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|                           | POLICY                                                                             |                                |              |
|                           | TRANSPORTATION                                                                     |                                |              |
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## A. INTRODUCTION:

Student transportation at Al Noor Training Centre for People of Determination is provided through an outsourced service contracted with a third-party transport company (the Service Provider). The Service Provider operates both wheelchair-accessible and non-wheelchair (standard) yellow school buses on the Centre's established routes.

The following procedures have been drafted by the Administration to ensure a safe, reliable and efficient transportation service, to define the responsibilities of the Centre, the Service Provider and parents, and to align with the transport terms of the Centre's Parent Contract.

All Centre staff involved in transportation, including bus attendants, are expected to follow these procedures and may be disciplined for failure to do so. Service Provider personnel are required to comply with this policy as a condition of the Service Agreement.

## B. PURPOSE:

The purpose of this policy is to:

- i. Ensure the smooth and safe transportation of students and staff to and from the Centre.
- ii. Define the responsibilities of the Centre, the Service Provider and parents for the transport service.
- iii. Ensure that students with mobility needs travel safely on suitably equipped wheelchair-accessible buses.
- iv. Monitor the performance of the outsourced transport service against the agreed service standards.
- v. Ensure consistency between this policy and the transport terms of the Parent Contract.

## C. SCOPE:

This policy applies to all students using the Centre's transport service, their parents/legal guardians, Centre staff involved in transport coordination, supervision and student handover, Al Noor bus attendants, staff using the Centre's staff buses, and all Service Provider drivers and personnel assigned to the Centre's routes.

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#### D. DEFINITIONS:

- i. **Service Provider:** The third-party transport company contracted by the Centre to supply buses, drivers and related transport services.
- ii. **Wheelchair Bus:** A bus equipped with a hydraulic lift or ramp, wheelchair securement (tie-down) systems and occupant restraints, allocated to students who use wheelchairs.
- iii. **Standard Bus:** A non-wheelchair yellow school bus fitted with seat belts, allocated to ambulant students.
- iv. **Staff Bus:** One of the four (4) buses provided by the Service Provider to transport Al Noor staff to and from the Centre.
- v. **Bus Attendant (Conductor):** The Al Noor staff member assigned to each bus to supervise students, secure seat belts and wheelchairs, and hand students over to parents.
- vi. **Transport-in-Charge:** The Centre staff member responsible for coordinating the transport service with the Service Provider and parents.
- vii. **Designated Bus Stop:** The pick-up and drop-off point agreed by the Centre for each student on an established route.
- viii. **Parent:** Both parents of the student where both have the legal standing of guardians, or the legal guardian by court order, as defined in the Parent Contract.
- ix. **Service Agreement:** The contract between the Centre and the Service Provider governing the transport service.

#### E. POLICY:

##### 1. OUTSOURCED TRANSPORT SERVICE

###### A. Service Provider

The Centre's student transport service is outsourced to a Service Provider, which supplies, operates and maintains the fleet, provides qualified drivers, and complies with UAE federal and local traffic laws and school transport regulations applicable in each emirate served.

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### **B. Service Coverage**

Transport is provided to students residing in Dubai, Sharjah and Ajman, on established routes only, subject to the availability of seats and the bus route, as stated in the Parent Contract. Students living in areas where bus service is unavailable may not be provided with transportation.

### **C. Responsibilities of the Service Provider**

- i. Provide licensed, roadworthy and regulation-compliant wheelchair and standard yellow school buses in the numbers and types agreed with the Centre, including four (4) staff buses.
- ii. Provide qualified, licensed and medically fit drivers for all student and staff buses, who have completed the required school transport training and security clearance.
- iii. Carry out all vehicle maintenance, servicing, cleaning, fuelling, registration and insurance.
- iv. Ensure buses are fitted with functioning seat belts, wheelchair lifts or ramps, wheelchair securement and occupant restraints (on wheelchair buses), air conditioning, first aid kit, fire extinguisher, and the tracking and safety systems required by the regulator.
- v. Provide a replacement bus in the event of breakdown within the timeframe stated in the Service Agreement.
- vi. Ensure drivers comply with this policy, the Centre's student protection requirements and all traffic laws. Traffic fines and penalties are the responsibility of the Service Provider and/or the driver concerned.
- vii. Submit incident, accident and performance reports to the Centre as required by this policy and the Service Agreement.

