

# R U N S H A W C O L L E G E

**POLICY TITLE:** College Organised Transport Policy

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## 1 Introduction

This policy outlines the provision and management of college-organised transport, including college bus services, college-organised taxis, and minibuses for student trips. The aim of this policy is to ensure that all transport organised by the college is safe, accessible, and compliant with relevant legal and safeguarding requirements. The college is committed to providing reliable transport options that support student attendance, enrichment activities, and educational trips.

## 2. Purpose

The purpose of this policy is to ensure the safety and well-being of students during transit on college-organised transport. It will also establish clear guidelines for the operation and use of college bus services, taxis, and minibuses. This will promote accessibility and inclusivity in college-organised travel arrangements and ensure that they comply with relevant legislation, including safeguarding and health and safety requirements. The document will also outline roles and responsibilities for staff, students, and external providers involved in college-organised transport.

## 3. Definitions

- **College Bus Services:** Regularly scheduled bus services organised by the college for the purpose of transporting students to and from the college premises, delivered by contracted approved transport providers.
- **College-Organised Taxis:** Taxis arranged by the college to transport students for educational purposes, medical needs, or safeguarding requirements. Taxis are provided by an approved company.
- **Minibuses:** Vehicles with seating for up to 16 passengers, organised by the college for group travel, including trips and off-site activities.
- **Driver:** Any individual operating a vehicle for the purpose of transporting students on behalf of the college, including staff members and contracted drivers.
- **Passenger:** Any student, staff member, or authorised person travelling on college-organised transport.

## 4. Scope

This policy applies to all students and staff using or utilising college organised taxis, bus services or minibuses for educational trips, enrichment activities or college -related activities or events. It also applies to external transport providers contracted by the college for the provision of transport services and staff responsible for organising, supervising or managing transport arrangements on behalf of the college.

## 5. College Bus Services

At Runshaw College, we are committed to ensuring that all our students have access to safe, reliable, and convenient transportation. Our extensive network of dedicated college bus services covers a wide range of routes across Lancashire and surrounding areas. The college and approved transport providers have 48 bus routes specifically designed to cater to the needs of our students from across local areas.

### 5.1 Eligibility

All full and part time students enrolled at Runshaw College are eligible to apply for transport services. Transport access is subject to availability and adherence to the terms and conditions outlined in Appendix A.

### 5.2 Application

Students must apply for the college transport service through the designated application process. College bus passes can be purchased at enrolment or a weblink, shared via the college website and external communications. Bus passes can be purchased annually or biannually (September and January of each academic year of study). Terms and conditions of travel to support the positive behaviour policy and safeguarding policies, are confirmed at time of purchase. Students are only able to travel on the service that is identified as being the closest to the registered address listed for the student on college systems. In exceptional circumstances eg. safeguarding needs, students can change buses on agreement with their Head of Studies.

### 5.3 Routes and Schedules

College transport operates on pre-determined routes, with key authorised stops. Timetables are available on the college website or via Student Services. All services are timetabled to arrive into college by 08:50 and depart at 15:55, except during the main external examination periods in January and May /June, where departure times are adjusted to 16:15 to accommodate examination times.

### 5.4 Safety and Positive Behaviour

5.4.1 All passengers must adhere to safety protocols whilst on college services, including wearing seatbelts where provided. All passengers must follow any given direction or instruction by the driver of service to ensure health and safety.

5.4.2 Students are unable to board college services without the driver having checked that they have a valid pass for that service.

5.4.3 Student baggage/property must be stored appropriately whilst on college services to ensure the health and safety of passengers on the service.

5.4.3 Behaviour on college transport must reflect the standards expected at Runshaw College, demonstrating respect and consideration to other passengers, the driver and members of the public.

5.4.4 Smoking, vaping and the consumption of alcohol or illegal substances are strictly prohibited.

5.4.5 Disruptive or unsafe behaviour may result in disciplinary action and potential removal from transport services as per the terms and conditions of transport, agreed with upon application.

5.4.6 All drivers of college bus services have completed local authority safeguarding training as per terms of employment by transport providers and complete a Runshaw Safeguarding refresher assessment every 2 years.

5.4.7 Every college bus service has posters showing contact details for our college safeguarding team to allow immediate contact with college in the event of a concern whilst travelling on a college bus service.

5.4.8 All student ID cards have the college transport team telephone number on the back of the card, to allow students to contact college should they have any queries or concerns. This number is available from 07.30-16.30 Monday -Friday.

5.4.9 The Student Liaison Officers and Transport team make daily checks of college bus services, to ensure that all passengers on the service have a valid college bus pass.

