

Bus Arrangement Procedure

(Updated 19.07.2016)

I. Parents

Parents fill in the **Bus Form** (*refer to Appendix 1*) with the fully address and pick-up contact person.

II. Procedure with Departments Involved (Admin & Admissions & Accounting Dept.)

1. For New Pupils

- 1.1 Admissions sends the address to the bus leader – Time: 1 day.
- 1.2 Bus leader estimates the distance/ Admission give bus leader the place to pick up.
- 1.3 Bus leader will work with Admin to finalise the pick-up & drop-off time/ pick-up & drop-off area, bus number (Please note: some apartments have more than one gate) to Admissions – Time: 2 days.
- 1.3 Accountant informs the bus fee based on the distance & route to Admissions – Time: 1 day.
- 1.4 Admissions informs parents the bus fee/ pick-up & drop off time and place based on the 1.3 - Time: 1 day.
- 1.5 Parents pay the bus fee before the bus start day.
- 1.6 Admissions informs the parents the bus details formally by email & phone call; and email to teachers, TAs, bus monitors and others related – Time: 1 day.

** Max.7 working days after we have the parents' address, parents will receive full information about the bus schedule/ bus fee/ time and place.

** If the bus route and schedule is set, parents can register one day before the start day if the seat is available.

** If the bus route or bus is not available, Admission will inform Acc, Admin, Purchase Dept to arrange the bus if the budget is approved.

** Internal emails sent to Form Teacher/ TA/ Bus Monitor/ ntt-Admission/ Bus Leader/ Admin Supervisor.

2. For Current Pupils

2.1 Changing Address

Parents fill in **Changing Bus Request Form** (*refer to Appendix 2*) → Admissions check if the change of address is in the same area and any extra fee required. Admissions will double check with the bus leader the suitable time, pick up place and the accountant) → Admissions check if there is an available seat or not → Admissions confirm to parents the result.

2.2 Taking other buses which is on different route compared to their daily buses, only 1 day or some days

Admissions and Bus Leader check seat availability on that bus → Pupil must have parents' permission through email to Admissions → Admissions make a note on bus list and inform the bus monitors → Admissions email to related dept. Admissions emphasis to parents that we just allow this case if there is a seat available, if the bus is full, the pupil needs to take his/her own bus route.

2.3 Not going home by bus: parents pick- up early at school or leaving early due to sickness, family issue

Admissions make note on the bus list → Admissions inform directly (by phone call/sms/face to face) the bus monitors and email the appropriate persons.

2.4 Cancelling Bus

Parents fill in **Bus Cancellation Form** (*refer to Appendix 3*) → Admissions make note on bus list and email to the teachers, TA, bus monitors and other appropriate persons → Also inform accountant to check if any refund is payable.

2.5 Special Cases

1. When a bus comes late (due to traffic jams/ any other reason), the bus monitor will sms/ phone to inform parents in advance.
2. If the bus monitor is replaced by another, Admin update Admissions with the name and phone number of the new monitor.

3. If a bus monitor cannot unexpectedly take a duty, he/she directly inform Admissions in advance. In an emergency case, Admin will arrange the replacement and inform Admissions if it will take more than 2 days.
4. Maximum 05 EY pupils in one bus, Admissions inform Admin to arrange another bus to pick up and drop off if the number of EY is exceed this number.
5. If the pick-up/ drop off places are not yet in the bus map, and parents require an urgent reply Admissions directly discuss with the Bus Leaders to seek a solution with a suitable time and place. They then email appropriate Department.

3. For teacher and Admin departments

- 3.1** The approved Vehicle Request form will be submitted to Admin Department 3 days before departure day at the latest.
- 3.2** Admin Department will email to inform the user the bus number, bus plate and driver's phone number, time for pick up and drop off two days after receive the form.
- 3.3** In the case school buses are on duty, a suitable transportation replacement will be set up and inform the user 02 days after receive the form.
- 3.4** Teacher will inform Admission Department the list of pupils who are not going home by school bus as outside activities, residential trips, sport games, ect.,.

