



مدرسة الأفاق الحديثة ذ.م.م.
NEW HORIZON SCHOOL W.L.L.

OWN TRANSPORT – STUDENT ARRIVAL & DISMISSAL



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STANDARD OPERATING PROCEDURE (SOP)

OWN TRANSPORT – STUDENT ARRIVAL & DISMISSAL

Document No.	NHS-SOP-OT-001		
Version	1.0	Reviewed Date	October 2026
Approved By	Mrs. Vishnu Vandana		
Applies To	Students using parent/guardian/private transport	Responsible Area	School Administration
Related Document	Student Delivery & Reception Mechanism	Status	Approved

1. Purpose

This SOP establishes a safe, orderly and controlled procedure for students who arrive at or leave New Horizon School using their own/private transport, including transport by parents, guardians or other individuals authorized by the parent/guardian. It supports the School's Student Delivery and Reception Mechanism, which requires designated areas, staff supervision, scheduled times, student check-in, authorized pick-up and emergency procedures.

2. Scope

This SOP applies to all students using own transport, parents/guardians, authorized pick-up persons, drivers accompanying students, school staff supervising arrival and dismissal, security personnel and any other person involved in the process.

3. Definitions

Own Transport: A private vehicle used by a parent, guardian or an authorized person to bring a student to or collect a student from school.

Designated Drop-Off Area: The school-approved area where students using own transport are safely released to school staff.

Designated Pick-Up Area: The school-approved area where students using own transport are safely handed over to an authorized person.



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Authorized Pick-Up Person: A person whose name has been provided/approved by the parent or guardian for collecting the student.

Late Pick-Up: Any collection that does not occur within the school's communicated pick-up time.

4. Responsibilities

School Administration: Approve the arrangement, communicate procedures, monitor compliance and review concerns.

Security/Arrival-Dismissal Staff: Control the designated area, monitor vehicle and pedestrian movement, support safe handover and report concerns.

Supervising Staff: Receive students, maintain supervision, confirm attendance/check-in and ensure students are released only through the approved procedure.

Parents/Guardians: Follow designated routes/times, use safe driving practices, provide accurate authorization information and promptly communicate changes.

Authorized Pick-Up Persons: Follow school instructions and collect only the student(s) for whom they are authorized.

5. Morning Arrival Procedure

1. Parents/guardians must use only the school-designated drop-off area and follow staff/security directions.
2. Parents/guardians remain responsible for the student until the student has been safely received by designated school staff.
3. Students must not be dropped off in an unsafe location, in a traffic lane, or outside the designated school entry arrangement.
4. Students must complete the school's arrival/check-in process; digital or physical attendance records may be maintained.
5. Vehicles should move forward promptly after the student has safely exited to reduce congestion.
6. Parents/guardians must not call students across traffic or permit students to cross moving traffic independently.



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6. Afternoon Dismissal / Pick-Up Procedure

7. Students will be released through the designated pick-up arrangement at the communicated dismissal time.
8. Parents/guardians must use the designated pick-up area and follow staff/security instructions.
9. The school will maintain an authorization list. Changes must be communicated to the school in advance.
10. Students remain under school supervision until safely handed over to an authorized person.
11. Where identity verification is required, the collecting person must provide the information or identification requested by the school.
12. Staff must not release a student to an unknown or unauthorized person.
13. Vehicles must follow designated traffic flow and must not obstruct emergency access, pedestrian routes or school gates.

7. Changes to Pick-Up Arrangements

- Parents/guardians must notify the school in advance if a different person will collect the student.
- Temporary changes should identify the student, date, expected collection time and authorized person's name.
- If a requested change cannot be verified, the student remains under school supervision until appropriate confirmation is received.
- Students should not be instructed to leave with another person based only on a verbal message from the student.

8. Late Pick-Up Procedure

14. Students not collected on time remain in the school's designated supervised area.
15. Staff will contact the parent/guardian using the contact information held by the school.
16. If the parent/guardian cannot be reached, designated emergency contact(s) may be contacted.
17. Communication attempts and the late pick-up should be recorded according to school procedures.
18. Parents/guardians should inform the school as soon as they know they will be delayed.
19. Where applicable, families will be informed about available after-school supervision/care arrangements.

