



EL ALTILLO  
INTERNATIONAL  
SCHOOL



International  
Schools  
Partnership

# School Bus Policy

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The fundamental purpose of this policy is to ensure safety during school transportation, safeguarding the physical, emotional, and overall well-being of all individuals who use or are involved in the service.

To achieve this, it is essential to apply consistent criteria and establish a set of rules and guidelines that must be observed and followed by everyone involved: drivers, bus monitors, and students.

Objectives of this policy:

1. To create a safe and respectful environment throughout the school transportation service.
2. To establish and promote basic behavioral expectations that support the smooth and safe operation of school transport.

This policy is aligned with the school's Code of Conduct (Internal Regulations), as well as with the National Road Safety and School Transport Regulations.

### **1. STUDENT DROP-OFF AND PICK-UP**

1. The school transportation service is provided using school buses and minibuses operated by Autocares Moreno or El Altillo International School's own vehicles, all properly marked for school use.
2. The service follows the official route map designed by the school. It does not function as a door-to-door service. Routes are planned to provide safe, efficient, and well-organized coverage, in line with optimization criteria and current legal regulations.
3. Students may only be picked up and dropped off at the designated, authorized stops for each route. In compliance with local regulations, these stops are located at approved areas such as public bus shelters or clearly marked school bus stops.
4. In accordance with the school's safeguarding policy, El Altillo International School assumes responsibility for the student from the moment they board the school bus until they return to their designated stop.
5. For this reason:
  - All students who use the school transport service are required to remain at school for the entire school day.
  - Students using the bus routes must have lunch in the school dining hall — no exceptions.
6. To request a change of route, families must submit a written request to the School Office at least one week in advance, either via email or in person. The request must include:
  - The student's full name
  - Current class and bus route
  - New destination address
  - Name of the requester (parent or legal guardian)
  - Contact phone numbersThe change will only be confirmed if there is space available on the requested route.
7. Students may get off at a different stop (as long as it is part of the official route), but only if the family sends a written or phone request to the School Office before 4:00 p.m. The bus monitor must also be informed.
8. If a student is not going to use the transport service for a specific trip (morning or afternoon), families must inform the School Office in advance. For afternoon journeys, notice must be given before 4:00 p.m., and the bus monitor should also be notified.

## **2. ENTERING THE SCHOOL**

All students using the school transportation service will enter the premises through the designated bus gate, under the supervision of the responsible staff.

1. Getting off the bus
  - Students will exit the bus in an orderly manner and in line.
2. Supervision by the bus monitor
3. The monitor will direct each group according to their educational stage:
  - Early Years (Infantil): Students will be personally accompanied to their classrooms by the monitor.
  - Primary School: Students will go to their designated lines in the main playground, where they will be met by their class teachers or staff on duty.
  - Secondary and Sixth Form: Students will enter through the Gym Hall entrance, walk through the building, and exit via the parking gate. They will remain there until 08:50 before going to class, following the instructions given by school staff.

## **3. PUNCTUALITY AND ROUTE SCHEDULES**

Responsible use of the school transport service requires the commitment of both families and students to the schedules established by the school, for both morning pick-ups and afternoon drop-offs.

### **Morning Pick-Up at the Stop**

- Students must be at the bus stop at least five minutes before the scheduled departure time.
- Buses will not wait. Out of respect for all users, the bus will make one brief stop at each point, open its doors, and, if the scheduled time has been reached, continue immediately with the route.

### **Afternoon Departure from School**

- The bus monitor will collect students from Infant, Year 1, Year 2, and Year 3 at the dining hall, organize them by route, and take attendance before boarding.
- Students in Years 4, 5, 6, Secondary, and Sixth Form will go directly to the bus.
- Any student arriving late will receive a warning, which will count as a first infraction.

### **Afternoon Drop-Off at the Stop**

- For safety reasons, it is strongly recommended that a responsible adult be present to collect minors.
- If a child does not have written authorization to get off alone and no adult is present at the stop, the bus will continue the route with the student on board.
- The school will immediately notify the family and inform them where they can collect the student once the route is finished.
- Authorization for a minor to return home alone must be submitted to the bus monitor using the official form provided by the school.

## **4. RESPONSIBILITIES OF TRANSPORT STAFF (DRIVERS AND MONITORS)**

### **General Rules for Safety and Supervision**

1. Before departure, the driver will ensure all passengers are seated, seat belts are fastened, and appropriate child restraint systems are in use according to age.
2. A safe and respectful environment will be maintained throughout the trip. Any behavior or object that might distract the driver is strictly prohibited.
3. The bus will not depart unless all safety rules are being followed.
4. Students must be under the supervision of a responsible adult at all times during the entire journey.