### **D. Responsibilities of the Centre**

- i. Plan routes, pick-up and drop-off points and timings in coordination with the Service Provider before the start of each academic year.
- ii. Allocate each student to the appropriate bus type (wheelchair or standard) based on mobility and seating needs.
- iii. Maintain accurate route lists and student lists, and share updates with the Service Provider in a timely manner.

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- iv. Communicate transport arrangements, changes, delays and announcements to parents.
- v. Receive students at the Centre on arrival and supervise boarding at departure in line with the Safe Student Transition protocol.
- vi. Monitor the performance of the Service Provider and address any non-compliance.
- vii. Assign, train and supervise the Al Noor bus attendants for every student bus.

#### **E. Bus Attendants**

Bus attendants (conductors) are Al Noor staff. The Transport-in-Charge assigns attendants to each bus after consulting with the therapist and behaviour therapist, based on the number of students travelling on the bus, and attendants report to the Transport-in-Charge for all transport duties. No student shall be picked up or transported without a bus attendant on board.

Bus attendants shall be trained by the Centre in student supervision, seat belt and wheelchair securement, lift and ramp operation, basic first aid, the seizure response procedure, and the Safe Student Transition protocol. As Centre employees, bus attendants are subject to the Centre's HR policies and disciplinary procedures.

## **2. ALLOCATION OF BUS TYPE AND SEATING**

### **A. Wheelchair Buses**

- i. Students who use wheelchairs shall be allocated to a wheelchair bus.
- ii. Students shall be boarded and alighted using the bus lift or ramp only, operated by a trained bus attendant or Service Provider personnel.
- iii. Wheelchairs shall be secured using the four-point tie-down system, and the student secured with the occupant restraint (lap and shoulder belt), before the bus moves. The bus attendant must check every securement before departure.
- iv. Where the therapist recommends that a student transfer from the wheelchair to a bus seat, the transfer shall follow the recommended lifting, carrying and transfer techniques.
- v. Parents are responsible for ensuring that the student's wheelchair is in safe working condition, including brakes, frame and tie-down points. The Service Provider may refuse to transport a wheelchair that cannot be secured safely, and the Centre will inform the parents.

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#### **B. Standard Buses**

Ambulant students should travel on standard yellow school buses and must wear seat belts at all times while the bus is in motion.

#### **C. Special Seating and Safety Measures**

- i. The Centre's therapists, in coordination with the Head of Department, will assess and recommend any special seating, harness, vest or other safety measures required for a student to travel safely.
- ii. As stated in the Parent Contract, transport should be provided only once the parents have fulfilled the recommended special seating and safety measures.
- iii. Seating plans shall be prepared by the Transport-in-Charge with input from the therapist and behaviour therapist and shared with the bus attendant.

### **3. ROUTES AND SCHEDULES**

- i. At the beginning of each academic year, all routes, pick-up and drop-off points and timings will be set by the Transport-in-Charge in coordination with the Service Provider.
- ii. Route Lists shall be maintained showing the pick-up points, drop-off points, bus type and bus assignment. (See attached sample of Route List Form.)
- iii. The Centre reserves the right to cancel, add or change routes, and to reassign students to buses, where necessary to make the best use of resources, to meet a student's transport needs, or for safety reasons. Parents will be informed of changes in advance.
- iv. Buses shall arrive at the Centre for student drop-off between 7:30 am and 7:45 am. Students depart at the end of the Centre day (1:15 pm Monday to Thursday and 11:00 am on Friday), as stated in the Parent Contract.
- v. Where practicable, routes will be planned so that the student picked up first is dropped off first.

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#### 4. ELIGIBILITY AND CONDITIONS FOR TRANSPORT

##### A. Request for Transport

Requests for the transport service must be made on the Centre's prescribed form. Parents must check the availability of a seat and route for their residential location before the service begins.

##### B. Withholding of Transport

The Centre reserves the right to withhold the transport facility in the following cases, as stated in the Parent Contract:

- Students with a medical condition of epilepsy or seizure disorder. To avail of the transport facility, the student should have been episode-free for a minimum of six (6) months or have neurologist approval.
- Students with severe problem behaviour that poses a safety risk to themselves and other students on the bus. Transport can be resumed once the behaviour is resolved and deemed safe, upon clearance from a behaviour therapist (for students with autism) or a psychologist.
- For students engaging in problem behaviour on the bus, parents are expected to follow the behaviour recommendations provided by the Centre to ensure a safe journey.