## **6. Procedures in case of change of route or schedule**

6.1.1 Where possible, students will be notified a minimum of 48 hours in advance of any alteration to their service route or schedule due to pre planned roadworks, road conditions, college requirements or provider needs via text message from Student Communications (Student Services) notifying them of the change. This will also be communicated to parents/guardian via the Communications Portal.

6.1.2 For unplanned or emergency changes to scheduled routes or timetables, students will be notified via text message of the proposed alternative plan. This text will be sent to the students affected by changes as soon as information becomes available and a clear alternative plan devised by transport providers and Student Services, notifying them of i) the issue ii) the alternative plan iii) map direction link if appropriate to notify of change to pick up point. eg. Road Closed (Haig Avenue). If you use this stop, please go to Norwood Road stop. <https://maps.app.goo.gl/kZrYtasvYTs5gJJy9>.

6.1.3 Where an unplanned or emergency changes the scheduled route whilst passengers are aboard the service, the transport provider will notify the Transport Team via telephone or email. The Transport team will then notify students via text message of proposed changes and parents/guardians notified via the Communications Portal.

6.1.4 All students will be advised of emergency procedures and process for all potential circumstances via a guide provided at enrolment and on application to the college transport service. This will also include a copy of the term and conditions that need to be signed by the student to acknowledge understanding of expectations, terms and conditions of service.

### *6.2 Emergency Procedures*

6.2.1 In the case of an emergency where a college service is involved in a mechanical breakdown, driver illness, accident or requires evacuation, passengers must follow evacuation procedures advised by the driver or emergency services to ensure the health and safety of all passengers.

6.2.2 In the case of emergency, the transport provider will notify Student Services. This will enable the Student Services team to support the provider and external agencies with the emergency response and communications to students and parents/guardians via text and communications portal. Where possible, an alternative service will be provided to passengers to ensure they reach their intended destination.

6.2.3 In the case of emergency where passengers have been able to continue on their journey, support will be provided to passengers via the college Wellbeing Team and Student Assistance Programme.

### *6.3 Students not picked up at stops*

6.3.1 Where students are not picked up at stops due to timings or service error, as per the terms of conditions of transport, students should contact the Transport Team via the telephone number on the back of their ID cards. Students must also remain at their registered stop. The phone call will ascertain the time that the student arrived at the stop, their location and the number of other students present at the stop. The Transport team will remind the student to remain at the stop and that they will call the student back with a plan of action. The Transport Team will then contact the service provider and establish the location of the service and the time that the service attended the bus stop.

6.3.2 Where the service has attended the stop at the advertised time, the student will be advised via phone call that they will need to find an alternative route to college, as per the terms and conditions of transport. If they choose not to attend college, this will impact on the student's attendance.

6.3.3 Where the college service has left the stop or accidentally omitted it, the student will be advised via phone call of the action to be taken and then via text to confirm details.

6.3.4 To ensure consistency and clarity of communication, this text message will be standardised in the case of the bus being re-routed back to the stop, showing the approximate time of arrival of the vehicle (Appendix B).

6.3.5. Where an alternative vehicle is sent by the provider to the stop, the provider will send the registration number, driver name, approximate time of arrival and a code word to the Transport Team, which will then be sent to the students via text message, to ensure their safety at the stop. Students will also be reminded to ensure that they phone the Transport team back, as soon as possible, should the vehicle not arrive.

## 6.4 *Bad Weather (heavy winds, snow)*

6.4.1 Transport providers to notify Head of Student Services before 7am (morning) and 1pm (afternoon services) of any weather conditions that affect the safe passage of students to and from college.

6.4.2 Head of Student Services to communicate with SMT about restrictions or cancellations of services.

5.8.3 Text message to go out to students on affected services to communicate nature of delay (time and instruction to stay at stop or in nearby shelter. If service terminated, text sent directly to all students on affected service and a communication to parents via the Comms Portal detailing the reason for termination, details about verified absence (not impacting on attendance) and a message on the college website with further information. This will be sent to Create from the Transport Team.

5.8.4 If service is terminated mid route, the transport provider will take students to the nearest registered stop, having notified the transport team of this intention. Immediate notification to be sent via text to all students on affected services, notifying them of the termination at this stop. Parents notified via text and via Parent Comms.

## 6.5 *Traffic Jams*

6.5.1 In the event of significant traffic jams that severely restrict service and cause significant delay, the transport provider will notify the Transport team of their location, road issue and current traffic conditions. They will be asked to provide an ETA for arrival at college.

6.5.2 Within 5 minutes, all students on the service will be text by the Transport team to notify them of the reason for delay and for those waiting at stops, a reminder to stay at the stop, with an estimated delay period eg. service currently running 20 minutes late. Communications will be repeated every 10 minutes to students via text message, where necessary to provide frequent update on travel conditions and ETA to remaining stops.

