



The Apple International Community School

Student Supervision, Arrival and Dismissal Policy

2026-2027

POLICY INFORMATION

Policy Written	July 2024
Policy Updated	August 2026
Policy to be Reviewed	August 2027
Approved By	Principal – Ms Pretty



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Purpose

The purpose of this policy is to establish clear, consistent and safe procedures for the supervision of students during arrival, movement into school, the school day transition points and dismissal. The policy is designed to ensure that students are welcomed into a safe and orderly environment, are appropriately supervised at all times, and are released only through an authorised and controlled process.

Policy Statement

The School is committed to safeguarding and promoting the welfare of every student. Supervision at the beginning and end of the school day is a shared responsibility across the school community. Staff must maintain appropriate supervision, follow designated duty arrangements, respond promptly to concerns, and ensure that students are safely accounted for during arrival and dismissal.

For Dubai private schools, this policy is intended to support the expectations reflected in the UAE School Inspection Framework, including effective supervision, health, safety and security, secure record keeping, and safeguarding. The school's local operating procedures must also comply with current KHDA requirements and any applicable UAE legislation or authority directives.

Scope

This policy applies to all school phases and includes Foundation Stage, Primary, Secondary and Post-16 where applicable. It applies to teachers, teaching assistants, administrative staff, senior leaders, security personnel, transport personnel, support staff, volunteers, parents/carers and any other adults involved in receiving or releasing students.

School Arrival Time

The official student arrival period begins at 7:15 AM. Staff assigned to arrival duty must be in their designated positions and ready to receive students before students begin entering the school.

The School will communicate the official arrival arrangements, access points and any phase-specific instructions to parents/carers. Students should not be left unattended on school premises before the designated supervision period begins.

Arrival Procedures

Entry and welcome: Designated staff will be positioned at approved entry points to welcome students, monitor movement and direct students safely to the appropriate area.

Foundation Stage / younger students: Younger students must be received and guided by designated staff. Staff will support them in moving safely to their respective classrooms or designated early-arrival area. They should not be expected to navigate the school independently.

Primary students: Primary students will be guided according to their age, maturity and phase procedures. Where independent movement is permitted, staff will remain visible along key routes and monitor corridors, stairways and transition points.

Senior students: Senior students who have been authorised by the School to do so may proceed independently to their classrooms or designated area. Independent movement does not remove the School's duty to provide reasonable supervision and safe access.

Staff welcome: Staff on duty should be visible, approachable and welcoming. Staff should acknowledge students, identify any student who appears distressed or unwell, and direct students to the appropriate support.

Attendance: Attendance must be recorded in accordance with the School's attendance procedures. Any student whose whereabouts are unexpectedly unknown must be followed up promptly in accordance with safeguarding and attendance procedures.

Late arrival: Students arriving after the school's stated registration/arrival cut-off must report through the designated late-arrival procedure, normally via the school office or another approved point. The student must be safely admitted and their attendance status recorded accurately.

Arrival Supervision Zones

The School will establish and publish a duty map showing the areas that require supervision during arrival. These may include:

- Main entrance and pedestrian gates
- Vehicle drop-off / pick-up areas
- School bus arrival area
- Reception and security checkpoint
- Foundation Stage / Early Years entrance
- Corridors, stairways and key transition points
- Playground or early-arrival holding areas, where used
- Any identified higher-risk or less visible areas

The duty rota should ensure that there are no gaps in supervision and that staff know exactly where they are expected to be and what action to take if a student

is missing, distressed, injured or otherwise at risk.

Staff Responsibilities During Arrival

- Report to the assigned duty location on time and remain there for the full duty period unless formally relieved.
- Actively supervise rather than remaining engaged in personal conversations or activities that reduce visibility and awareness.
- Maintain clear lines of sight and monitor student movement, behaviour and interactions.
- Challenge or report unsafe behaviour, unauthorised access or safeguarding concerns immediately.
- Know the location of first-aid facilities, the school office, safeguarding lead and emergency communication channels.
- Support students with additional needs, mobility needs or other agreed individual arrangements.
- Never leave a group of students unsupervised unless responsibility has been formally handed over to another authorised adult.