The transport fee will not be charged for the period when transport is discontinued due to epilepsy, seizure disorder or behaviour concerns. In such cases, the Centre will provide services as agreed between the Centre and the parents.

##### C. Daily Fitness to Travel

In the event of a medical emergency or condition, such as sickness or epilepsy, identified by the Centre's doctor/nurse as requiring medical intervention, or problem behaviour that may impact safety on the bus, the student will not be sent home on the bus. Parents are required to pick up the student from the Centre.

#### 5. PICK-UP AND DROP-OFF PROCEDURES

- Parents are required to be at the designated bus stop at the designated time. The bus shall not wait for more than two (2) minutes beyond the designated time.

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- ii. If the parent fails to receive the student at the drop-off point, the bus will bring the student back to the Centre. Parents are then expected to pick up the student from the Centre.
- iii. Students shall be handed over only to the parent or an authorised adult named in writing by the parent. A student may be dropped off without an adult present only with written parental consent approved by the class teacher and filed with the Administration. A copy of the consent shall be kept on the bus.
- iv. The Centre's responsibility ends after the student is handed over to the parent at the designated bus stop. The Centre ceases to be responsible for any incident or issue that may arise after the handover.
- v. Telephone calls or missed calls to drivers or bus attendants shall not be entertained unless the bus is more than 30 minutes late. The Centre will communicate with the parent by message or call if the bus is delayed.
- vi. Drivers and bus attendants shall not give missed calls to parents or domestic helpers before reaching the stop.
- vii. Drivers and bus attendants shall not accept instructions from parents or Centre staff regarding pick-up, drop-off or route changes. All such instructions must come from the Transport-in-Charge. Parents must be politely advised to contact the Centre's administration.
- viii. Parents and other unauthorised persons are not permitted to board or travel on the bus.

## 6. CHANGES, CANCELLATION AND DISCONTINUATION

- i. **Change of residence:** Parents must notify the Centre in writing, using the prescribed form, at least two (2) weeks in advance of any change of residential location. Transport to the new location will be provided based on seat availability and the existence of an established route. A change of location does not guarantee a seat.
- ii. **Change of personal information:** Any change in phone number, authorised receiver or day-care arrangements must be informed to the Student Affairs Secretary in writing at least one week in advance. The Student Affairs Secretary shall update records and inform the Transport-in-Charge, who will inform the Service Provider.

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- iii. **Cancellation:** If a parent/legal guardian wishes to cancel the bus service, the Centre must be notified with one (1) month's notice. The cancellation will be effective from the following month.
- iv. Discontinuation of the bus service requires a written intimation from the parent to the office. Bus fees will be payable until the end of the month from the date of intimation.

## 7. TRANSPORT FEES

- i. Annual transport fees vary by emirate (Dubai, Sharjah and Ajman) and are stated in the Parent Contract for the current academic year.
- ii. Transport fees are paid to the Centre, not to the Service Provider, either annually or in three instalments together with the tuition fees (1st September, 1st January and 1st April, payable by the 10th of the month).
- iii. Full payment for transport applies even when the parent opts for one-way transport (pick-up or drop-off only).
- iv. All students are liable to pay full fees in advance, including transport fees, for any period of absence, in order to reserve a seat on the bus. Sponsored students are liable to pay full fees (including transport fees) for any period of absence of more than five (5) working days outside of the holiday period.
- v. Transport fees are not charged for any period during which transport is withheld by the Centre for medical (epilepsy/seizure) or behaviour reasons, as stated in Section 4.B.
- vi. Drivers, bus attendants and Service Provider staff are not permitted to collect fees or any other money on behalf of the Centre.

## 8. PARENT PICK-UP AND DROP-OFF (OWN TRANSPORT)

- i. Responsibility for students who are not provided with school transportation and are dropped and picked up by own transport rests with the parent.
- ii. To ensure the safety of all students, parents driving to the Centre must follow the designated entry and exit routes set by the Centre.
- iii. Instructions of security personnel and staff coordinating the boarding and alighting of students must be followed.

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- iv. **Arrival timings:** Monday to Friday, 7:30 am to 7:45 am.
- v. **Departure timings:** Monday to Thursday, 1:25 pm to 1:35 pm; Friday, 11:00 am to 11:10 am.

