



Bus Procedures at NISL

Last Reviewed Date: 9.6.26

Reviewed by: A Hardy, Deputy Principal, in consultation with NISL SLT and Stack Drive Leasing and Transportation and aligning with Directive 17 MoEHE

Next Review Date: 9.6.27

1. Purpose and Rationale

This policy is underpinned by the NISL Flourishing Framework, which provides the shared foundation for character development, wellbeing, belonging and excellence across the school community. Through high expectations, positive relationships and a commitment to inclusion and safeguarding, we seek to create a safe, respectful and purposeful environment in which every pupil and member of staff can flourish.

At Newton International School - Lagoon Campus (NISL), we believe that every pupil has dignity, potential and purpose. Safe transport is therefore not an ancillary service, but an expression of the school's safeguarding duty, its commitment to wellbeing, and its responsibility to create calm, structured and relationally strong routines through which pupils can arrive at school ready to belong, participate and succeed.

These procedures set out the steps taken by NISL and Stack Drive Leasing and Transportation to ensure the safe passage of pupils to and from school. They align with Ministry of Education and Higher Education expectations, including Directive 17 in relation to private transport, traffic management and school safety compliance, and with the school's safeguarding and child protection procedures.

This procedure should be read alongside the NISL Safeguarding and Child Protection Policy, the Health and Safety Policy, the Attendance Policy, the Behaviour and Conduct expectations, and the NISL Flourishing Framework.

Transport safety, pupil supervision, accurate attendance and timely communication are understood as interconnected parts of a safe, respectful and purposeful school community.

2. Guiding Principles

1. Pupils flourish when they feel safe, known, supported, challenged and connected to the school community; bus routines must therefore be predictable, supervised and relationally secure.
2. Safeguarding is a golden thread through transport arrangements. No pupil should be placed at avoidable risk during collection, travel, arrival, boarding, dismissal or handover.
3. Clear expectations, consistent routines and professional accountability underpin all transport procedures.
4. Adults create the conditions for safety through vigilance, respectful communication, accurate record keeping and immediate escalation where concerns arise.
5. Support and accountability are complementary. Where procedures are not followed, the response will be corrective, proportionate and focused on restoring safe practice.
6. Pupil voice, parent communication and staff reporting are valued, particularly where a child feels unsafe, worried, unwell, confused about arrangements or unable to access the bus safely.

3. Scope

These procedures apply to all NISL pupils using school-approved bus transport or authorised private buses operating within the school site. They also apply to all school staff, senior leaders, bus nannies, drivers, bus

managers, security personnel, teaching assistants, reception staff, parents and contractors involved in transport supervision, attendance, communication or traffic management.

4. Roles and Responsibilities

4.1 Senior Leadership Team

1. Ensure daily oversight of morning arrival and afternoon dismissal arrangements.
2. Check that bus registers, headcounts and sign-off processes are completed accurately.
3. Escalate immediately where a pupil is missing, unaccounted for, distressed, injured, at risk, or subject to a safeguarding concern.
4. Monitor procedural compliance and ensure that transport routines remain aligned with safeguarding and health and safety expectations.
5. Work with the bus manager, security team and reception to strengthen practice where gaps or risks are identified.

4.2 Bus Manager and Bus Company Representative

1. Maintain accurate route lists, pupil details, parent contact details, medical or allergy indicators and route allocation records.
2. Ensure that all drivers and bus nannies understand NISL expectations, Qatar traffic law, MoEHE requirements and school safeguarding procedures relevant to transport.
3. Confirm that buses are roadworthy, appropriately staffed and able to operate safely.
4. Inform the school immediately of delays, incidents, absences, route changes, breakdowns, supervision concerns or parent communication issues.
5. Ensure that the mandatory presence of female supervisors on buses for Kindergarten and Primary phases is maintained for male and female pupils.

4.3 Bus Drivers

1. Comply with Qatar traffic law and school site traffic expectations at all times.
2. Use only designated entry, exit, loading and unloading routes.
3. Never stop in driveways, near emergency exits, at pupil entrances or in any area that obstructs traffic flow.
4. Remain professionally vigilant and work with the bus nanny, bus manager, security and SMT to confirm that all pupils have safely left the bus.
5. Sign the relevant register to confirm the morning and afternoon checks have been completed.

4.4 Bus Nannies / Bus Attendants

1. Keep an accurate daily attendance register for the route.
2. Mark pupils present when they enter the bus and mark absent pupils clearly where they are not collected.
3. Supervise pupils throughout the journey and ensure that pupils remain seated and safe.
4. Check all rows, seats and the full bus area after arrival and dismissal to confirm that no pupil, bag or concerning item remains on the bus.
5. Report any welfare, behaviour, medical or safeguarding concern immediately to the bus manager and school representative.