### **Role of the Bus Monitor**

1. Behavior Management:
  - Will apply the school's Code of Conduct in coordination with the Stage Coordinator.
  - Will act with both educational and corrective judgment, promoting respectful and cooperative behavior.
2. Training and Preparation:
  - All transport staff are trained in safeguarding and first aid, in accordance with school policy and legal requirements.
3. Attendance and Safety Checks:
  - Will take attendance at each stop.
  - Will assist younger students with boarding and disembarking, helping with their belongings.
  - Will keep an up-to-date log of entries and exits.
  - In the event of a breakdown, will remain on the vehicle until all students are picked up or alternative transport arrives.
4. Communication and Incident Reporting:
  - Will check the transport information group before departure.
  - Will report and record any relevant incidents (involving families, students, the driver, or the journey itself) in the route log.
  - In case of delays due to traffic or other causes, the monitor will contact the school immediately.
5. Professional Conduct and Student Interaction:
  - Will foster a respectful, friendly, and trusting environment.
  - Will address students by name.
  - Will prevent unauthorized persons from entering the bus or accessing students.
  - Will inspect the bus after each journey and hand in any forgotten items to the School Office.

## **5. STUDENT CONDUCT: RIGHTS AND RESPONSIBILITIES DURING SCHOOL TRANSPORT**

Using the school transport service at El Altillo International School implies acceptance of the school's Code of Conduct and is considered an extension of the educational environment.

## General Rules of Conduct

1. The school bus is an extension of the school grounds; all school behavior and discipline policies apply during the journey.
2. Students must behave respectfully and courteously toward the driver, monitor, and fellow passengers at all times.
3. Students must remain seated while the bus is in motion and may not stick arms, heads, or any body parts into the aisle or out the windows.
4. Feet must be kept off the seats, and students are expected to treat the bus facilities with care.
5. Throwing objects inside or outside the bus, shouting, insulting, or engaging in any behavior that disrupts safety and group harmony is strictly prohibited.
6. Students are responsible for keeping the bus clean and tidy. Littering or deliberately making a mess is not allowed.
7. Eating is not allowed on the bus for hygiene and safety reasons.
8. Students must sit in the seat assigned by the monitor. Any damage will be the responsibility of the student who caused it.
9. Scooters, bicycles, or other personal transport devices are not allowed unless there is prior written authorization from the school and only if space permits.
10. Taking photos or recording videos on the bus is not permitted.
11. Students may not change bus routes or stops without written authorization, managed through the School Office (see drop-off and pick-up section).
12. Early dismissals from school must be reported to the School Office, who will then inform the bus monitor.
13. Repeated misbehavior, accumulation of minor infractions, or a serious offense may result in temporary or permanent suspension from the school transport service.

## Additional Specific Rules

1. **Mandatory Use of Seat Belts**  
In compliance with current regulations and school policy, students are required to wear their seat belts at all times during the trip. Failure to do so will be considered a disciplinary infraction.
2. **Managing Personal Belongings**  
Backpacks, musical instruments, and other large personal items must be placed on the student's lap or under the seat without blocking the aisles or disturbing others.  
If a student forgets something on the bus, the monitor should be informed directly. Lost items will be taken to the school's Lost and Found, where families can collect them.  
Families are reminded to label all belongings with the student's full name and class to ensure easy identification and recovery.
3. **Prohibited Items on School Transport**  
For safety reasons, the following items are not allowed on school buses:
  - Dangerous or flammable substances
  - Any type of weapon, including replicas
  - Toxic products or aerosols
  - Alcohol, tobacco, or vaping devices
  - Noisy, sharp, or potentially harmful toys
  - Electronic devices without headphones or those that disturb the atmosphere on board

## **6. DISCIPLINARY POLICY FOR THE SCHOOL TRANSPORT SERVICE**

Participation in the school transport service implies full acceptance of the behavior standards set by El Altillo International School and strict compliance with the instructions given by transport staff. Any inappropriate behavior will be managed through a clear, gradual, and proportionate disciplinary protocol.

### **Disciplinary Infractions and Procedure**

Any act of disobedience, misbehavior, disrespect, insubordination, or disruption on the bus will be addressed according to its severity and recurrence, following this procedure:

1. Level One – Verbal Warning
  - The monitor will give the student a verbal warning.
  - The student may be assigned a different seat.
  - The situation will be noted informally.
2. Level Two – Incident Report
  - If the behavior persists or is repeated, the monitor will formally notify the School Office by submitting a written incident report.
  - The incident will be recorded in the student’s behavioral file.
3. Level Three – Leadership Team Intervention
  - After a third incident, or in cases of seriously disruptive behavior, a member of the leadership team will meet with the student to issue a formal warning.
  - The family will receive written notification.

### **Disciplinary Measures Decided by the School**

If inappropriate behavior continues, escalates, or compromises the safety of the journey, the school may apply the following progressive measures:

#### **A) Meeting with the Family:**

- Parents or legal guardians will be invited to discuss the student's behavior and agree on an improvement plan.

#### **B) Temporary Suspension from the Service:**

- The student may be suspended from the transport service for one or more days, in accordance with the school’s Code of Conduct.

#### **C) Permanent Suspension from the Service:**

- In cases of serious repeated infractions, safety threats, or major offenses (e.g., violence, bullying, persistent disobedience), the student may be permanently removed from the school transport service.

## **Other Applicable Consequences**

In addition to disciplinary measures, failure to comply with administrative rules may result in:

- A warning due to repeated lateness at the stop.
- Automatic suspension from the service for non-payment of transport fees, until the situation is resolved.

