



Transportation Policy

Approved by:

Aysha Juma Al Khateri
Chairwoman

Date:

12/11/2025



Effective Date:

17/11/2025

Revision History

Revision Date	Version Number	Revised By	Signature
01/02/2025	01	Eva Sanchez Castillo Principal	



1. Introduction

The Spanish School of Abu Dhabi (SSAD) is committed to providing a safe, reliable, and efficient school transportation service for its students. The following policy outlines the guidelines and procedures for ensuring the safety of all students using school transportation and covers the responsibilities of the school, parents, operators, and bus staff.

2. Scope of the Policy

2.1 Applicability of Policy:

This policy applies to all staff, school bus operators, drivers, bus supervisors, and parents involved in the transportation of students. It complies with the **Integrated Transport Center (ITC) regulations** and the **Executive Regulation Concerning School Transport Service in Abu Dhabi** (DMT, 2017). The policy also aligns with the **Abu Dhabi Guideline for School Bus Route Regularization** (QCC, 2023) and other federal traffic laws.

3. School Transport Services and Student Safety

3.1 Provision of School Bus Service

- SSAD will provide school bus transportation for students in accordance with the requirements set forth by ADEK and ITC.
- School bus services are available to all students from **Kindergarten to Grade 12**. Students with special needs or additional learning requirements will be provided with the necessary support to use the school bus service.
- In cases where a bus service is not feasible for individual students, the school will request an exemption from ITC on a case-by-case basis.

3.2 Rider Safety Responsibilities

- SSAD assumes full responsibility for the safety of all students during transport, even if third-party operators are involved.
- The school will ensure that all buses are equipped with appropriate safety features, including seat belts, fire extinguishers, and first aid kits.
- The school will also organize regular **bus safety awareness programs** for students, including education on pedestrian safety and safe conduct on the bus.

3.3 Student Behavior Policy

- Students must follow the **SSAD Student Code of Conduct** while riding the school bus. Misbehavior or disruptive actions will lead to disciplinary action, which may include a temporary suspension from using the bus service.
- **Student Behavior Expectations:**
 - Students must remain seated while the bus is in motion.
 - Students must respect the bus supervisor, driver, and fellow passengers at all times.
 - Bullying, violence, or any behavior that compromises safety will not be tolerated.

4. Bus Schedules, Routes, and Pick-Up/Drop-Off Locations

4.1 Maximum Journey Time and Routes



- School bus journeys will adhere to the **maximum journey time** standards set by ITC and ADEK. The time from pick-up to drop-off should **not exceed 60 minutes** for
- All bus routes will be reviewed regularly to ensure that they are efficient, safe, and convenient for students. Changes to routes or schedules will be communicated to parents in advance.

4.2 Designated Pick-Up and Drop-Off Points

- Students will only be picked up and dropped off at designated points. The designated stop locations are chosen based on the safety and convenience of students.
- **Drop-off Procedure:**
 - For students **under Grade 5**, a responsible adult (parent or guardian) must be present at the designated drop-off point to receive the student. If no adult is available, the student will be returned to the school, and parents will be contacted for immediate pick-up.
 - **Elder siblings** (15 years or older) may pick up younger siblings (Grades 1 and above) with prior consent from parents. A consent form must be submitted to the school with acknowledgment of responsibility.

5. Fees and Payment for School Bus Services

5.1 Bus Service Fees

- The fees will be reviewed annually and approved by the **Spanish School Board**.
- Applicable fees should be approved by ADEK

5.2 Exceptional Fee Increases

- Any exceptional fee increase requests will be reviewed by the **School Transport Committee** and coordinated with ITC before being submitted to **ADEK for approval**.

6. Responsibilities of School Bus Operators

6.1 Bus Operators

- SSAD collaborates with licensed, reputable third-party transport operators who comply with all **ITC regulations** and requirements.
- Operators must ensure that their drivers and bus supervisors are fully trained, licensed, and qualified to meet the safety standards outlined by ADEK and ITC.

