



مدرسة سمارت فيجن
SMART VISION SCHOOL

SVS Visitors Policy

2026/2027

Date of Original Policy: August 2024

Date of Next Review: August 2027

Visitor Management & Identification Policy

Purpose

This policy establishes a clear framework to ensure a safe and secure environment for all students, staff, and visitors. It outlines the procedures for entering the school premises and provides specific guidelines relating to approved carers.

Clear identification and controlled access to the campus are essential safeguarding measures. All members of the school community are expected to comply fully with this policy at all times.

Lanyard & Identification System

All members of the school community are required to wear their designated lanyard at all times while on school premises. Lanyards must be clearly visible.

Each group is assigned a specific colour for identification:

- ***Blue – Staff Members***
- ***Red – Parents & Approved Carers***
- ***Green – School Visitors***
- ***Orange – Contractors***

Failure to wear a lanyard may result in restricted access to the premises.

Misplaced or Forgotten Lanyards

In the event that a parent or carer misplaces or forgets their school lanyard, they will be required to follow standard visitor protocols for that day. Replacement lanyards may be purchased from the school reception at a cost of AED 25.

General Visitor Guidelines

- *All visitors must report to Security upon arrival and present a valid Emirates ID. Visitors will be required to provide contact details. This applies to contractors and any individual who is not a member of the school community.*

- *Visitors must sign in and collect a Visitor Pass lanyard, which must be worn and clearly displayed at all times while on the premises.*
- *Visitors are permitted access to designated areas only. Entry into classrooms or restricted areas is not permitted unless a prior appointment has been made and the visitor is accompanied by a staff member.*
- *Visitors demonstrating disruptive, inappropriate, or unsafe behaviour may be asked to leave the premises immediately.*

School Pick-Up & Drop-Off Procedures

To ensure the safety of all students, Smart Vision School operates an Approved Carer System for individuals authorised to collect students. All approved carers must be registered in advance through the Admissions Department.

Registering an Approved Carer

- *Parents must submit the full names and details of any individual authorised to collect their child (e.g., nanny, driver, relative).*
- *An official Carer ID will be issued to each approved carer.*
- *Carers must present their Carer ID each time they collect a student.*
- *If a carer forgets their ID, alternative identification must be provided, and the school will verify authorisation directly with the parent before releasing the student.*
- *If an individual not listed as an approved carer arrives for pick-up, the student will not be released without written and verbal confirmation from the parent and approval from school leadership.*
- *Any changes to the approved carer list must be communicated to the school in writing.*

Pick-Up & Drop-Off by Taxi

The use of taxi services for student drop-off and collection is discouraged.

The school strongly advises that minors travel with a known and authorised adult at all times. However, secondary students may use taxi services provided that:

- *Written parental consent is submitted to the School Principal; and*
- *Copies of both the parent's and student's Emirates ID are provided to the school.*

The school reserves the right to refuse taxi collection arrangements if safeguarding concerns arise.

Early Collection & Late Drop-Off

Early collection and late drop-off are strongly discouraged except in cases of unforeseen or exceptional circumstances. Regular attendance is a priority, and frequent absences or disruptions impact student progress.

If early collection is necessary:

- *Parents must report to Reception and complete a Student Collection Form.*
- *A reason for early collection must be provided.*
- *The request will be reviewed by a member of staff if the reason is unclear or unjustified.*
- *The Head of Department (or relevant senior leader) must authorise and sign the collection form.*

Parents are advised to inform the relevant department in advance, where possible, to avoid delays.

In line with safeguarding expectations and guidance from the Knowledge and Human Development Authority (KHDA), all changes to a student's end-of-day transport arrangements must follow formal school procedures. The school reserves the right to refuse transportation adjustments once arrangements have been formally agreed.

Special Visitor Permissions

The following categories of visitors require prior approval from school administration:

- *Guest speakers or workshop facilitators must be pre-approved and may be required to sign a confidentiality agreement.*
- *Media personnel (photographers, videographers, or journalists) must obtain written permission from the School Principal prior to entering the premises.*
- *Parents attending events (meetings, assemblies, or school events) must follow standard visitor entry procedures.*

Security & Safety Measures

- *Photo identification is required for all first-time visitors.*
- *The school premises are monitored by CCTV for safety and safeguarding purposes.*
- *Visitors must not take photographs or videos of students without prior written permission from the school.*

Failure to comply with safeguarding measures may result in removal from the premises and/or restricted future access.

Emergency Collection by Authorised Adults

In exceptional circumstances where a parent or guardian is unable to collect a student, the school may permit collection by an authorised adult (e.g., friend or relative) only if prior written approval has been provided by the parent along with the Emirates ID.

The authorised adult must:

- *Report to Security;*
- *Provide valid identification;*

- *Follow standard sign-in procedures; and*
- *Present a copy of the parent's Emirates ID where requested.*

These procedures ensure student safety, accurate supervision, and compliance with safeguarding expectations and KHDA requirements.

Traffic & Visitor Conduct Outside School

To ensure the safety of students, staff, and visitors, all parents and visitors must adhere to school traffic procedures during drop-off and pick-up times.

- *Parking is permitted only in designated areas.*
- *Vehicles must not block entrances, exits, or pedestrian pathways.*
- *Visitors must follow the directions of school staff or security personnel at all times.*

These measures support student safety, promote smooth traffic flow, and ensure responsible visitor conduct in line with KHDA safeguarding guidance.

Complaints & Concerns

If a visitor has a concern, they may:

- 1. Speak to the Receptionist or relevant staff member;*
- 2. Submit a written complaint to the Leadership Team;*
- 3. Escalate unresolved matters to the School Principal.*

All complaints will be managed in accordance with the school's Complaints Policy.