## 9. STAFF TRANSPORT

### A. Staff Buses

Four (4) staff buses are provided by the Service Provider under the Service Agreement to transport Al Noor staff to and from the Centre on established routes. Staff buses are managed by the Transport-in-Charge in the same way as student buses, and the safety, emergency and conduct requirements of this policy apply to them.

### B. Eligibility

- i. Staff wishing to use the staff bus must apply on the Centre's prescribed form, approved by the Transport-in-Charge.
- ii. Transport is provided subject to seat availability and the staff member's residence being on an established staff bus route. Staff living in areas not covered by a route may not be provided with transport.

### C. Routes and Timings

- i. Staff bus routes, pick-up points and timings will be set by the Transport-in-Charge in coordination with the Service Provider at the beginning of each academic year, in line with staff working hours.
- ii. Staff must be at their designated pick-up point on time, as the bus will not wait for staff who are late. The staff bus shall not deviate from the approved route.
- iii. Staff who will not use the bus on any day (leave, sickness or own arrangements) should inform the Transport-in-Charge or the bus driver in advance.

### D. Conduct on Staff Buses

- i. Seat belts must be worn at all times while the bus is in motion.
- ii. Staff must not give instructions to drivers to change routes or stops. All requests must be made to the Transport-in-Charge.
- iii. Family members, visitors or other unauthorised persons are not permitted on staff buses without written approval from the Administration.

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- iv. Staff must treat drivers with courtesy. Any concern about the driver or vehicle must be reported to the Transport-in-Charge on the Transport Issues and Complaints Form.

#### **E. Changes and Other Use**

- i. Staff must inform the Transport-in-Charge in writing at least two (2) weeks in advance of any change of residence. A change of location does not guarantee a seat.
- ii. Staff wishing to discontinue the service must inform the Transport-in-Charge in writing.
- iii. Staff buses may be used for staff training, extra-curricular trips or Centre events with the approval of the Transport-in-Charge, who will book them with the Service Provider.

### **10. STANDARDS OF CONDUCT FOR DRIVERS AND BUS ATTENDANTS**

#### **A. Performance Standards**

All drivers and bus attendants serving the Centre are expected to maintain the following standards:

- i. **Safety:** Performing all duties without accidents, penalty tickets or formal complaints, in accordance with applicable laws and the Centre's policy, guidelines and instructions.
- ii. **Punctuality:** Running every trip on schedule.
- iii. **Cooperation:** Cooperating with parents, students and Centre personnel to make operations run smoothly.
- iv. **Attitude:** Exhibiting a positive, patient and caring attitude towards students of determination.
- v. **Communication:** Reporting conditions requiring attention to the Transport-in-Charge and listening respectfully to concerns raised by parents and staff.

#### **B. Speeding and Unsafe Driving**

Drivers are expected to drive in a safe and lawful manner at all times. Complaints of speeding or unsafe driving received by the Centre will be verified by the Transport-in-Charge, recorded on the Transport Issues and Complaints Form and referred in writing

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to the Service Provider for investigation and corrective action. The Centre may request that the Service Provider remove a driver from the Centre's routes. Complaints concerning bus attendants will be dealt with by the Transport-in-Charge and the respective Head under the Centre's HR procedures.

#### **C. Dress and Grooming**

Drivers shall wear the Service Provider's uniform, and bus attendants shall wear the Centre's uniform and ID card, neatly, with closed-toe shoes suitable for driving and assisting students. Hair must be neat and well groomed.

#### **D. Mobile Phones and Devices**

Except in an emergency, drivers are prohibited from using mobile phones or any wireless device while operating the bus, including texting and hands-free devices. Communication with parents and the Centre during the route shall be handled by the bus attendant only and limited to official transport matters. Headsets, music players and video devices are prohibited while driving.

#### **E. Student Protection**

All bus attendants must have completed security clearance and student protection awareness training. Personnel must treat all students with dignity and respect, must never use physical punishment or abusive language, and must report any concern regarding a student's welfare to the Transport-in-Charge immediately.

#### **F. Interaction with Parents and the Community**

- i. Be polite and pleasant with parents. Never argue, lose temper, or attempt to discuss discipline problems with a parent through the bus door. Parents should be referred to the Centre.
- ii. Drivers and attendants represent Al Noor on the road. Drive carefully and courteously, observe UAE traffic laws, and keep the bus clean and well kept.

