



Victory Heights Nursery

Daily Arrival and Departure of Children (Arrangements) Policy

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Responsible SLT: Nursery Manager

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Introduction: At Victory Heights Nursery (VHN), we are dedicated to providing a secure, nurturing, and structured environment for our young learners. The Daily Arrival and Departure of Children (Arrangements) Policy establishes clear guidelines to manage the daily transitions of children effectively during our extended operating hours from 7:00 AM to 5:30 PM. This policy supports our core values of nature, challenge and excel by ensuring a smooth and safe transition for all children.

Scope and Applicability: This policy is applicable to all children enrolled at VHN, their parents or guardians, and our staff members who facilitate safe and organised entries and exits each day.

Policy Statement: Victory Heights Nursery aims to foster a structured and efficient process for the arrival and departure of children, prioritising their safety, comfort, and ensuring a seamless transition into and out of our educational setting. We emphasise punctuality and strict adherence to scheduled time frames to maintain order and consistency in our daily routines.

Definitions:

- **Drop-Off time:** Children can be dropped off at the nursery anytime between 7:30AM and 8:30AM
- **Pick-Up time:** Regular pick-up time is scheduled from 1:30PM to 1:45PM.

Responsibilities:

- **Parents/Guardians:** Must ensure children are dropped off and picked up within the designated times. Parents opting for extended care must communicate changes termly.
- **Staff members:** Staff are responsible for greeting children and their parents or guardians upon arrival and managing a secure handover at departure. They ensure that all children are accounted for during transitions.
- **Centre management:** Oversees the implementation of the policy and ensures staff compliance with training and safety standards.

- **Parent Identification:** Parents should always adhere to wearing their parent lanyard when on the school premises, if they do not have their lanyard with them, they will be asked to sign in at our security desk.
- **Collection from another adult:** If your child is being picked up by another adult, please inform the reception and your class teacher by sending an email with their EID/ identification picture through Ilumine or via email to admissions@thevhnursery.com

Arrival Procedures:

- **Designated drop-off points:** VHN establishes specific drop-off points that are monitored for safety and staffed by trained personnel. These points are strategically located to facilitate smooth traffic flow and ensure children's safety as they disembark from vehicles.
- **Greeting and handover:** Each child is greeted individually by a member of the VHN staff, who verifies the identity of the person dropping off the child using a pre-approved list. This process ensures that each child is accounted for and safely escorted to their respective classrooms.
- **Late arrival protocol:** In cases of late arrival (after 9 AM), parents must notify the centre in advance. A staff member will meet the parent at a designated late drop-off area to ensure the child is safely integrated into their daily activities without disruption to the ongoing class.

Departure Procedures:

- **Scheduled pick-up times:** Children are prepared for departure before the designated pick-up time, gathering their belongings under the supervision of their teachers. The pick-up process is staged to minimise congestion and ensure a calm environment.
- **Authorised pick-up:** Parents or authorised guardians must present identification upon arrival to ensure the safety of the children. Staff members cross-reference this identification with the child's records before handover.
- **Extended care pick-up:** For children registered for extended care, a similar verification process is followed. Staff ensure that children engaged in after-hours activities are supervised until handed over to authorised individuals no later than 5:30 PM.

Extended care registration:

- **Termly Registration:** Parents interested in the extended care programme must register on a termly basis to secure a slot for their child. This registration includes filling out a form that outlines specific days and times when extended care is required.

- **Fee structure:** A detailed fee structure is provided to parents at the time of registration. The non-refundable fee of AED 3000 covers additional staffing, resources, and activities that occur during the extended care hours.
- **Adjustments to care:** If adjustments to the schedule are necessary (e.g., adding days or withdrawing from certain days), parents must provide written notice 30 days in advance to accommodate staffing and scheduling.

Compliance and Enforcement:

- **Punctuality:** Parents are expected to respect the drop-off and pick-up windows to prevent disruptions.
- **Safety measures:** All transport providers must adhere to strict safety standards set by RTA Dubai, ensuring the wellbeing of children during their commute.

Monitoring, review, and communication:

- This policy will be reviewed annually or as needed to ensure it aligns with regulatory requirements and best practices. Adjustments will be communicated to all stakeholders through appropriate channels.