



مدرسة التفاحة العالمية
The Apple International School

ARRIVAL AND DISPERSAL POLICY

Safe, Supervised Arrival and Departure for Every Student, Every Day

Foundation Stage 1 to Year 13 | Whole-School Policy

Academic Year 2026-2027

Ref No:	AIS/ADP/2026-2027		
Policy Owner:	Manager, School Operations & Health and Safety Compliance		
Approved By:	Principal	Reviewed By:	MSO, Vice Principals & SLTs, H&S Officer, Inclusive Education, School Clinic, Pastoral Care, PE Dept.
Implemented By:	All Staff	Applies To:	Whole School (FS1-Year 13), including SMT and Governors
Reviewed Date:	September 2026	Next Review Date:	September 2027 (or earlier if regulations change)
Regulatory Alignment:	KHDA Safeguarding & Inspection Framework, Dubai Police, Dubai Civil Defense		

1. INTRODUCTION

The start and end of the school day are among the busiest and highest-risk periods in any school's daily operation, requiring careful coordination, clear procedures and vigilant supervision. This Arrival and Dispersal Policy sets out the standards that AIS applies to ensure every student — from Foundation Stage 1 (FS1) to Year 13 — arrives and departs the campus safely, is accounted for at all times, and is only ever released to a verified, authorised adult, in line with the School's Child Protection and Safeguarding Policy.

This policy has been fully revised to close previously identified gaps, to extend clear, age-appropriate procedures to the Primary phase (FS1-Year 3) which were not addressed in earlier versions, and to reflect the standard of practice expected of a school working towards and sustaining an "Outstanding" judgement under the KHDA/DSIB inspection framework.

2. PURPOSE

The purpose of this policy is to protect the safety and wellbeing of all students, staff and visitors during arrival and dispersal by establishing clear, consistently applied procedures for managing the flow, supervision and accountability of students at the start and end of the school day, in alignment with the School's safeguarding protocols and the requirements of local regulatory authorities.

3. SCOPE

This policy applies to all students (FS1-Year 13), staff, parents, guardians, authorised carers, visitors, the Senior Management Team and Governors of The Apple International School, across both campuses.

4. REGULATORY ALIGNMENT

This policy is designed to operate in alignment with:

- The KHDA School Inspection Framework, including its standards for safeguarding, child protection, premises and the management of safety at peak movement times;
- Dubai Police and civil-identity verification requirements relevant to the release of children to authorised adults;
- Dubai Civil Defense requirements for safe, unobstructed emergency routes and evacuation readiness during peak arrival/dispersal periods;
- The School's own Child Protection and Safeguarding Policy, Behaviour Policy, Inclusion (SEND) Policy, and Transport Policy, with which this policy must be read alongside.

5. OBJECTIVES

- To ensure the safe, orderly and fully supervised arrival and dispersal of every student, whether they travel by School transport, are collected by parents/guardians using their own transport (OT), or are approved independent walkers.
- To ensure students arrive and depart within clearly defined times that support a smooth and effective school day.
- To manage arrival and dispersal in a way that minimises congestion and risk, in alignment with the School's Safeguarding Protocols and local regulations.
- To guarantee that no child below Year 4 is ever released other than by direct, verified, hand-to-hand handover to a pre-authorised adult.

6. ROLES AND RESPONSIBILITIES

Role	Key Responsibilities
Manager, School Operations & Health and Safety Compliance	Owns this policy; oversees gate allocation, staffing rosters, security arrangements and annual review.
Vice Principals / Senior Leadership Team	Duty leadership at arrival and dispersal; oversee the Late Log Register; manage escalations.
Class Teachers (FS1-Year 3)	Receive and hand over children directly to a named adult; maintain the classroom sign-in/sign-out register; verify collector identity for any child not personally known to them.
Health & Safety Officer / Traffic Controller	Manage vehicle flow, drop-off/pick-up zones, and final clearance of School buses.
Security Team	Verify ID and lanyard colour at every gate; maintain CCTV monitoring; ensure no student loiters or exits unsupervised.
Inclusive Education Department	Coordinate dedicated arrangements for students with SEND or mobility needs.
School Clinic / Pastoral Care	Support students who are unwell or distressed during arrival/dispersal; support the late-collection escalation process.
Parents / Guardians	Arrive on time; keep collection authorisation and emergency contact details current; wear the required identification; notify the School in writing of any change to collection arrangements.
Students	Follow gate and lanyard procedures; remain with their designated group until safely handed over or dismissed.