6.2 School Bus Drivers

- All drivers must possess the required ITC permit and must acknowledge the **SSAD Student Protection Policy**.
- Drivers will undergo **regular safety training** and must maintain the highest standards of professional conduct.

6.3 Bus Supervisors

- A bus supervisor will be assigned to each bus for students in **Kindergarten to Grade 6**.
- For buses transporting male students in Cycle 2 and 3, male supervisors may be employed. Supervisors are responsible for monitoring students, ensuring safety, and assisting the driver in managing any behavioral issues.



7. Non-School Bus Transportation

7.1 Approval for Non-School Transportation

- Students in **Cycle 3** (Grade 9 and above) may use non-school transportation (such as taxis, private vehicles, or bikes) to commute to and from school.
- Parents must **provide written consent** to the school for such transportation arrangements. The school assumes no responsibility for students traveling independently.

8. Traffic Management and School Zone Safety

8.1 School Traffic Management Plan

- SSAD will develop and maintain a **traffic management** plan for the safe and efficient flow of vehicles around the school, particularly during peak drop-off and pick-up hours.
- The plan will include designated parking zones for school buses and staff vehicles, as well as clear pathways for pedestrians.

8.2 Speed Limits and Traffic Safety

- **Speed limits** within the school zone will adhere to local laws and regulations as defined by the **Federal Traffic Law No. 21 of 1995** and will be strictly enforced during school hours.
- The school will install appropriate signage to ensure that drivers adhere to the speed limits near the school premises.

9. Emergency Procedures

9.1 School Bus Emergencies

- In the event of an **emergency**, such as an accident or medical emergency on the school bus, the bus driver and supervisor are required to follow the **SSAD Emergency Response Protocol**.
- Parents will be immediately contacted in case of emergencies involving their child.

10. Communication with Parents

10.1 School Transport Coordinator

- SSAD will appoint a School Transport Coordinator to handle all inquiries and concerns regarding the transportation service. The coordinator will be the point of contact for parents concerning bus routes, delays, or other transportation-related issues.
- The School Transport Coordinator will ensure that parents are kept informed through regular communication, including alerts for delays and any changes to the schedule.
- Transport email: transportation@spanishschool.ae

10.2 Real-Time Bus Tracking

- **Salama App** or a similar platform will be used **for real-time bus tracking**, enabling parents to monitor the location of their child's bus and receive notifications on pick-up and drop-off times.

11. Parents Consent and Agreement



Families must sign an agreement in which they are informed of the details and rules of the school transport service.

Signing this agreement will be a requirement in order to begin using the school transportation service.

See ANEX 1

12. Compliance and Accountability

12.1 Policy Compliance

- All staff, parents, and bus operators must comply with this SSAD School Transport Policy. Any failure to adhere to the policy may result in disciplinary action and the suspension of bus services.

12.2 Liability

- The school will not be held liable for incidents arising from **non-school transport** (e.g., taxis, private vehicles) used by students without prior written consent.

12.3 Review of Policy

- This policy will be reviewed annually by the **School Transport Committee** to ensure that it remains up-to-date and in compliance with the latest regulations.

Effective Date:

This policy will be implemented at the start of the **2025/2026 academic year**.

Approved by:

The Spanish School of Abu Dhabi Board of Trustees

This transport policy reflects the unique needs of The Spanish School of Abu Dhabi, its students, and its commitment to safety, reliability, and efficiency in school transport services.



ANEX 1

School Transport Rules & Agreement 2024-2025

The Spanish school Abu Dhabi has outsourced the school transport service to Victoria Roadways, to ensure that the journey between home and school is convenient and safe. Parents, children, drivers, and school staff all have a role to play in safe school transport, and we urge all those involved to read the following information.

Victoria Roadways provides home to school transport for eligible children at the start and end of the school day, is run and operated by highly experienced professionals who have a long track record of the safe transportation of students.

Our Expectations – these are for Bus Monitors and students alike.