III. Regulations

Conduct

The school's Positive Behaviour Policy applies to pupils on buses even when not in school grounds.

In addition:

- Pupils must abide by the instructions of the bus monitors at all times.
- When on the bus, everyone must remain seated and wear a seatbelt at all times.
- Food and drink (other than water) should not be consumed on the bus.
- Windows must remain shut unless opened by the bus monitors or drivers.
- Parents are not allowed to accompany their children on the bus to or from school. .
- All travelers on the bus must be respectful to others.

Morning

Pupils should be ready to be collected when the bus arrives at their house/pick-up place. Unfortunately, with many others to collect, the bus is unable to wait for lengthy periods (max 2 min).

Afternoon

When being dropped at home/drop-off point, pupils must exit the bus sensibly and then follow the bus monitors' instructions. Pupils are to be received by either their parents or a nominated adult.

Contacting

If the bus unexpectedly delayed more than 15 minutes, the bus monitors will contact parents to advice on the amended schedule.

Parents must inform the bus monitors / Admission officers in advance if their pupils will not use the bus service on any occasion or if they change address. This includes occasions when a parent may take their child from school when they would usually travel home by bus.

Parents may contact the bus monitors or Admission officers with any questions, suggestions or concerns.

Contact Persons

1. Bus leader: Mr Tang Tu Thien (thientt@renaissance.edu.vn)
2. Accountant: Ms Le Thanh Mai mailt@renaissance.edu.vn
3. Admissions Officers in charge of Bus:
 - Ms. Tuyen (tuyenlt@renaissance.edu.vn) &
 - Ms.Cuc (cucpt@renaissance.edu.vn)
4. Admin supervisor: Ms Nguyen Thi Hoang Oanh (oanhnth@renaissance.edu.vn)
 - Bus monitors list: Ms Oanh will update yearly or anything changes happened

Appendix 2 - Changing Bus Request Form

CHANGE BUS REQUEST FORM

Effective date of change :
Pupil's name :
Class :
Brother/ Sister details :
(Name, Class, Bus No.)
I want to change from Bus No: To Bus No:
Reasons :
Address :

Parents signature:.....
Parents' name:
Date:...../...../.....

Appendix 3 - Bus Cancellation Form



BUS SERVICE CANCELLATION FORM

*To be submitted 2 weeks prior to stopping using our bus service.
Failure to notify us will mean a cancellation fee of \$50 and may delay refund.*

FOR ADMINISTRATIVE USE ONLY		FOR ACCOUNTING DEPARTMENT ONLY	
Received by:		Received by:	
Signature:		Signature:	
Date Received:		Date Received:	

Pupil's Name:

Date of Birth:

Class:

Brother/Sister Details:

Bus Number:

Expected Date to stop using our bus service: / /

Parents' Phone Number:

Parents' Signature:

Parents' Name:

Date: / /

VEHICLE REQUEST FORM

Name of Requester: _____

Mobile#: _____ **Class/Dept:** _____

TIME OF TRAVELLING

1. DEPARTURE:

Date: *pls circle:* Mon Tue Wed Thu Fri Sat Sun _____ / _____ / 2016

Time: Start at: _____:_____ a.m/p.m Arrive (if known) at: _____:_____ a.m/p.m

Address:

➤ Pick-up at: _____

➤ Drop-off at: _____

2. RETURN:

➤ Date: _____ Time: _____

➤ Pick-up at: _____

➤ Drop-off at: _____

TYPE OF VEHICLE/S:

➤ Number of Passenger: _____

07-seat Car

28-seat Bus Quantity: _____

REASON FOR REQUEST: _____

Requested by
(Signature)

Approved by Dept. Head
(Signature)

Accepted by Admin Mgr.
(Signature)

NAME: _____ NAME: _____

NAME: _____

Dated: ____/____/____ Dated: ____/____/____

Dated: ____/____/____

NFAD-001

For best arrangement, the request is required to submit to Admin at least 36 working hours.