7. ARRIVAL PROCEDURES

Student Arrival

To ensure the safe and timely start of the school day, all students and parents are expected to adhere to the following arrival and registration procedures:

Student Reporting Time:

- Students must report to school no later than 7:30 AM
- The school gates will open for student arrival at 7:10 AM
- Students must complete registration at 7:30 AM every school day without fail.

Own Transport Students:

- Parents/guardians of students using own transport must drop their children not earlier than 7:10 AM and no later than 7:30 AM
- Parents/guardians are responsible for ensuring that students arrive safely and on time.

Walk-Alone Students (Year 7 upwards only)

- Students who are permitted to walk to school independently must have a completed and signed parental/guardian consent form submitted to the school. This provision is applied only for the students from year 7 upwards. This is not applicable for students from FS to Year 6.
- For safeguarding reasons, a walk-alone student arriving late after 7:40 AM will not be permitted to enter the school premises unless accompanied by a parent/guardian.

Student Departure

The dispersal timing of students is as follows:

Monday to Thursday:

FS Morning Batch: 11.40 AM

FS Afternoon Batch: 3.55 PM

Year 1 to 13: 2.10 PM

Fridays:

FS Morning Batch: 9.30 AM

FS Afternoon Batch: 11.25 AM

Year 1 to 13: 11.25 AM

All own transport students must be collected from the allocated OT rooms not later than 45 minutes of dispersal time. Additional charges will be imposed for keeping the students for extra hours. Parents/guardians must be having parent ID card/EID or copy of consent form signed and stamped by the school while collecting the students.

7.1 Arrival Times

Phase	Gates Open	Arrival Window	Gates Close
Foundation Stage 1 - Year 3 (Primary)	07:10 AM	07:10 AM - 07:30 AM	07:40 AM
Year 4 - Year 13 (Secondary & Upper Primary)	07:10 AM	07:10 AM - 07:30 AM	07:40 AM
Students using School Transportation (all phases)	7.15 AM	07:10 AM - 07:30 AM	NA

A slightly earlier gate-close for the Primary phase reflects the additional time needed for a calm, unhurried, adult-to-adult classroom handover for younger children.

7.2 Arrival Procedure — Foundation Stage 1 to Year 3

- Parents/guardians drop the child at school gate on time and school staff will take care of the students.
- No child in FS1-Year 3 is admitted onto the campus, or considered to be in the School's care, until this direct handover has taken place.
- A child is never left at the gate, in a car park, or in a corridor to make their own way to class.
- Parents dropping off a Primary-phase child after the gate-close time must sign the child in at Reception, from where the child is escorted to class by a member of staff.

7.3 Arrival Procedure — Year 4 to Year 13

- Students arriving within the arrival window proceed independently and directly to their classroom, home room or designated assembly point.
- Students arriving before the arrival window open must sign the Late/Early Log Register; this register is shared with all designated Senior Leadership Team (SLT) members before 08:00 AM daily.
- Any student arriving after 7.50 AM must report to Reception for a late pass, signed by the relevant Section Head, before proceeding to class.