Dismissal Procedures

Dismissal will be organised, gradual and controlled. Students will leave the school only through the approved dismissal route and according to the collection arrangement recorded by the School.

Preparation: Class teachers and relevant staff will prepare students for dismissal, check the relevant collection/transport information and ensure students are released according to the correct arrangement.

Parent/carers collection: Younger students must be handed over through the School's authorised collection process. Staff must follow the approved collection list, identification procedure or digital/physical verification system used by the School.

Older students: Where the School has formally authorised independent departure for particular age groups, the student may leave independently in accordance with the School's written arrangements and parent/carers permissions.

School transport: Students using school buses must be escorted or directed to the designated bus area and released to the responsible transport team according to the School's transport procedures. Bus attendance and boarding

checks must be completed.

Uncollected students: If a parent/carers does not arrive at the expected time, the student must remain in a supervised, designated area. Staff must follow the School's uncollected-student procedure and contact the parent/carers or emergency contacts as appropriate.

Early collection: Students leaving before normal dismissal must be signed out through the designated school office/reception procedure. The identity and authority of the collecting adult must be verified before the student is released.

Changes to collection arrangements: Parents/carers must notify the School through the approved communication channel of any change to a student's collection or transport arrangement. Staff must not rely on informal verbal messages or requests from students.

No unauthorised release: A student must not be released to an adult who is not authorised under the School's procedures. Any dispute, uncertainty or safeguarding concern must be referred immediately to the designated senior member of staff.

Traffic and Vehicle Safety

- Pedestrian and vehicle movement should be separated wherever practicable.
- Parents/carers must follow the school's traffic flow, parking, waiting and drop-off instructions.
- Vehicles must not obstruct emergency access, pedestrian routes, school
- gates or designated bus areas.

- Students must not cross active vehicle lanes without appropriate adult supervision or a clearly controlled crossing arrangement.
- Staff supervising vehicle areas must remain alert to reversing vehicles and other traffic hazards.
- Any unsafe traffic practice should be reported to the designated school leader/security team.

Safeguarding and Student Welfare

Arrival and dismissal are safeguarding-critical periods because student movement is high and responsibility for children changes between home, transport providers and the School. All staff must follow the School's Safeguarding and Child Protection Policy.

- Any concern about a student's safety, unexplained absence, attempted unauthorized collection or unusual change in collection arrangements must be reported immediately.
- Staff must know the Designated Safeguarding Lead (DSL) and deputy/alternative safeguarding contacts.
- Concerns must be recorded accurately and confidentially in accordance with school procedures.
- Staff must never make assumptions about a student's home circumstances or collection arrangements.
- Where a child may be in immediate danger, the School's emergency safeguarding procedures must be activated without delay.

Students with Additional Needs

The School will make reasonable and appropriate adjustments to arrival and dismissal arrangements for students with additional needs, disabilities, medical needs or individual safety plans. Individual arrangements should be documented and communicated to relevant staff so that supervision is consistent and dignified.

Emergency, Severe Weather and Exceptional Circumstances

Where an emergency, severe weather event, security alert or other significant risk affects arrival or dismissal, the Principal or designated senior leader may modify, suspend or delay normal procedures. Students must remain in a safe supervised location until safe instructions are issued. Parents/carers will be

informed through the School's approved emergency communication channels.

Staff Handover and Duty Accountability

Where supervision responsibility changes between staff, a clear handover must take place. Staff must not assume that another adult has taken responsibility without confirming the handover. Duty rotas should identify the responsible staff member, location and time.

Records and Monitoring

- Daily attendance and late-arrival records must be maintained accurately.
- Early collection and authorised release records must be maintained in the approved system.
- Relevant incidents, accidents, safeguarding concerns and follow-up actions must be recorded.
- The School should periodically review arrival and dismissal arrangements, including traffic flow, supervision coverage, near misses and recurring concerns.
- The policy and duty arrangements should be reviewed at least annually and following any significant incident or change in school operations.