6.5.3 Transport team will remain in direct contact with Transport provider at regular intervals (min every 20 mins) to enable effective and regular communications to students via text.

6.5.4 Where students are waiting over 60 minutes beyond their usual pick-up time at stops, parents/guardians will be notified via Parent Comms of reason for delay and proposed plan of action. Where students are waiting at stops for >90 minutes, services will be terminated to reduce risks associated with exposure.

6.5.5 Where buses are on route and become caught in long term traffic or road closures, the British Transport Police will be notified to make them aware of the number of students currently on the road and advice taken in terms of getting them out of the jam as soon as possible. Where this is not granted, regularly communications via text communications from the transport team.

## 6. **Taxi Travel for Students**

Student Services may use taxis for students for several reasons, typically rooted in safeguarding, accessibility and ensuring continuity of education. Taxis are provided by the college in the following circumstances:

- a) If a student becomes unwell during the day.
- b) Students with accessibility needs
- c) Students who are considered vulnerable or at risk, to provide a controlled method of transport.
- d) In the event of college transport breakdown where an alternative service cannot be provided.
- e) Vulnerable students who access college transport and may not be able to access this due to the late finish of external examinations.

6.1 Taxis can only be booked via college account via the approved provider, through the Transport or Programme Teams, with all bookings logged at Student Services in the black book.

6.2 Students must attend Student Services in person for a taxi to be booked for safety purposes. Bookings cannot via email or telephone.

6.3 Taxis booked by the Student Services or Programme Administration teams can only take students to their registered address on the Student Portal.

6.4 Where students are leaving site due to illness, parents/guardians will be contacted by Student Services to confirm that they are unable to arrange transport for the student and acceptance that they/student will be responsible for the payment of the taxi.

6.5 Where students are leaving site due to being vulnerable, at risk, suspension or expulsion, where appropriate, parents/guardians should be notified via telephone and contents of the conversation added to the Student Plog. The taxi must be logged in the black book in Student Services and charged to the student's programme.

6.6 Where students access college bus services but are unable to get home due to late finishes to exams, students and parents/guardians will be notified at the start of the examination series via course leaders,

progress mentors, email, text and letter on the communications portal. Students and parents/guardians will be asked to make alternative arrangements for their journey home. However, for students in vulnerable groups, students must attend Student Services 72 hours in advance of the planned examination to allow a taxi to be booked by the college for the student, using an approved taxi company.

- 6.7 On visiting Student Services, the student will be asked to give consent of their mobile number being shared with the provider, to receive a text confirming the time of the booking and status of the taxi (dispatched/on route/arrived), registration number and colour of the car. Students will receive a card with the taxi providers number on and a reference number that must be shared with the driver on arrival for security purposes.
- 6.8 Where late finishing times for examinations are identified, a member of staff will be on duty to ensure that students accessing taxis have a contact point in the event of need or emergency.

## **7. College Minibuses with Student Passengers**

College minibuses are available to book via Student Services Reception for college teams to transport students to college events, such as college organised trips, visits or events.

- 7.1 Minibuses must be booked at least 4 weeks in advance of the proposed trip, visit or event via Student Services Reception.
- 7.2 Only staff who have completed and have valid MIDAS training certifications will be able to drive college minibuses and will need to be named at the time of booking.
- 7.3 For safeguarding purposes, a minimum of 2 staff will be required where there are student passengers.

## **8. Training for Administration and Transport Teams**

- 8.1 To ensure the quality of service and communication being delivered by the Student Services Team with regard to transport, staff within the team will complete mandatory annual Transport training and an assessment via the CPD platform.
- 8.2 Any new staff will complete this as part of their team induction, as directed by the Student Services Administration Team Leader.

## **8. Other Related Policies and Documentation**

- Attendance Policy
- Trips and Residentials Policy
- Safeguarding Policy
- Data Protection Policy
- Equality, Diversity and Inclusion Policy
- Prevent Policy
- Health & Safety & Wellbeing Policy
- Student Positive Behaviour Policy
- Transport Risk Assessment

# Appendix A

## College Transport Terms and Conditions 2025-2026

### 1. General

- I. College bus passes are valid for one return journey, Monday to Friday, during term time, on the named service only; they are not valid on public transport services.
- II. College bus passes must be shown and will be checked by drivers for all journeys. Where students do not have their pass, they will be able to access an emergency pass via the Student Portal for boarding their service in the morning.
- III. A student without a valid ID card will not be able to access college premises.
- IV. Travel ID cards will be confiscated and withdrawn if used by another student, misused, or mutilated. The College accepts no responsibility for students using other services to access Runshaw College Transport.
- V. Runshaw College reserves the right to change the route, timings, and service of a college bus and move students to an alternative service to comply with loading and safety requirements.
- VI. Runshaw College reserves the right to restrict or remove any student from the college bus services that does not comply with these terms and conditions.
- VII. A £10 administration fee will be charged to any student requiring a replacement for a lost pass or change of service.
- VIII. Bus services are allocated on application to the route closest to the registered address of the student. Bus services changed will only be supported in exceptional circumstances or for safeguarding needs and in agreement with the student's Head of Studies.

