

Daily Arrival and Departure Policy

August 2025

Overview

Introduction

The arrival and departure of children are critical parts of the daily routine at Villa Nola Early Learning Centre (VNEC).

These transitions mark the beginning and end of the child's learning day and require careful management to ensure safety, wellbeing, and smooth handover between home and school. This policy outlines procedures and expectations for parents, staff, and children during these key times.

Policy Details

Purpose and Scope

The purpose of this policy is to safeguard all children during drop-off and pick-up times, ensuring secure handover between parents/guardians and staff. The scope includes all children enrolled at VNEC, their families, and staff responsible for arrival and dismissal duties

Aims and Objectives

This policy aims to:

- Establish clear routines for drop-off and pick-up that prioritize safety and wellbeing.
- Ensure attendance is accurately recorded and monitored.
- Provide guidelines for late arrival, early collection, and late pick-up.
- Reinforce positive relationships between families and staff during daily handovers.
- Align procedures with KHDA, DHA, and Dubai Municipality requirements.

Definitions

For the purpose of this policy:

- 'Drop-off' refers to the process of parents/guardians bringing children into the Centre at the beginning of the day.
- 'Pick-up' refers to the collection of children at the end of the scheduled session.
- 'Authorised Adult' refers to a parent, guardian, or individual named in the child's registration records as permitted to collect the child.
- 'Grace Period' refers to the 15-minute allowance beyond scheduled pick-up time before late collection fees apply.

Standard Hours of Operations

Villa Nola Early Learning Centre operates between 08:00 and 18:00, Monday to Friday. Families may select from session options of 6–10 hours daily. All families are expected to adhere to their agreed schedules to maintain routine and ensure accurate staffing ratios

Drop-Off Procedures

To support smooth transitions and ensure safety, the following drop-off procedures apply

1. Parents/guardians must accompany children to the designated entry point, where staff will greet and register the child.
2. A brief wellbeing check is carried out (visual check for signs of illness; temperature taken only if symptoms are present).
3. Children are signed into the daily attendance register (digital).
4. Parents are encouraged to share any relevant updates about the child's wellbeing with the key educator.
5. Children are supported in settling into the classroom through visual schedules, routines, and positive staff interaction.

Pick-Up Procedures

The following procedures ensure children are safely dismissed:

- Only authorised adults, as indicated on the child's registration form, may collect the child. Photo identification will be requested if the staff member does not recognise the individual.
- If an unauthorised person attempts to collect the child, release will not be permitted without written or verified confirmation from the parent/guardian.
- Handover includes a verbal update of the child's day (meals, rest, learning highlights, wellbeing updates).

Late Arrival and Early Collection

Children arriving after the scheduled start time will be marked as 'late' in the attendance register. Parents are encouraged to notify the Centre in advance if late arrival is unavoidable.

- Early collection must be pre-arranged with the Centre Manager or classroom teacher. Children will be signed out accordingly, ensuring safeguarding procedures are maintained

Late Collection

Villa Nola allows a 15-minute grace period beyond the scheduled pick-up time. After this period, a late fee of AED 50–100 per 15 minutes will apply, consistent with Dubai market practice. Repeated late collection will result in a formal meeting with the Centre Manager to address concerns. Persistent breaches may affect enrolment continuation.

Absences and Attendance Monitoring

Parents must notify the Centre of absences via phone or email prior to the start of the day. Medical absences exceeding two consecutive days require a doctor's note in line with DHA guidance. Attendance records are reviewed regularly to identify patterns of concern, with follow-up discussions arranged with families as required.

Transport

At this time, Villa Nola does not provide transport services. All children must be brought to and collected from the Centre by parents/guardians or authorised adults. Future consideration of transport options will be reviewed in consultation with KHDA and Dubai Municipality requirements.

Roles and Responsibilities

- Centre Manager: Oversees implementation of this policy, ensures staff compliance, and addresses parental concerns.
- Health & Safety Lead: Monitors entry/exit procedures and ensures security protocols are upheld.
- DSL: Ensures safeguarding is embedded in all arrival/departure routines.
- Teachers and Staff: Responsible for accurate registration, safe handovers, and communication with parents.
- Parents/Guardians: Ensure punctuality, provide accurate contact details, and adhere to authorisation protocols.

Confidentiality and Data Protection

Information collected during arrival and departure (attendance, handover notes) is considered confidential. Records are maintained securely and in compliance with UAE data protection standards. No unauthorised sharing of attendance data is permitted.

Monitoring and Review

This policy is monitored daily by the Centre Manager and reviewed annually. Feedback from staff and parents will be incorporated to ensure the policy remains effective and relevant.