## **7. RULES FOR PARENTS, GUARDIANS OR RESPONSIBLE ADULTS**

Use of the school transport service at El Altillo International School not only requires compliance from students but also the active and responsible collaboration of families. Their involvement is essential to guarantee the safety, efficiency, and smooth functioning of the service.

### **Registration and Authorization**

1. Families must complete the transport registration form at the beginning of the school year. This form will be provided by the school.
2. The form must include:
  - The person responsible for dropping off and collecting the student at the stop.
  - Any person other than the parents/legal guardians must be specifically authorized and provide a copy of an ID document.
3. Once registration is complete, the student will be assigned a specific route. Route number and schedules will be communicated via email and will be available at the School Office.

### **Operating Rules and Communication**

1. In case of a bus breakdown, the school will inform families through the usual communication channels.
2. Parents must:
  - Notify the School Office in advance if the student is to be collected from school before the regular time.
  - Inform the school if the student will not use the bus service to avoid unnecessary delays and improve planning.
  - Request any changes to the service in accordance with the seat assignment policy.
  - Submit written notification at least 10 days in advance if they wish to cancel the transport service.

### **Punctuality and Behavior**

Responsible adults must:

- Be at the bus stop at least five (5) minutes before the scheduled time.
- Pick up students punctually upon return.
- Not enter the bus under any circumstances. Any forgotten item will be returned by the monitor.

## **Official Communication Channels**

Only parents or legal guardians are authorized to request route changes.

- No changes will be accepted from the student directly.
- All requests must be submitted to the School Office before 16:00.
- Even if the monitor is informed, the School Office must receive formal notice for it to be recorded in the incident log.

## **Supervision at Bus Stops and Safety Zone**

Parents are strongly encouraged to:

- Personally supervise students at the stop until the bus arrives and the child has boarded safely.
- Educate children about the bus danger zone, keeping a safe distance from the vehicle.
- Teach the student to make eye contact with the driver before crossing in front of the bus.

## **Civil and Financial Responsibility**

Families must:

- Maintain a respectful and cooperative attitude toward transport staff.
- Cover any damages caused by their child to the bus or its equipment.
- Make all payments on time. Non-payment of fees will result in automatic suspension of the transport service until payment is made.

## **8. EMERGENCY PROCEDURES**

The safety of students during school transport is a top priority at El Altillo International School. In case of an emergency, both staff and students will follow a clear and effective protocol to ensure a prompt, safe, and coordinated response.

### **8.1 In Case of a Vehicle Breakdown**

1. The driver will stop the vehicle in a safe and visible location, turning on the hazard lights.
2. The monitor will:
  - Stay with the students on the bus and maintain order.
  - Check the well-being of all passengers.
  - Inform the School Office or Transport Coordinator immediately.
3. The school will:
  - Contact the transport company to dispatch a replacement vehicle.
  - Inform families through official channels (phone, email, or school app).

Students may not leave the vehicle without authorization from the monitor and coordination with the school.

## 8.2 In Case of an Accident

1. The driver and monitor will activate the emergency medical protocol:
  - Call 112 (Emergency Services) immediately if there are injuries or a serious collision.
  - Administer first aid if needed.
  - Quickly assess the condition of all students.
2. The monitor will remain calm and ensure student safety, following the instructions of the driver and emergency services.
3. The school will be informed immediately.
4. The school will:
  - Contact any additional emergency services if required.
  - Urgently notify families of affected students, following the school's communication protocol.

## 8.3 Bus Evacuation

If evacuation is required (due to fire risk, major collision, smoke, or door blockage):

1. The driver will stop in a safe location and open the emergency exits.
2. The monitor will:
  - Give clear and firm verbal instructions.
  - Ensure all students exit through designated emergency doors.
  - Gather the group at a safe distance (at least 15 meters from the bus).
3. An immediate headcount will be taken.
4. No one may re-enter the vehicle until the situation is under control and authorization is given.

## 8.4 Communication During Emergencies or Delays

In the event of significant delays (traffic, detours, severe weather), the monitor will inform the school and families about:

- The nature of the incident
- Estimated delay or resolution time
- Any specific instructions if needed

## 8.5 Drills and Training

Students will receive guidance on:

- How to respond in emergencies
- Recognizing evacuation signals
- Locating emergency exits

## 9. VEHICLE FEATURES AND MAINTENANCE

1. Identification and Legal Compliance  
All vehicles used for school transport are officially identified and authorized, complying with all current regulations of the Spanish Directorate General of Traffic (DGT).  
Vehicles with 9 seats are equipped with active video surveillance systems throughout the route, in accordance with the school's safeguarding policy.

2. Periodic Inspections  
Buses undergo regular technical inspections and preventative maintenance to ensure safety and proper functioning.
3. Safety Equipment  
All vehicles are equipped with:
  - Seat belts on all seats
  - Booster seats when required, based on age and height
  - A certified first aid kit, fire extinguisher, and clearly marked emergency exits
4. Fleet Age  
All vehicles are under 16 years old, in line with Spanish legislation for school transport.