- Always be polite and well - mannered.
- Always think of others and be helpful.
- Be safe, stay safe and keep others safe.
- Show respect and act responsibly.
- Be on time

On SSAD Abu Dhabi Buses:

- We speak in a quiet voice and with respect to fellow students and adults.
- We always stay in our seats with our belt fastened.
- If we drink water or eat food (cereal bars, water, and fruits only) we will throw away all of the rubbish and will refrain from making a mess on the bus.
- We will always listen well so that we stay happy and safe.
- We will always listen to the Bus monitor and Driver and follow their instructions.
- We walk to and from the bus thinking about keeping safe.

Using SSAD Abu Dhabi buses safely:

- Safety belts are always to be worn on the bus by all passengers.
- No- one is to behave in any manner, which infringes upon the right or well-being of any other passengers or students. This will include any form or type of bullying.
- Malicious damage or vandalism will be paid for by the offender (s).
- SSAD Abu Dhabi does not tolerate or permit any alcoholic drinks, tobacco, substances, or potentially harmful devices (matches, lighters, pen knives) to be carried on the school bus. Passengers who do so will permanently be excluded from the bus service and potentially from school.
- No student is to enter or leave the bus until it has come to a complete stop.
- Students may enter or leave the bus only with Bus monitors permission. Students are only allowed to leave buses at their designated bus stop.
- Students below 12 years old must be met at the point of drop off by a responsible & designated adult. If no – one is waiting for the students and the parents cannot be quickly contacted, the bus will return the student to school. Parents will have to then collect them from the school. It is a parental responsibility to ensure an approved adult is there to meet the students at the drop off point.
- The school does not have any responsibility for students once they have left the school bus at their designated drop off point.



- Students are to travel only on their own assigned school bus. Permission to travel on another bus can only be granted if submitted in writing to School Operations Manager for approval. Requests should be within a minimum of 24 hrs. to ensure all relevant parties are suitably informed of any changes. NO non bus children are allowed to travel on the bus at any time.
- Any students who travel on the bus must adhere to the school behavioural policy as they would at school. The privilege of riding the school bus may be denied to students who do not adhere to the policy, and they will permanently be excluded from the bus service and potentially from school.
- It is also school policy that students who have a fever measuring 37.7 and above, are vomiting or diagnosed as clinically unwell by our school nursing team will not, under any circumstances be permitted to travel home by school bus. They are required to be collected by a parent or guardian. This policy must be adhered to under all circumstances

Tracking Students On and Off the buses:

- Students may only join the bus service or change routes on Mondays.
- As per the Bus Service Agreement, students may only change their travel plan if the request is received and authorised in writing and in advance notice.
- Students make their way to "School bus Parking" at the end of every day. Nursery to Year 2 students will be accompanied by Teaching Learning Assistant.
- Security Guards must monitor the car park while students get on board as well as School H&S Officer
- When the last student leaves the bus, the driver will check the bus and then display the "Bus Cleared" sign to ensure all students have departed.

Late/Missing Students and Absence

- Should a student be late in the morning – Bus monitors are to contact the parent and then leave after 2 minutes of waiting to avoid further impact on arrival at school for the start of the school day.
- Should a student be late in the afternoons – Bus monitors are to check with School bus Coordinator or exception to see if the student is delayed in school or left early to go home with parents.
- A bus cannot leave without a student unless authorised to do so by on duty teachers/Operations Manager or H&S Officer on duty at the bus area or parents themselves.
- It is the responsibility of the parent to inform the class teachers and the school Reception advance if they will be collecting their child/children in the school or if the child/children

Parental Responsibility and Behaviour

As the parent/guardian of the registered student/students on the bus, you are responsible for their behaviour on the bus and will be called upon to support at home if needed should your child/children be reported as misbehaving. It is never acceptable to shout, scream or abuse the Bus monitor – they are employed to ensure that your child/children are kept safe and as such they will report dangerous, disrespectful, or abusive behaviour. If you have concerns that you wish to raise, then you may do so in a polite and respectful manner directly to the School Management who will be able to support further with any concerns or queries.