### 2. Positive Behaviour

- I. Students must adhere to the college ABCDE policy when using the college bus services.
- II. Students must be respectful to passengers, drivers and members of the public always.
- III. Smoking and vaping are not permitted on college bus services at any time.
- IV. Loud music is not permitted; headphones may be used.
- V. Students must be respectful and always cooperate with bus drivers and bus marshals.
- VI. Standing while the bus is in motion is not permitted unless standing room is officially available. This is to maintain the health and safety of all students and drivers.
- VII. Students must comply with driver instructions that impact safety, such as remaining seated while the bus is moving. Failure to do so may result in the service returning to the college and disciplinary action being taken.
- VIII. Students are unable to leave baggage unattended on services.
- IX. Students are not able to reserve seats for other students to ensure that all paying students are able to access a seat.
- X. Students who do not adhere to the ABCDE policy on college transport will be disciplined as appropriate. CCTV is present on all college transport services and is monitored daily.

### 3. Morning Services

- I. Students must arrive at their stop 10 minutes before the advertised time.
- II. Students must wait in an orderly manner on the pavement for their bus, always being considerate of other students and members of the public.
- III. For safety purposes, students must clearly signal to the driver that they wish to board the service from the stop. This is to ensure that the driver knows that those wishing to board the service are Runshaw students.
- IV. On all coaches and buses, students are responsible for wearing the seatbelt provided.

- V. If the bus does not arrive, students must stay at the stop and call 01772 642020 (printed on the back of membership cards), to speak to a member of the Transport Team, who will ensure that they are picked up by the provider. If the student leaves the stop, they will need to make their own way to college. If they do not, it will affect their attendance.
- VI. If a student misses the bus, they must make their own arrangements to reach the college.
- VII. Emergency passes are only valid on morning services. These are accessed via the Student Portal. For evening services, temporary membership stickers must be obtained from Student Services Reception. Emergency passes cannot be used on evening services.

**4. Refunds and Cancellation**

- I. The cost of a college bus pass is heavily subsidised by the college. As such, refunds are only processed if a student leaves their studies. In this case, a refund will be applied on a pro-rata basis upon receipt of the college bus pass.
- II. Annual Bus Pass holders who leave after the Easter break do not qualify for a refund.
- III. Semester 1 Bus Pass holders do not qualify for a refund after the Christmas break.
- IV. Semester 2 Bus Pass holders do not qualify after the May half term.
- V. Leyland Zone passes are refundable only up to Christmas.
- VI. We cannot process a refund for lost college bus passes.
- VII. Students who pass their driving test whilst at the college and wish to make their own way to college whilst in receipt of a college bus pass are not eligible for a refund.
- VIII. If a student does not take up their place at Runshaw after purchasing a college bus pass a refund request should be sent to [transport@runshaw.ac.uk](mailto:transport@runshaw.ac.uk)
- IX. In the event of a college closure for five or more consecutive days, a full pro-rata refund will be issued for the closure period.

**5. Dual Passes**

- I. Dual passes are only available to students living at two addresses, both of which must be visible on the student portal. This is typically reserved for parent/guardian residential arrangements.
- II. Students with EHCPs may also be eligible at the discretion of the Transport Team.

**6. Data Protection and Privacy**

- I. Runshaw College values the privacy of all stakeholders. Information such as name, unique learner number, date of birth, and address is collected to support bus pass applications.
- II. Student ID photos may be used for investigative purposes if required.
- III. If you have any questions or concerns about data collection, please contact the College’s Data Protection Officer at [DataProtectionOfficer@runshaw.ac.uk](mailto:DataProtectionOfficer@runshaw.ac.uk). Further information is available at <https://www.runshaw.ac.uk/college-policies/>.

By signing below, I confirm that I have read, understood, and agree to adhere to the terms and conditions outlined in the college transport service agreement. I acknowledge receipt of the College Transport Safety Guide and understand the expectations regarding conduct, safety, and responsibility while using the service. I agree to follow all guidelines and procedures as set out, and understand that failure to comply may result in disciplinary action or withdrawal of transport passes for college transport services.

Name Parent/Guardian: ..... Date: .....

Name of Student: ..... Date: .....

## Appendix B