7.4 Managing Persistent Late Arrival

Punctuality is essential to an effective school day, and persistent lateness is addressed promptly and constructively with parents/guardians. In keeping with the School's commitment to safeguarding every student's access to learning, sanctions for lateness are graduated and non-exclusionary: a student is never removed from lessons or suspended from class as a consequence of lateness. Where a student accumulates three late-arrival records within a month, the Section Head holds a meeting with parents to agree a support plan, which may include an adjusted drop-off arrangement, a wellbeing check, or a referral to Pastoral Care where a underlying cause is identified.

7.5 Drop-Off Procedures (Own Transport)

- Parents/guardians use only the designated drop-off zone for their child's phase; students exit vehicles from the passenger side only, under the supervision of duty staff.
- Vehicles must not be left unattended in the drop-off zone at any time.
- Vehicles follow the designated one-way drop-off route to maintain smooth, safe traffic flow and to keep emergency access routes clear at all times.
- For FS1-Year 3, a member of staff is stationed at the drop-off point to receive each child directly from the vehicle and escort them to school gate; a Primary-phase child is never permitted to walk from the drop-off zone unaccompanied.
- For Years 4–13, students are dropped off at the RTA parking lot outside the school. Boys enter via Gate 3, and girls enter via Gate 1, using the footpath.

8. DISPERSAL PROCEDURES

8.1 Dispersal Times

Day	Phase	School Ends	Collection Window
Monday - Thursday	Foundation Stage- Morning batch	11.40 AM	11.40 AM – 11.45 PM
Monday - Thursday	Foundation Stage- Afternoon batch	4.00 PM	3.55 PM - 4.10 PM
Monday - Thursday	Year 4 - Year 13	02:10 PM	2.10 PM - 02:30 PM
Friday	Foundation Stage- Morning batch	9.30 AM	9.30 AM – 9.40 AM
Friday	Foundation Stage- Afternoon batch	11.25 AM	11.20 AM – 11.30 AM
Friday	Year 4 - Year 6	11:25 AM	11:20 AM - 11:30 AM
Friday	Year 7 - Year 13	11:25 AM	11:20 AM - 11:30 AM

8.2 Dispersal Procedure — Foundation Stage 1 to Year 3

The dispersal of the youngest students carries the highest safeguarding priority and follows a strict, hands-on handover procedure at all times:

- Class teachers release each child only to a parent, guardian or authorised adult named on that child's Collection Authorisation Form, held on file with the class teacher and Reception.
- Every collecting adult must wear the official School-issued lanyard for the current academic year and, where they are not personally known to the class teacher, must present their Emirates ID or Guardian ID card for verification before the child is released.
- Collection takes place at the classroom door or at a designated, staff-supervised Primary collection point; a Primary-phase child is never released to wait unsupervised and is never permitted to walk to a car park or gate alone.
- Any change to the authorised collecting adult must be communicated to the class teacher and Reception in writing (email) on the same day, before dispersal begins; verbal or last-minute phone requests are not accepted for this age group.
- Every collection is logged in the classroom sign-out register, recording the time and the name of the collecting adult.

8.3 Dispersal Procedure — Year 4 to Year 6 (Own Transport) - Purple Lanyard

- Parents present their Emirates ID or Guardian ID card, matched against the consent form on file with the class teacher.
- All parents/collecting adults wear the official School-issued lanyard for the current academic year.
- Any change to the authorised collecting adult must be communicated in writing on the same day.
- Security verifies identification before any individual is permitted to collect a student.
- Duty staff and class teachers supervise student movement from the classroom to the designated exit gate.
- Parents collecting a Year 4-Year 6 Own Transport child enter through the designated parent entry gate and collect the child from the respective classroom or a supervised holding area.

8.4 Independent Dispersal — Students Walking Home Alone (Self Walkers) - Orange Lanyard.

Independent (unaccompanied) dispersal is a privilege extended only to older students who have demonstrated the maturity to manage it safely, and only with explicit written parental consent. It is not available to any student below Year 6.