It is also never acceptable for a parent/relative/guardian to get involved in a student dispute by speaking to any student or threatening them in any manner, nor is it acceptable to enter the bus at any time. Parental behaviour is as equally important as that of the student.



In case of any change in residence, parents must give advance notice of two weeks. Provision of transport service will be subject to availability of seats and routes.

Terms and Conditions

- Full annual Fee (AED): 5,000 per academic year/ non-pro-ratable
- Fees are not refundable.
- Full year registrations required.
- Student will not be enrolled in the bus service unless the payment is done full in advance.
- One-way payment fee is not available.
- Bus will leave the school at 4:00 pm for all students including Kindergarten.
- These services are available on a first come, first serve basis.
- Transport facilities are available only from the designated points.
- Bus will be available ONLY if there is a minimum of 22 paid students per bus.
- In case of any change in residence, parents must give advance notice of two weeks. Provision of transport service will be subject to availability; fees will not be refunded if the service cannot be provided in the new location.

Payment Options

- Online Payment through our accounts Department
- Credit Card payment at our accountant's office
- Bank transfer to The Spanish School of Abu Dhabi ADCB bank account.

SSAD Abu Dhabi bus rules agreement form. Please sign and return to reception.

I acknowledge that I have read, understood, and accept the terms as set out in this bus rules agreement.

Parents Name			
Student Name		Class	
Student Name		Class	
Student Name		Class	
Student Name		Class	

Signed: _____ Date: _____



ANEX 2

Non-Bus Consent Form

Student Information:

- Student's Full Name: _____
- Grade/Class: _____
- Parent/Guardian Name: _____
- Contact Number: _____

Consent Statement:

I, the undersigned, am the parent/guardian of the above-named student. I acknowledge that my child will not be utilizing the school bus service for transportation. I am fully aware of the responsibilities that come with my child using alternative transportation to and from school

By signing this form, I agree to:

1. Take full responsibility for arranging transportation for my child.
2. Ensure that my child is picked up and dropped off safely at the appropriate times.
3. Abide by any rules or guidelines provided by the school regarding student pick-up and drop-off procedures.
4. Notify the school of any changes to transportation arrangements, should they occur.

Important Notes:

- The school will not be responsible for the transportation of my child outside of the provided school bus service.
- I understand that the school is not liable for any incidents that occur while my child is not utilizing the school bus service.

Signature:

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____



ANEX 3

Process for Handling Parents' Concerns About the School Transport Service

It is crucial to have a clear and structured process in place for addressing parents' concerns regarding the school transport service. This ensures that concerns are handled promptly, professionally, and with empathy. Below is a suggested process for managing such concerns effectively:

1.

as Acknowledgment of the Concern

- Immediate Acknowledgment: Upon receiving a concern, whether via email, phone, or in person, acknowledge receipt promptly. Let the parent know that their concern is being taken seriously and that it will be addressed in a timely manner.

Example Response:

"Thank you for reaching out. We have received your concern regarding the school transport service, and we are currently looking into it. We will get back to you as soon as possible."

2. Documentation of the Concern

- Record Details: All concerns should be documented, including:
 - Parent's contact details (name, phone number, email).
 - Date and time of the concern.
 - Detailed description of the concern (specific incidents, dates, or issues).
 - Any other relevant information (such as the affected student's details or specific bus route).

Tools: Use a standardized form or database to track concerns for future reference and to monitor the resolution progress. (Drive shared file)

3. Assessment and Investigation

- Review the Concern: The next step is to thoroughly assess the concern. This might involve:
 - Reviewing bus logs or GPS data to confirm the details (e.g., delays, route issues).
 - Consulting with the bus company, driver, or staff involved in the issue.
 - Interviewing any witnesses or other parents if necessary.
- Determine Severity: Determine the urgency and severity of the concern.
 - Safety-related (e.g., seatbelt malfunction or accident), it should be prioritized and addressed immediately.
 - Non-safety-related issues, such as punctuality or comfort, can be managed with a longer response time but should still be handled efficiently.

4. Communication with Parents

- Initial Response: Within 24-48 hours, respond to the parent to confirm that their concern is being investigated.

