



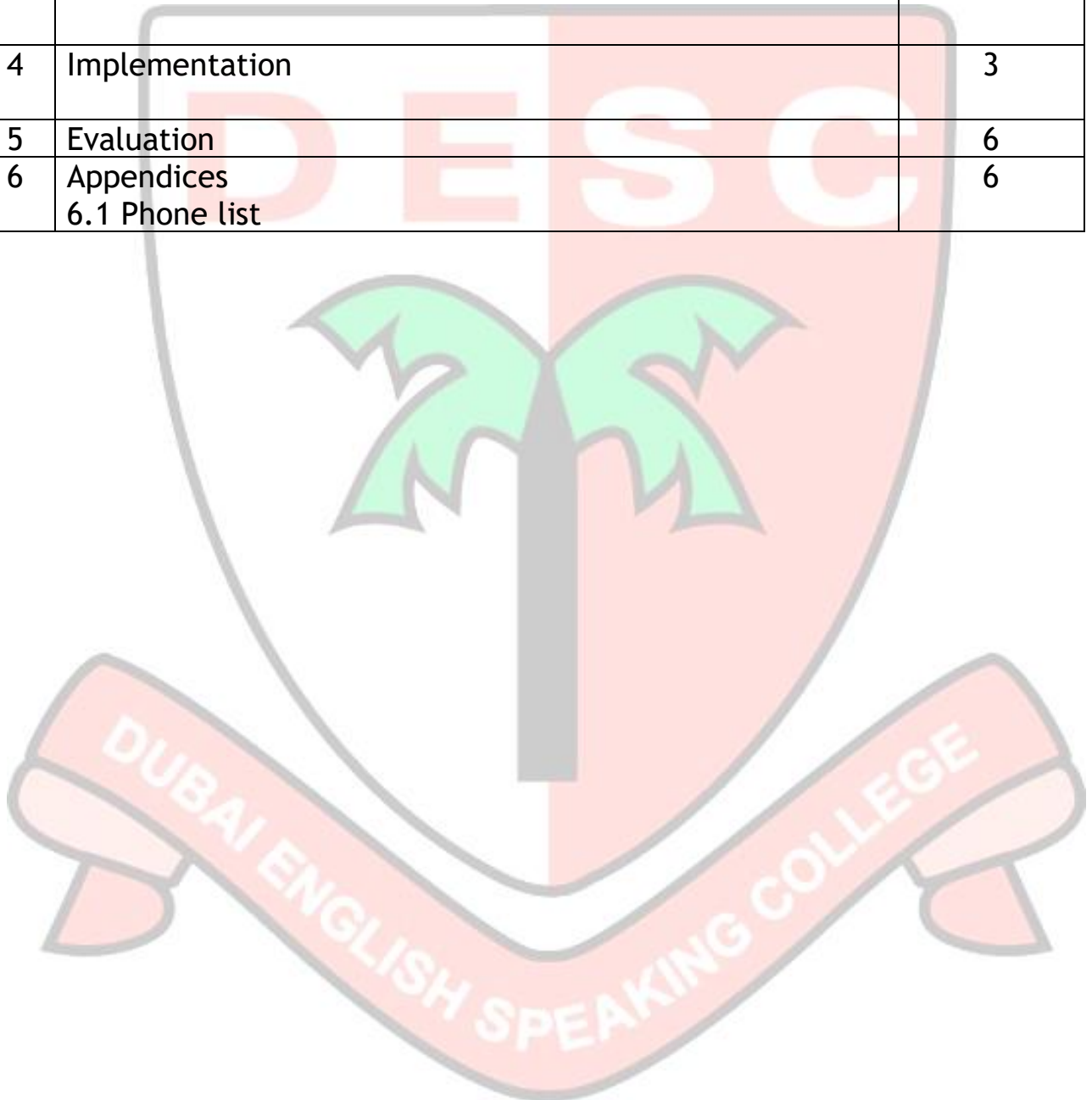
Dubai English Speaking College

Student Transport Policy

2023 - 24

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DUBAI ENGLISH SPEAKING COLLEGE

STUDENT TRANSPORT POLICY

1. RATIONALE

Almost half of students at DESC use the Bus Service to get to and from the College every day. We ensure that students arrive and depart in a safe manner and provide details of the service below. DESC currently operates the Bus Service through 'STS', a local bus hire service.

