelines for Students**

- Wear the full school uniform.
- Carry RF ID card for identification and scanning attendance
- Be prepared and punctual for morning pick-up.
- Sit in the assigned seat as directed by the Bus Escort.
- Fasten the seatbelt at all times.
- Follow all school rules and maintain cleanliness on the bus.
- Refrain from eating or drinking on the bus.
- Keep limbs inside the bus.
- Display politeness and respect.
- Seek assistance from the Bus Assistant if needed.
- Only board the assigned bus.

Students are not permitted to invite others to use the bus service unless they are registered for that specific bus. All school rules apply to the bus. Violations of bus rules or behaviour that endangers others will be reported to the administration by the Bus Assistant and may result in a disciplinary warning. Continued disregard for the Bus Behaviour Policy may lead to revocation of bus privileges.

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

- Parents/guardians must drop off and pick up their children (FS2 to Year 6) at the designated bus collection point. Any exceptions require written consent submitted to the school.
- Parents/guardians must present their passes when collecting their children.

- For safety reasons, students may only be dropped off or picked up at the registered locations.
- Requests for temporary changes to drop-off or pick-up locations must be submitted in writing to the Transportation Coordinator at least one week in advance, or within 24 hours in emergencies. Approval is subject to availability and is determined on a case-by-case basis.
- By registering for the school bus service, parents/guardians agree to abide by the Transportation Department's Bus Service Rules and Regulations for the Academic Year 2024-2025.

### **Responsibilities of Bus Assistants**

Bus Assistants, licensed by the RTA and under the supervision of the School Operations Manager, are responsible for:

- Ensuring all students disembark the bus at school and during home drop-offs. If a student is not collected, the bus will return to school.
- Maintaining accurate attendance records and submitting daily sheets to the Transport Coordinator.
- Assigning and monitoring student seating on the bus.
- Supervising students on the bus to ensure safety and adherence to the Bus Behavior Policy.
- Reporting any safety concerns or behavioral incidents to the Administration.

### **Responsibilities of Drivers**

Drivers, licensed by the RTA, experienced, and supervised by the School Transportation Coordinator, are responsible for:

- Ensuring their bus complies with RTA guidelines, including regulations on ride duration.
- Following the designated route provided by the Transport Coordinator.
- Keeping the bus clean, orderly, and safe.

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

The Emirates Transport Liaison/Operations Manager is responsible for:

- Verifying that Bus Assistants and Drivers are RTA licensed and fully understand their roles.
- Coordinating transportation routes and student assignments for each bus.
- Managing requests for permanent changes to drop-off or pick-up locations, with approval at the school's discretion and based on availability.
- Supervising Bus Assistants to ensure all students disembark correctly.
- Collecting and reviewing daily attendance reports from Bus Assistants.
- Addressing any concerns or complaints from parents, students, or staff regarding the transport service.

### **Monitoring and Review**

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



Transport Registration form  
ASIES Transport Registration Form

Appendix 2  
Area Change Form  
transport-change-form-26

Appendix 3  
Bus Cancellation Form  
cancellation-form-86

Approval and Sign-Off:

Approved by: Ms Sadia Wajid

Signature:

Date: August 2024

Review Date: August 2025