4.5 Security Team

1. Monitor entry and exit points, traffic flow, vehicle positioning and compliance with designated safe zones.
2. Support SMT and the bus manager with safe arrival and dismissal routines.
3. Maintain vigilance through active site supervision and CCTV-supported monitoring where applicable.
4. Escalate any unsafe driver behaviour, obstruction, unauthorised vehicle movement or procedural breach.

4.6 Reception and Administration

1. Receive the hard copy morning bus registers before 7:30am.
2. Log the register information online, onto SIMs, and retain hard copy registers securely.
3. Telephone parents of pupils marked absent from the morning bus to confirm the reason for absence, unless already notified.
4. Inform SLT immediately where an absence, parent response or register discrepancy creates concern.

4.7 Teaching Assistants, Class Teachers and Phase Staff

1. Ensure EYFS and Primary bus pupils are gathered and supervised at the agreed meeting point at the end of the day.
2. Ensure bus pupils are released only through the agreed supervised dismissal routine.
3. Maintain visible awareness of pupils in their class who use buses and follow up where a bus pupil is unexpectedly absent.
4. Report any concern regarding a pupil's safety, wellbeing, attendance or travel arrangements to SLT, reception or the DSL as appropriate.

4.8 Parents and Carers

1. Inform the bus company representative and school of any change to transport arrangements, including illness, parent collection, authorised adult collection, route change or temporary non-use of the bus.
2. Ensure the pupil is ready at the agreed collection time and location.
3. Provide up-to-date contact information and inform the school and bus company of any medical, allergy, welfare or safeguarding information relevant to safe transport.
4. Reinforce expectations for safe conduct on the bus.

5. Private Bus and Vehicle General Regulations

1. The school issues permits for any private buses leased by parents and reserves the right to withdraw access where safety expectations are not met.
2. All NISL buses enter via the underground car park and are monitored by trained security staff.
3. All buses entering underground must use clearly designated and supervised routes for entry and exit so that pupils can disembark safely.
4. No vehicle may stop inside driveways, near emergency exits, at pupil entrances or in a location that compromises safe movement.
5. All drivers must comply with Qatar traffic laws, MoEHE requirements and school safety expectations.
6. Vehicles must not obstruct traffic flow at any time.
7. All buses must enter and leave through the basement in the agreed safe, shaded area.
8. Private transport arrangements must not undermine safeguarding, supervision, attendance or traffic control procedures.

6. Morning Arrival Procedure

1. Each bus route must have a daily attendance register, including pupil name, year group, class, gender, allergy/medical indicator where relevant, location, contact number and sign-off columns.
2. Pupils are collected from their homes around Doha and are marked present with a tick as they enter the bus.
3. Pupils who are not present at collection are marked absent with a cross by the bus nanny.
4. Parents must inform the bus company representative at school of any change involving their child, including parent collection, sickness, late attendance or non-use of the bus.

5. On arrival at school, buses are met by an SMT representative, the bus manager and a member of the security team. Arrival and parking must take place only within designated safe unloading zones.
6. All pupils must be signed off the bus by authorised personnel, including the bus nanny, bus manager and security staff.
7. After pupils have exited, the bus nanny, driver, security, SMT representative and bus manager must check all rows and spaces for remaining pupils, bags or concerns.
8. The register must be signed by the bus nanny, bus driver, bus manager and SMT representative to confirm that all pupils have exited the bus and that the bus is empty.
9. The SMT representative must take a photograph of the register and send it to reception.
10. The hard copy registers must be taken to reception before 7:30am.
11. Reception must phone parents of pupils marked absent from the bus to confirm their absence unless already notified.
12. Reception must log the register online and retain hard copy registers securely.
13. If any concern, discrepancy or uncertainty is raised, SLT and the bus manager must be informed immediately. Where there is any safeguarding concern, the DSL or DDSL must be informed without delay and the concern logged in CPOMS.

7. End-of-Day Dismissal Procedure

1. EYFS and Primary bus pupils meet at the agreed central place with an attached Teaching Assistant. The TA remains with the group until pupils have safely boarded the bus.
2. Secondary pupils make their own way to the designated bus meeting point and are expected to do so calmly, promptly and safely.
3. All pupils enter their bus only when called. Boarding is supervised by the bus manager, bus nanny, relevant TA and a member of SMT.
4. All boarding must take place in designated safe loading zones under active supervision.
5. The bus coordinator and SMT representative take the register for all pupils before departure.
6. A headcount is completed prior to dismissal to ensure all expected pupils are on the bus.
7. The SMT representative takes a photograph of the register and sends it to reception.
8. Before departure, the bus nanny and driver confirm that pupils are seated safely and that the bus is ready to leave.
9. Where a pupil expected on the bus is not present, the bus must not depart until the pupil's status is confirmed by the bus coordinator, reception, phase staff or SLT.
10. Any unresolved absence from the afternoon bus register is treated as a potential pupil safety concern and must be escalated to SLT immediately.