2. AIMS

This policy will outline:

- the responsibilities of all those involved in the DESC Bus Service
- the procedures in place to ensure student safety at all times
- expectations of staff and students whilst using the service
- communication details should you have an issue or query regarding student transport at DESC

3. RESPONSIBILITIES

3.1 DESC STAFF

The DESC Bus Coordinator (BC) will:

- Liaise with the bus company (currently STS) with all operational aspects of the service
- Liaise with and inform parents of any updates, changes, or relevant points of information regarding the bus service
- Meet with the relevant AHT to discuss operational matters arising
- Inform the relevant House Team of any behavioural issues as and when they arise

The AHT Headteacher (DHT) will:

- Meet with the BC to discuss operational matters arising
- Support the House Teams with issues arising
- Arrange the 'Bus Duty Rota' to ensure safety when the buses arrive and depart

All staff who accompany students on a DESC bus (for example during a fixture or trip) will:

- Ensure the students' safety whilst on the bus and check seatbelts are fastened during the journey
- Store the Bus Coordinator's phone number in their phone
- Be aware of the emergency procedures whilst on the bus (see Appendix 6.1)

3.2 DESC STUDENTS

All DESC students who use the bus service must:

- follow the instructions of the Bus Guardians at all times
- wear their safety seat belts at all times when seated
- sit in their allocated seat
- under no circumstances move from their seat when the bus is in motion. Students must wait until the bus has completely stopped before attempting to get off the bus. This includes when collecting personal belongings from the overhead shelves

- ensure that windows on the bus remain closed
- adhere to the 'stop' signs used by drivers and remain on the pavement until the Bus Guardian tells them it is safe to get onto the bus.
- walk to the bus in an appropriate manner. Students should not run for the bus or step out in front of a bus, even when that bus is stationary

3.3 DESC PARENTS

All DESC parents whose child avails the bus service must support us in ensuring that their child follows the guidelines above.

Parents must also:

- Read and acknowledge (when necessary) any communications sent to them with regards to the bus service
- Pay all fees on time
- Report any issues regarding the bus service to the BC

4. IMPLEMENTATION

4.1 DESC STUDENT TRANSPORT SERVICE (REGULAR SERVICE)

- All parents will be sent the DESC Student Transport Services Code of Conduct and the DESC Student Transport Services Guidelines documents which outline the behaviours and expectations of all bus users.
- All parents will receive the phone contact of the relevant Bus Guardian and should use this to inform the Guardian of any issues, including if their child will not be using the service that day
- Our Student Transport Service is provided by an outside provider named 'STS'.
- STS operates in compliance with all specifications and regulations as recommended by the Roads and Transport Authority (RTA) and Knowledge and Human Development Authority (KHDA).
- All buses are installed with smart bus technology which includes GPS tracking, CCTV systems and RFID scanners.
- All STS staff, including the Drivers and Bus Guardians, are fully trained and hold regulated RTA issued permits and licences which are reviewed and renewed annually.
- The Student Transport Service includes two journeys per College day, to and from the College site.
- DESC does not offer a one-way service.

4.11 Pick Up and Drop Off Protocols

- All bus routes have designated Pick Up and Drop Off points which are determined by our Bus Coordinator and STS. These points are selected with student safety and RTA regulations in mind.
- Drivers are instructed to follow designated routes at all times.
- Students will only be permitted onto and off the bus service at their designated locations.
- The Pick Up times will be shared with parents upon registration.
- All buses are scheduled to arrive at the College between 7:20 - 7:35am.
- All buses leave the College site at the same time: Monday - Thursday at 3:15pm and Friday at 12:10pm. Buses depart from the area behind Desert / Earth Block.
- Buses will not leave the Pick Up location ahead of schedule. Buses will not wait more than one minute past the scheduled Pick Up time before moving on to the next location.

- If the bus is delayed by more than 15 minutes parents will be notified via the STS Parent App or by SMS.
- The daily route and travel times may vary slightly during the year depending on student numbers and road alterations. Parents will be notified by email of any changes.

4.12 Changes to the Bus Arrangements

- Students should always use their designated Pick Up and Drop Off locations.
- Information regarding changes to bus arrangements can be found in the DESC Student Transport Services Guidelines document which is shared with parents once registration is confirmed.

4.13 Student Code of Conduct

- Please refer to the DESC Student Transport Service Code of Conduct document for details of DESC's expectations of all bus users.
- This document will be sent to both parents and students prior to using the bus service for reference.
- The Bus Guardian will report any student who does not follow the Code of Conduct to the Bus Coordinator. The incident will be recorded and dealt with by the relevant House Team.

4.14 Fees

- The Student Transport Service varies in price depending on route.
- Information regarding payment will be sent to all parents upon registration.

4.2 DESC ECA BUS SERVICE

- DESC offers an 'ECA Bus Service' which Bus Users can use if they are taking part in Extra Curricular Activities (ECAs) after College hours. This bus leaves the College on Monday - Thursday at 4:30pm and Friday at 2:00pm.
- The ECA Bus Service is limited and does not service all areas of the regular bus service.
- The areas serviced by the ECA Bus Service will be communicated to parents in the first week of the academic year.