- Available only to students from Year 7 upwards; students in FS1-Year 6 are never permitted to exit unaccompanied under any circumstances.
- Parents must submit a written consent form, accompanied by a copy of the guardian's Emirates ID, before independent dispersal begins; this consent is renewed annually and may be reviewed following any safety concerns.
- Approved independent walkers wear a designated orange lanyard for identification and carry no expectation of further supervision once they exit the gate.
- A student without the correct lanyard, or without an approved consent form on file, is not permitted to exit alone and is instead held for collection or directed to the OT holding area.
- Security verifies the lanyard colour and grade level of every student before granting exit via the independent-walker gate.

8.5 Dispersal Procedure — Own Transport, Year 7 to Year 13 (Orange Lanyard)

- Students do not use independent-walker status exit via the designated Own Transport gate No. 4 (Boys) and gate 1 (Girls) for their year group and gender grouping, under staff supervision.
- Students proceed directly to the collection point; loitering outside the gates is not permitted.

8.6 Bus Student Dispersal – Blue Lanyard

Foundation Stage 1 - Year 3

- A member of staff escorts each Primary-phase student, by the hand, from the classroom directly to the bus attendant at the bus bay; the handover from teacher to attendant is treated with the same rigour as a parent handover.
- The bus attendant conducts a named roll call as each child boards and confirms the count against the daily manifest before the bus departs.

Year 4 - Year 13

- Bus students report to the bus bay immediately after their final lesson (from approximately 1:45 PM on standard days).
- Bus attendants check names and mark attendance against the daily bus list; students scan their School ID card upon boarding.

- The Transport Coordinator and the Traffic Controller/Health & Safety Officer provide final clearance before departure.
- Buses depart promptly at the scheduled departure time; students who miss their bus are taken to Reception and their parents are contacted immediately.

9. GATE AND ZONE ALLOCATION

DISPERSAL PROTOCOLS:

To remove ambiguity and reduce congestion, each dispersal route is allocated to a single, clearly signed gate as follows:

AIS Primary campus:

For Students in FS to Year 3

- Parents must present their Emirates ID or Guardian ID card along with the consent form submitted to class teachers.
- If there is any change in the authorized pickup person, written communication must be sent on the same day.
- Security Verification: Security will verify the ID before allowing any authorized individual to collect students.
- Duty staff and class teachers will supervise student movement towards exit gates.
- No students are permitted as self-walkers following dispersal period at primary campus.

Bus Dispersal – FS to Year 3

- Bus students should report to the bus bay immediately after their last lesson.(02.00 PM onwards)
- Bus Attendants will check names and mark attendance against the daily bus list.
- Students will scan their ID cards upon entering the bus.
- The Transport Coordinator and Traffic Controller & HSO will ensure final clearance.
- Buses will depart promptly at 02:15 PM.

AIS Secondary campus:

Gate	Allocation
Gate 1	Own Transport and independent-walker students, Year 7 - Year 13 (girls)
Gate 2	School Bus Transportation (Bus Exit)
Gate 3	Parent/guardian entry for collection of Year 4 - Year 6 Own Transport students from their classrooms.
Gate 4	Own Transport and independent-walker students, Year 7 - Year 13 (boys)
Primary Collection Point	FS1 - Year 3 Own Transport collection (staff-supervised, adjacent to Primary classrooms)

Staff are stationed at every gate and collection point throughout arrival and dispersal to monitor student movement and ensure safety.

10. IDENTIFICATION AND LANYARD SYSTEM

Lanyard / ID Colour	Meaning
Gold	Parent/guardian authorised to collect a Year 4-Year 6 Own Transport student (worn by the adult)
Purple	Own Transport student
Dark Blue	School Bus Transport student
Orange	Approved independent walker (Year 6 and above, with written consent on file)
Yellow	Visitor
School-issued Wristband/Card	Foundation Stage 1 - Year 3 student (worn by the child, showing name, class and emergency contact)

Security verifies lanyard colour and, where relevant, photo identification before permitting entry to a collection area or exit through a dispersal gate.