### **11. SAFETY ON BOARD**

#### **A. General Safety Rules**

- i. Every student must be seated with a seat belt fastened, or wheelchair and occupant restraint secured, before the bus moves.

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- ii. Engines must be switched off whenever the bus is not in motion, except where air conditioning is needed for student comfort (maximum 30 minutes idle time). The driver must never leave the driver's seat with the engine running, and students must never be left on a bus unattended.
- iii. Bus doors, lifts and ramps shall be operated only by trained bus attendants or Service Provider personnel.
- iv. Smoking, eating and the use of personal devices by personnel are prohibited on the bus.

#### **B. "Empty Bus" Policy**

This policy ensures that no student is ever left behind on a bus.

- i. At the end of every route, at the Centre and after the final drop-off, the driver and bus attendant shall walk the full length of the bus and check every seat, including under the seats, to confirm that no student remains on board.
- ii. On arrival at the Centre, the bus attendant shall hand over students to the receiving Centre staff, who shall cross-check the bus student list against the students received. The bus attendant shall then confirm to the Transport-in-Charge that the bus is empty.
- iii. Personal belongings left on the bus shall be returned to the owner as soon as possible. Unidentified items shall be handed to the Lost and Found section at the Centre's Administration.

#### **C. Behaviour on the Bus**

Bus attendants should supervise students throughout the journey and report any seating or behaviour issues on the Transport Issues and Complaints Form. The Administration, in coordination with the therapist, teacher or psychologist concerned, will act on the reported issue. The original form shall be filed with the Administration and a copy to be maintained.

## **12. EMERGENCY SITUATIONS**

#### **A. Bus Breakdown**

Any mechanical failure must be reported immediately to the Service Provider and the Transport-in-Charge. The Service Provider shall dispatch a replacement bus of the same type (wheelchair or standard) as per the Service Agreement. Students must remain

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supervised on or near the bus in a safe location at all times. The Transport-in-Charge will inform affected parents of the delay.

#### **B. Medical Emergency**

If a student or member of personnel suffers a medical emergency on the bus, the bus attendant shall immediately inform the Centre's doctor/nurse and the Transport-in-Charge. The Centre will inform the parents. Bus attendants shall be trained in basic first aid and in the Centre's seizure response procedure.

#### **C. Accidents**

In the event of an accident, the driver must call the Police on 999 and inform the Service Provider and the Centre immediately. All accidents must be reported to the Centre irrespective of whether any damage or injury is caused. The Service Provider shall submit a copy of the police report and a written incident report to the Centre within 24 hours. The Centre should inform the parents of all students on board.

### **13. EXTRA-CURRICULAR TRIPS**

- i. For extra-curricular trips, the Transportation Request Form (see attached sample) shall be completed by the activity in charge and submitted to the Transport-in-Charge at least five (5) working days before the trip.
- ii. The Transport-in-Charge will book the required number and type of buses (including wheelchair buses where needed) with the Service Provider and confirm arrangements with the activity coordinator.
- iii. Staff accompanying the trip are responsible for student supervision, headcounts at each boarding point, and the Empty Bus check at the end of the trip.

### **14. MONITORING OF SERVICE PROVIDER PERFORMANCE**

- i. The Transport-in-Charge shall monitor the Service Provider's performance against the Service Agreement, including punctuality, incidents and accidents, complaints, and vehicle and personnel compliance.
- ii. The Service Provider shall provide copies of valid vehicle registrations, permits and insurance, and confirmation of driver licences, at the start of each academic year and on any change of vehicle or personnel.

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|                           | TRANSPORTATION                                                                                                                                                                                                                                                                                   |                                |               |
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- iii. The Transport-in-Charge shall carry out periodic spot checks of buses for cleanliness, seat belts, wheelchair securement equipment, first aid kits and fire extinguishers, and record the findings.
- iv. Any non-compliance shall be notified to the Service Provider in writing, and corrective action shall be agreed and followed up. Repeated or serious non-compliance shall be escalated to the Admin Head or Director for action under the Service Agreement.
- v. The service shall be formally reviewed before renewal of the Service Agreement.

## 15. COMMUNICATION AND COMPLAINTS

- i. Parents shall direct all transport requests and concerns to the Centre's administration, not to drivers or bus attendants.
- ii. All transport issues and complaints shall be recorded on the Transport Issues and Complaints Form (attached) and handled through the chain of command: Transport-in-Charge, Admin Head, then the Director.
- iii. Complaints concerning Service Provider personnel or vehicles shall be referred by the Transport-in-Charge to the Service Provider's supervisor in writing, and the outcome communicated to the complainant.