8. Missing, Unaccounted-for or Discrepant Bus Register Procedure

A register discrepancy must be treated as urgent until resolved. Adults must not assume that another member of staff has checked the pupil's whereabouts.

1. The bus nanny or bus coordinator informs the bus manager and SMT representative immediately.
2. The bus remains stationary until the discrepancy is resolved or SLT authorises the next step.
3. Reception checks parent notifications, attendance records, class messages and any authorised collection information.
4. Phase staff check classrooms, toilets, corridors, activity locations and agreed dismissal points as appropriate.
5. Parents are contacted where the pupil's location is not immediately confirmed.
6. If the pupil remains unaccounted for, the Principal, Deputy Principal and DSL/DDSL are informed immediately and the school's missing pupil or safeguarding escalation process is activated.

7. All actions, timings, communications and outcomes are recorded. Where safeguarding thresholds are met, the concern is logged in CPOMS.

9. Conduct and Behaviour on School Transport

Bus travel is part of the wider life of the school. Pupils are expected to contribute positively to a safe, respectful and purposeful transport environment. They should follow adult instructions, remain seated, wear seatbelts where fitted, use respectful language, keep aisles clear, avoid distracting the driver and treat other pupils with dignity.

Behaviour that compromises safety, wellbeing or dignity is not acceptable. Concerns may lead to restorative conversations, parent communication, behaviour support, temporary review of transport access or further intervention where required. Where behaviour raises a safeguarding, bullying, child-on-child abuse, medical or welfare concern, it must be escalated in line with the Safeguarding and Child Protection Policy and logged in CPOMS where appropriate.

10. Medical, Allergy, SEND and Vulnerability Considerations

1. Relevant allergy, medical and additional needs information must be included on transport records where required for safe supervision and shared only with staff who need to know.
2. Pupils with SEND, communication needs, anxiety, medical vulnerabilities or younger developmental stages may require additional support during collection, boarding, travel and handover.
3. Staff must remain professionally curious where a pupil appears distressed, withdrawn, confused, unwell or reluctant to board a bus.
4. Where intimate care, mobility, communication or cognitive understanding affects transport safety, the SENCO, school nurse, DSL/DDSL and bus manager should agree reasonable support arrangements.
5. Any medical incident on a bus must be reported immediately to the bus manager and school nurse/SLT, with parents informed as appropriate.

11. Other Bus Preventative Measures

1. All classes must have the names of bus pupils available to relevant staff so that bus-related absence or dismissal concerns can be followed up quickly.
2. Teachers must remain alert to unexpected absence from school or from the dismissal routine and report concerns promptly.
3. The bus manager and SLT review any repeated lateness, absence, behaviour concern, route issue or parent communication difficulty.
4. Bus safety reminders are shared with pupils and parents periodically and following any procedural concern.
5. The school promotes a culture in which pupils can speak to a trusted adult if they feel unsafe, worried, bullied, unwell or uncertain about transport arrangements.

12. Organisational Procedures Inside the School

1. Clear signage is displayed at entrances and internal roads indicating traffic flow, entry and exit points, speed limits and safety expectations.
2. A Traffic Safety Supervisor, either security or a designated staff member, is assigned daily to monitor driver behaviour, visitor compliance and safe vehicle movement.
3. A daily vehicle logbook is maintained recording driver name, vehicle registration number and reason for entry.
4. All entry and exit gates are monitored by active CCTV cameras to record vehicle movement.
5. Any violation of these procedures by private bus drivers may result in withdrawal of entry permission and written notification to parents.

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7									
8									
9									
10									

Morning sign-off: Confirm bus empty - Yes | Total students off | Bus attender signature | Bus driver signature | Security signature | SLT signature | Bus supervisor signature

Appendix B – Afternoon Bus Register Template

S.No	Teacher Assistant	Bus Supervisor	SLT	Name	Year	Class	Gender	Allergies/ Medical	Bus Attender (OFF)
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

Afternoon sign-off: Confirm bus empty - Yes | Total students off | Bus driver signature | Bus attender signature

Appendix C – Transport Concern Escalation Record

Date and time	
Bus number / route	
Pupil(s) involved	
Nature of concern	
Immediate action taken	
Parent contacted by / time	
SLT/DSL informed by / time	
CPOMS logged? Yes/No/Not applicable	
Outcome, follow-up and review	