ليـــوا للتعليم
Liwa Education

مدرســـة لـــيـــوا الـــدولـــيـــة
Liwa International School
الـقـطـارة Al Qattara

2026-2027

Transportation Policy

Policy Document

AY 26/27

August 2026

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Review Date: Yearly

A. Rationale

This policy ensures the safe, reliable, and compliant transportation of students at **Liwa Education schools and nurseries**. It aligns with the **ADEK regulations** and **Integrated Transport Center (ITC)** guidelines to guarantee the safety of students, staff, and visitors during transportation. The policy outlines the responsibilities of the school, staff, parents, and transport operators involved in ensuring the safety of all individuals involved in the transportation process.

B. Purpose

The purpose of this policy is to establish clear guidelines for the provision of school bus services and other transportation-related activities. It aims to ensure safe, efficient, and regulated student transportation while adhering to ADEK standards. The policy also defines the roles and responsibilities of staff, students, parents, and transport providers to ensure the consistent implementation of safety measures.

C. Policy

1. Provision of School Bus Service

Mandatory Provision: Liwa Education schools and nurseries will provide bus services to students, ensuring compliance with ADEK and ITC regulations. Special accommodations will be provided for students with additional learning needs.

Key Definitions

- **Bus Supervisor:** Responsible for monitoring student behavior on the bus and ensuring safety compliance.
- **Driver:** Responsible for the safe operation of the school bus.
- **School Transport Coordinator:** Designated staff overseeing transport services and communication.

2. Rider Safety

The school is responsible for ensuring the safety of all students during their bus trips. This includes supervision, safety training, and the use of proper equipment.

3. Traffic Management

3.1. The school will maintain a traffic management plan to oversee safe flow during pick-up and drop-off hours.

3.2 Designated staff will supervise daily traffic operations near school grounds.

4. Training Students for School Bus Service

The school ensures that all students undergo training on bus safety, including pedestrian safety measures, in line with ADEK and ITC guidelines.

5. Communication Protocols

5.1 Parents will be encouraged to use the Salama tracking app for real-time updates.

5.2 Notifications will be provided to parents for delays or emergencies.

6. Maximum Trip Duration

No trip should exceed 60 minutes, ensuring students are safely transported to their destination in a timely manner.

7. Parental Responsibilities

7.1 Parents must ensure a responsible adult is present at pick-up and drop-off points for students under 11.

7.2 Signed consent forms are required for older siblings (15+) to pick up younger students.

8. Exclusive Use of School Buses

School buses will only be used to transport students and will not be used for other purposes. This ensures compliance with ADEK and ITC standards.

9. Non-School Bus Transportation

Guidelines for Cycle 3 students using private transport will include parental consent and adherence to ITC regulations.

10. School Bus Fees

Fees for school bus services will follow the ITC School Bus Fee Framework and will be subject to ADEK approval.

11. Handling Parent Concerns

A formal procedure for handling concerns or grievances from parents regarding the transportation services is in place, ensuring all safety concerns are addressed swiftly and fairly.

12. Parking and Speed Limits

12.1 Designated parking for buses and staff vehicles will be enforced.

12.2 All vehicles must adhere to speed limits in school zones.

13. Field Trip Transportation

For school-related activities and trips, transportation will be arranged based on ITC guidelines and approved vehicles, ensuring safety standards are met for all students.

14. Emergency Plans

14.1 A transport emergency and communication plan will be developed and shared with stakeholders.

D. Appendix

Further details on vehicle specifications, staff responsibilities, and other operational guidelines can be found in the relevant regulations from ADEK and the Integrated Transport Center (ITC).

Handling Parent Concerns Procedure

1. **Complaint Submission**:
    - Parents can submit transportation-related concerns or grievances via email or by contacting the School Transport Coordinator directly.
2. **Acknowledgment of Complaint**:
    - The school will acknowledge receipt of the concern within 24 hours.
    - Parents will be informed of the next steps, including a timeline for investigation and resolution.
3. **Initial Review**:
    - The School Transport Coordinator will conduct an initial review of the complaint to assess its nature (e.g., safety concern, service issue, or staff conduct).
    - The issue will be escalated to relevant personnel if necessary (e.g., Bus Supervisor, Driver, or Facilities Manager).
4. **Investigation**:
    - Relevant parties, including the transport operator (if applicable), will be consulted to gather facts about the incident or concern.
    - If the concern involves safety, immediate corrective actions will be taken while the investigation is ongoing.
5. **Resolution**:
    - The School Transport Coordinator will propose a resolution or action plan to address the concern.
    - The resolution will be shared with the parent, including details of any changes implemented to prevent recurrence (if applicable).

6. **Escalation (if required)**:
    - If the parent is dissatisfied with the resolution, the concern may be escalated to the Principal for a final review.
    - The parent will be informed of the outcome of this review in writing.
7. **Feedback and Follow-Up**:
    - Parents will be asked for feedback on how their concern was handled to improve future processes.
    - The Transport Coordinator will monitor the implementation of any corrective measures.
8. **Record Keeping**:
    - All complaints and their resolutions are documented and stored securely for auditing purposes.
    - Regular reviews of grievances are conducted to identify patterns and make systemic improvements.

Policy Owner Department

Facilities Department

Key Stakeholders		
Policy Owner:	Tariq Mohammad	Director of Facilities
Reviewed by:	Margaret Haynes	Director of Schools
	Kevin Wallis	Deputy CEO
Approved by:	Dr. Shereen Gobran	Chief Executive Officer