4.3 STUDENT TRANSPORT FOR SPORTS FIXTURES

- In order to attend sports fixtures across the city, DESC provides a free accompanied bus to and from the venues.
- This service is provided for both bus and non-bus users.
- Upon leaving for the fixture, students must wear seat belts at all times and must behave in an exemplary manner, in line with the whole school policy on bus travel.
- The lead teacher for the fixture will have access to all parent's contact numbers and emergency contact numbers via iSAMS.
- Parents are welcome to collect their children from the venue rather than catch the return bus. If this is the case we would ask that parents are prompt to avoid delaying the return bus. If a parent is late to a pickup from an away venue, they will be contacted by phone and asked for permission to leave the student with the security guards at the venue. Persistent lateness to pick up students may jeopardise future selection for sports teams.
- On the rare occasion when a member of staff responsible for a team may have to accompany a student to hospital in an ambulance, parents will be contacted to collect their child from

the away venue. The remaining students will be supervised by staff from the venue until collected. Parents must be contactable if their child is on an away fixture.

- Upon the students' return to DESC, they are to remain with the security guard until the parents are available to collect the students.

4.4 BUS USE DURING COLLEGE TRIPS

- Our fleet of STS buses can be used for local College trips within the emirate of Dubai at no cost.
- The buses can be used between 8:00am - 1:45pm and must be booked through the BC (email the BC for a Bus Request Form)
- If a trip is being planned outside of these hours, a bus can be arranged at a cost. Details of the cost will be shared following submission of the Bus Request Form.
- The Trip Leader will liaise with the Bus Driver to arrange a Pick Up time whilst on the trip.
- In an emergency situation, please refer to the guidance below.

4.5 BUS DUTY

- There will always be at least two members of staff on duty when the buses arrive and depart the College site.
- If a member of staff is allocated to this duty and cannot attend, they must arrange for another member of staff to do the duty in their place.

4.6 EMERGENCY PROCEDURES

- All Bus Guardians (BG), Drivers and staff accompanying students on the bus should have the phone number of both the Bus Coordinator and the STS Foreman stored on their devices.

IF THE BUS BREAKS DOWN

- BG/Driver to ensure all bus users are safe and ensure bus is in safe location
- BG to call the STS foreman and explain location and issue
- BG to follow instruction from STS foreman
- STS foreman will arrange replacement bus and inform parents of delay
- BG to encourage students to contact parents and allow for students to be picked up by parents (if appropriate) - BG to ensure registers are updated accordingly
- STS foreman will update BC of all actions (Sarah Wilson - 050 453 5046)
- BC to inform SLT of event (Lucy Petith - 055 143 3177)

MINOR ACCIDENT ON THE BUS (NO MEDICAL ATTENTION REQUIRED)

- BG/Driver to ensure all children and adults are safe on the bus
- BG to call the STS Foreman and explain location and issue
- BG to follow instruction from STS Foreman
- BG/Driver to call the police if advised to do so by STS Foreman - dial 999
- STS Foreman will arrange replacement bus and inform parents of delay
- BG to encourage students to contact parents and allow for students to be picked up by parents (if appropriate) - BG to ensure registers are updated accordingly
- STS foreman will update BC of all actions (see phone list below)
- BC to inform SLT of event (see phone list below)
- Accident report to be completed following incident (within 24 hours)

MAJOR ACCIDENT ON THE BUS (MEDICAL ATTENTION REQUIRED)

- BG/Driver to call the emergency services - ambulance (998/999), police (999), fire (997)
- BG/Driver to ensure, where possible, all children and adults are safe on the bus
- BG/Driver to call the STS Foreman and explain location and issue
- BG to follow instruction from STS Foreman
- **Parents to be notified by DESC SLT only**
- STS Foreman to phone BC (see phone list below) giving a clear verbal report on what has happened, including location, injuries, safety of students and if the emergency services have been called.
- BC will phone SLT (see phone list below). SLT to inform Headteacher (see phone list below) with key information. LPE and CVI to discuss, and dependant on the severity of the situation will decide if the Crisis Management Policy should be implemented and how further information should be communicated to parents.
- Updates to be given by SLT to BC, who will then inform STS Foreman
- Accident report to be completed following incident (within 24 hours)

4.7 REPORTING AN ISSUE OR INCIDENT

- All accidents and medical emergencies which take place on the bus will be reported to the DESC Medical Team and recorded on iSAMS using the regular 'Accident and Incident' online form.
- Any issues or incidents must be reported to the Bus Coordinator immediately (descbuses@dessc.sch.ae).

5. EVALUATION

This Policy will be reviewed annually.

6. APPENDICES

6.1 PHONE LIST

BUS COORDINATOR: Ansie Coetzee - 050 848 9366

SLT OVERSEEING STUDENT TRANSPORT: Hani El Taher- 055 147 7345

SENIOR DHT: Matthew Cotgrove - 056 779 1330

HEADTEACHER: Chris Vizzard - 050 528 1090

DESC MAIN RECEPTION: 04 360 4866