Parent/Carer Responsibilities

- Ensure students arrive no earlier than the permitted arrival time unless enrolled in an approved early-arrival provision.
- Follow all school instructions relating to entry, parking, drop-off, pick-up and traffic movement.
- Provide accurate and current authorised-collector and emergency-contact information.
- Notify the School promptly of changes to collection or transport arrangements.
- Collect students on time and follow the School's procedures if delayed.
- Do not attempt to bypass security, enter restricted areas or collect a student directly from a classroom without authorisation.
- Treat staff, security personnel, transport staff and other families respectfully during busy arrival and dismissal periods.

Student Expectations

- Students must follow staff directions and use designated routes.
- Students must not leave the school premises without permission or through an unauthorised exit.
- Students should move calmly and safely and avoid running in corridors, stairways or vehicle areas.
- Students must immediately report if they become separated from their class, transport group or authorised adult.

Roles and Responsibilities

Role	Key Responsibility
Principal / School Leadership	Overall accountability; approves procedures; ensures adequate staffing, risk management and review.
Designated Safeguarding Lead	Leads safeguarding response and ensures concerns arising during arrival/dismissal are managed appropriately.
Phase Leaders/Section Heads	Implement phase-specific arrival/dismissal procedures and monitor consistency.
Duty Staff	Provide active supervision, welcome students, direct movement and report concerns.
Form Tutors	Account for students, prepare them for dismissal and follow authorised release procedures.
Security Team	Manage controlled access, support traffic/entry arrangements and escalate security concerns.
Transport Team	Safely receive and release students using school transport procedures and complete required checks.
Parents/Carers	Follow school procedures, provide accurate collection information and collect students safely and on time.

Arrival and Dismissal Quick-Reference Procedure

Stage	Time / Trigger	Action	Responsible
Staff arrival duty	Before 7:15 AM	Staff report to assigned zones and confirm readiness.	Duty staff / SLT
Student arrival opens	7:15 AM	Students enter through designated routes; staff welcome and supervise.	All assigned staff
Younger students	From 7:15 AM	Guided safely to classroom/designated area.	Class/phase staff
Senior students	From 7:15 AM	Proceed independently where authorised; staff remain visible on key routes.	Students / duty staff
Late arrival	After cut-off	Student reports through designated late-arrival point; attendance updated.	Office / attendance team
Dismissal	At published time	Students released through authorised parent, independent or transport arrangements.	Class/dismissal staff
Uncollected student	At expected collection time	Remain supervised; follow escalation/contact procedure.	Designated staff / office
Early collection	As required	Verify authorised adult; sign student out through office.	Office / authorised staff

Recommended School-Specific Information to Complete Before Approval

- Exact normal school start/registration time and late-registration cut-off
- Dismissal times by phase
- Named entry and exit gates
- Vehicle drop-off and pick-up route/map
- Bus arrival and departure arrangements
- Approved independent-travel age/year groups
- Authorised collection / digital verification process

- Uncollected-student escalation procedure and maximum waiting arrangements
- Emergency contact and safeguarding escalation details
- Duty rota and supervision zones
- Arrangements for students with individual risk assessments or additional needs
- Communication method for parents/carers
- Review date and approval authority

Research and Reference Basis

This draft has been informed by current official guidance and inspection expectations, particularly Dubai/KHDA school inspection material and current safeguarding guidance. It should be read alongside the School's own Safeguarding and Child Protection, Attendance, Transport, Health and Safety, Security, Medical and Emergency Management policies, as well as current KHDA and UAE requirements.

Knowledge and Human Development Authority (KHDA), UAE School Inspection Framework — health, safety, security, supervision, safeguarding and secure record keeping.

KHDA, responsibilities of early childhood centres and schools — quality assurance and compliance expectations for Dubai private schools.

KHDA / Dubai Schools Inspection Bureau inspection reports — examples of effective arrival/departure management, supervision and controlled student movement.