11. LATE PICK-UP PROCEDURE

- Up to 2:45 PM: students not yet collected are assembled in their designated Own Transport (OT) holding room under staff supervision.
- Parents collect their child from the designated OT room and sign the collection log.
- Beyond 2:45 PM: a student not collected within 15 minutes of the scheduled time is taken to Reception, and the School contacts the parents directly.
- Repeated late collection is tracked by Reception and referred to the relevant Section Head for a follow-up conversation with the family.

The corresponding procedure for Foundation Stage 1 to Year 3 is set out in Section 8.2 above and follows a shorter, more urgent escalation timeline given the age of the students involved.

12. SECURITY MEASURES

- No student is permitted to loiter outside the gates before, during or after arrival and dispersal.
- Security personnel remain at their posts until the last student has exited safely and all gates have been confirmed clear.
- All gates and collection points are CCTV-monitored, with a duty roster of SLT, administrative and support staff ensuring continuous supervision throughout arrival and dispersal.
- Security staff are trained to challenge, politely but firmly, any adult whose identification or lanyard cannot be verified.

13. CROWD FLOW MANAGEMENT

- Barricades or cones are used during peak arrival and dispersal times to manage parent waiting areas and pedestrian flow safely.
- Clear signage guides parents and students to the correct entry and exit gates for their phase and dispersal method.
- Vehicle movement in drop-off/collection zones follows a one-way system wherever site layout allows, to prevent conflicting traffic flows.

14. SEND AND INCLUSIVE DISPERSAL

- A dedicated exit route, timing, and additional support are provided for students with Special Educational Needs and Disabilities (SEND) or mobility challenges, agreed individually with the Inclusive Education Department and the student's family.
- A designated member of staff is assigned to support each such student throughout arrival and dispersal.
- Secure handovers to the parent/guardian is carried out with a written record where the student's individual plan requires it.

15. DIGITAL TRACKING AND ATTENDANCE

Students scan their school ID card when boarding and alighting School transport, and classroom sign-in/sign-out registers are maintained for the Primary phase, supporting real-time accountability, safeguarding oversight and accurate daily attendance records.

16. EARLY PICK-UP AND GATE PASS PROCEDURE

- A Gate Pass, signed by a member of the Senior Leadership Team, is required for any student departing during school hours.
- The collecting adult must be verified against the Collection Authorisation Form in the same way as for standard dispersal, regardless of the time of departure.
- Reception maintains a log of all early departures, including the time, reason, and the name of the collecting adult.

17. CONTINUOUS IMPROVEMENT AND PARENT FEEDBACK

The School conducts periodic parent surveys to gather feedback on the arrival and dispersal experience. Findings are reviewed by the Manager of School Operations and Senior Leadership Team each term, and are used to refine gate assignments, staffing, signage and timing.

18. COMPLIANCE AND ENFORCEMENT

All members of the School community, including parents, staff, students and visitors, are expected to adhere to this policy. Non-compliance may result in a reminder, a meeting with parents, a review of collection or independent-dispersal arrangements, or other action proportionate to the safeguarding risk involved.

19. POLICY REVIEW AND VERSION CONTROL

This policy is reviewed annually, and immediately following any safeguarding incident, regulatory change, or significant change to the School's site or transport arrangements, by the Manager of School Operations and Health and Safety Compliance, for approval by the Principal/CEO.

Version	Date	Summary of Change	Approved By
1.0	September 2025	Original Arrival and Dispersal Policy (Year 4-Year 13 focus)	Principal
2.0	September 2026	Full revision: added dedicated Foundation Stage 1-Year 3 arrival and dispersal procedures with hand-to-hand handover and escalating uncollected-child protocol; corrected gate-allocation and Friday-timing inconsistencies; replaced lateness-related class suspension with a graduated, non-exclusionary support approach; added lanyard system for all phases and a consolidated gate-allocation table, to support an Outstanding standard of safeguarding practice.	Principal