9. Traffic, Safety and Security Controls

- Designated drop-off and pick-up points must remain clear and appropriately supervised.
- Pedestrian movement should be separated from vehicle movement wherever reasonably possible.



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- Vehicles must follow school traffic flow, signage and staff instructions.
- Vehicles must not park or wait in emergency access routes, fire lanes, pedestrian crossings or restricted areas.
- Students must use safe entry/exit points and should not run between vehicles.
- Security concerns, unsafe driving, aggressive behaviour or unauthorized access must be reported immediately.
- Any hazard identified in the drop-off/pick-up area must be assessed and controlled through the school's risk management arrangements.

10. Student Safety and Safeguarding

- Students remain under school supervision until formal handover is completed.
- Staff must be alert to safeguarding concerns, unusual collection arrangements, disputes or attempts to remove a student without authorization.
- Students must not leave with an unauthorized individual merely because the individual claims to know the family.
- Any safeguarding concern must be reported through the school's safeguarding procedures.
- If a student is unaccounted for during dismissal, the school's student accountability/missing-student procedures must be initiated immediately.

11. Emergency Procedures

If an emergency affects drop-off or pick-up, including a security threat, fire, serious accident, dangerous traffic situation or severe weather condition, normal procedures may be suspended.

20. Staff should move students to the designated safe area or follow the school's emergency/evacuation procedure.
21. Students remain under staff supervision until safe instructions are issued.
22. Parents/guardians must follow school instructions and must not enter restricted areas during an emergency.
23. The school will communicate emergency changes through approved channels such as SMS, email or the school communication application.
24. Any injury, accident, near miss or significant safety incident must be reported and recorded under school incident/risk procedures.



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12. Risk Assessment and Inspection

The own-transport arrangement must be included in the school's risk assessment process. Hazards should include vehicle movement, pedestrian movement, congestion, student supervision, emergency access, weather, security and safeguarding.

- Traffic-area inspections should be completed as required.
- Identified risks must have control measures and responsible persons assigned.
- Risk levels should be determined using the school's approved likelihood and consequence matrix.
- High risks must be addressed before the arrangement proceeds.
- Risk assessments must be reviewed after significant changes, accidents/incidents, structural changes or other conditions affecting safety.

13. Communication with Parents/Guardians

- The school will communicate designated drop-off/pick-up areas and applicable times.
- Parents/guardians will be informed of changes to the own-transport procedure.
- Parents/guardians will be reminded to follow staff/security instructions and authorized collection arrangements.
- Safety concerns and feedback may be submitted through the school's established communication/feedback mechanism.

14. Staff Training and Awareness

- Staff assigned to arrival/dismissal duties must be briefed on this SOP and relevant safety/security procedures.
- Staff must understand designated areas, student supervision, authorization arrangements, emergency procedures and escalation routes.
- Refresher briefing should be provided when procedures change or an incident identifies a training need.
- Parents/guardians should receive information about the procedure through orientation and school communication channels.

15. Records to be Maintained

- Own Transport Authorization / Student Collection Information
- Authorized Pick-Up List and approved changes
- Student Arrival/Check-In and Dismissal records, where applicable



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- Late Pick-Up Record
- Venue/Traffic Area Safety Inspection Checklist
- Event/Activity Risk Assessment, where applicable
- Incident / Accident / Near-Miss Reports
- Emergency communication records, where applicable
- Staff duty/briefing records

16. Non-Compliance

Repeated or serious non-compliance with this procedure may result in appropriate administrative and safety measures, including requiring the parent/guardian to follow an alternative approved handover arrangement. Serious safety or safeguarding concerns must be escalated to school leadership.

17. Review and Evaluation

This SOP will be reviewed annually and whenever there is a significant change to arrival/dismissal arrangements, a relevant incident, a change in safety requirements, or feedback indicating that the procedure requires revision. The school's existing Student Delivery and Reception Mechanism also provides for annual review and a feedback mechanism.

18. Approval

Approved By	Mrs. Vishnu Vandana, Principal	Date	October 2026
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