Example Response:

"Thank you for your patience. We have received your concern and have begun investigating the issue. We are working with the transport service provider to resolve the matter and will update you soon with our findings."

- Follow-Up: Once the investigation is complete, reach out to the parent with an update:



- If Resolved: Provide a clear explanation of what was done to resolve the concern.

Example Response:

“We have investigated the issue you raised, and we found that the bus was delayed due to traffic. We have communicated with the bus company to ensure that there is better coordination in the future. We appreciate your understanding and will continue monitoring the situation.”

- If Not Fully Resolved: Explain the steps being taken to address the issue or if any further actions are needed.

Example Response:

“We are still working with the bus company to address the punctuality issue. We are actively monitoring the situation and will keep you informed of the progress. We appreciate your patience as we work toward a resolution.”

5. Resolution and Implementation of Changes

- Address the Concern: Based on the investigation findings, take appropriate action. This may include:
 - Scheduling more frequent bus maintenance checks.
 - Adjusting routes or schedules to prevent delays.
 - Providing additional training for drivers or attendants.
 - Ensuring safety measures are being followed.
- Inform Parents of the Outcome: Once the issue has been addressed, follow up with the parent to ensure that the solution is effective and that the concern has been fully resolved.

Example Response:

“We have now implemented changes to the bus schedule to ensure timeliness and better coordination. We have received positive feedback from other parents, and we hope this resolves the issue for your child’s journey. Please don’t hesitate to reach out if you have any further concerns.”

6. Continuous Improvement

- Feedback Loop: Encourage parents to provide feedback after the resolution. This helps assess the effectiveness of the changes made and provides an opportunity for further improvement.

Example:

“We’d love to hear your feedback on the changes that have been made. If you notice any other issues or have any further concerns, please do not hesitate to contact us.”

- Regular Reviews: Conduct periodic reviews of the school transport service, including checking for patterns in the concerns raised, and make improvements based on recurring issues.

7. Escalation Process

- When to Escalate: If a parent is unsatisfied with the resolution or if the issue remains unresolved, it may be necessary to escalate the concern.
 - Escalate to a Senior Administrator: Ensure that the issue is reviewed by a senior administrator, such as the Principal or Transport Coordinator.
 - Escalate to External Authorities: If the issue involves safety or legal concerns (e.g., regulatory compliance with local authorities), escalate to the relevant authorities in Abu Dhabi, such as the Transport Department.

8. Regular Updates and Proactive Communication



- Proactive Updates: To avoid concerns from escalating, communicate regularly with parents regarding the transport service. This can be done through:
 - Monthly newsletters or emails.
 - Updates on any changes to schedules, routes, or drivers.
 - A dedicated communication platform for parents to report and monitor issues.
- Transparency: If any issues arise that may affect the transport service, inform parents as soon as possible and outline the steps being taken to resolve them.

Conclusion

By following this structured process for handling parents' concerns, the school can ensure that all issues are addressed efficiently and with care. Clear communication, timely resolution, and a focus on continuous improvement will foster trust and cooperation between the school, parents, and the transport service provider, contributing to a positive and safe experience for all students.

ANEX 4

Transport Contacts Information

1. Lists of school Emergency Contacts

- Mrs. Julia – Transport Coordinator: (971) 056 995 6347
- Mr. Yamen – ITC Liason: (971) 050 500 0198
- Ms. Clarissa – HSE officer: (971) 050 493 7954
- Ms. Angela – Receptionist: (971) 056- 421 0091
- Ms. Flora – Social Worker: (971) 050 954 1854
- Ms. Phoebe – Operations Officer: (971) 058 205 05 39
- Ms. Jackie – Security Supervisor: (971) 058 667 8364

2. Proof of school Training for transport task force

- Ms. Angela
- Ms. Claudia
- Ms. Julia
- Ms. Alba
- Ms. Flora
- Bus Supevisors/Drivers
 1. Hajara
 2. Geethu
 3. Deepah
 4. Hakeem
 5. Bilal
 6. Ajith