## 16. RECORDS AND REPORTS

- i. Route Lists and Student Lists for each bus, validated monthly against the students officially registered for transport. (See Route List with Students Name as sample.)
- ii. Daily bus attendance records maintained by the bus attendant, and staff bus route and passenger lists.
- iii. Incident, accident and complaint reports, with corrective actions taken.
- iv. Service Provider compliance documents and inspection records.
- v. Written parental consents for unaccompanied drop-off, and transport request, change and cancellation forms.

Records shall be maintained by the Transport In charge

## GENERAL RULES FOR BUS ATTENDANTS

1. No student is to be picked up unless the bus attendant is on board.

|                           |                                                                                                                                                                                                                                                                                                 |                                |               |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------|
|                           | <div><div><div>AL NOOR</div><div>REHABILITATION &amp; WELFARE ASSOCIATION FOR PEOPLE OF DETERMINATION</div></div><div></div><div><div>النور</div><div>جمعية النور لرعاية وتأهيل أصحاب الهمم</div></div></div> |                                |               |
|                           | POLICY                                                                                                                                                                                                                                                                                          |                                |               |
|                           | TRANSPORTATION                                                                                                                                                                                                                                                                                  |                                |               |
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2. Check that every seat belt, wheelchair tie-down and occupant restraint is secured before the bus moves.
3. Calls from parents are to be attended by the bus attendant only, and only for official transport matters.
4. Do not give missed calls to parents or domestic helpers before reaching the stop.
5. Do not wait for more than two (2) minutes at a stop. If no authorised adult is present at drop-off, return the student to the Centre.
6. Hand over students only to the parent or an authorised adult. Drop off a student without an adult only where written parental consent is held on the bus.
7. Do not accept instructions from parents or Centre staff regarding pick-up, drop-off or route changes; refer them to the Centre's administration.
8. Do not permit parents or unauthorised persons to board the bus.
9. Report any seating, behaviour or welfare issue on the Transport Issues and Complaints Form and hand it to the Administration.
10. Complete the Empty Bus check at the end of every route and confirm to the Transport-in-Charge.

|                           |                                                                                                                                                                                                                                                                                                 |                                |               |
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|                           | POLICY                                                                                                                                                                                                                                                                                          |                                |               |
|                           | TRANSPORTATION                                                                                                                                                                                                                                                                                  |                                |               |
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## Appendix – Amendment History & Authorisation

| Revision No | Description of Change                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Issue Date       | Authorised By |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------|
| 00          | First Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 09 Dec 2014      | Director      |
| 01          | New Al Noor logo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 01 Feb 2016      | Director      |
| 02          | Replace the Centre's logo in all QMS documents and revision of document codes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 12 Aug 2020      | Director      |
| 03          | <p>The Transportation Policy has been revised because student transport is now outsourced to a third-party transport company (Service Provider) operating wheelchair-accessible and non-wheelchair yellow school buses. The previous policy was based on Centre-owned buses and in-house drivers, which no longer applies.</p> <p><b>Key changes:</b></p> <ol style="list-style-type: none"> <li>1. Introduced the outsourced Service Provider model and defined the responsibilities of the Service Provider and the Centre. The policy is kept general so that it remains valid if the transport company changes.</li> <li>2. Removed procedures that applied only to Centre-owned buses and in-house drivers (bus issuance, fuel monitoring, maintenance requests, deliveries and collections, driver pay for training trips).</li> <li>3. Defined bus attendants (conductors) as Al Noor staff, assigned by the Transport-in-Charge in consultation with the therapist and behaviour therapist.</li> <li>4. Added procedures for wheelchair-accessible buses, wheelchair securement and special seating requirements.</li> <li>5. Added a Staff Transport section covering the four (4) staff buses.</li> <li>6. Aligned transport terms with the Parent Contract: service coverage for Dubai, Sharjah and Ajman, epilepsy and behaviour conditions, two-minute waiting time, notice periods for change of residence and cancellation, transport fees, and parent pick-up and drop-off timings.</li> <li>7. Added sections on emergency situations, monitoring of Service Provider performance, communication and complaints, and records and reports.</li> </ol> | 02 Director 2026 | Director      |