



# Child Arrival, Collection & Uncollected Child Policy

**Effective Date:** 01/01/2025

**Applies To:** All prospective and enrolled families at **Besige Bytjie Akademie**

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## 1. Purpose

The purpose of this policy is to ensure the **safety, security, and wellbeing** of all children during arrival, drop-off, collection, late collection, and in the event that a child is not collected. Clear procedures promote consistency, legal compliance, and peace of mind for children, parents, and staff.

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## 2. Scope

This policy applies to:

- All children enrolled at Besige Bytjie Akademie
  - Parents, guardians, and authorised adults
  - All staff responsible for supervision, arrivals, and departures
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## 3. Operating Hours

### 3.1 Regular School Hours

- **06:30 – 17:30 (Monday to Friday)**

### 3.2 Drop-Off Times

- **06:30 – 07:45**
- Classroom drop-off is permitted **only until 07:45**
- Breakfast is served from **08:00**
- The formal learning programme begins at **08:20**

### 3.3 Collection Times

#### Full-Day Learners and Aftercare:

- **12:00 – 17:30 (Monday to Friday)**

#### Aftercare Holiday Programme:

- **06:30 – 17:30 (Monday to Friday)**
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## 4. Drop-Off Procedures

- Children may only be dropped off at the **designated drop-off area** where staff are present.
  - Parents must ensure children are safely handed over to a staff member.
  - Parents are encouraged to say a **clear, calm goodbye** to their child and reassure them of their return, supporting emotional security and smooth separation.
  - Parents must follow all gate, parking, and entrance procedures for safety.
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## 5. Collection Procedures

- Children may only be released to **authorised adults** listed on the enrolment form.
  - Any changes to authorised collectors must be communicated **in writing or via a verified phone call** prior to collection.
  - Parents and authorised adults must **sign children in and out daily**, recording the correct arrival and departure times.
  - Staff may request **photo identification** from any person unknown to them.
  - Children will not be released to unauthorised persons under any circumstances.
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## 6. Early Arrival & Late Collection

### 6.1 Early Arrival

- Arrival **before 06:30** is considered early.
- Early arrival is only permitted by prior arrangement.
- An **early arrival (early bird) fee** per child will be charged.

### 6.2 Late Collection

- Collection **after programme end times** or after **17:30** is considered late.
- A **late collection fee** per child will be charged according to the school fee schedule.
- Fees are payable **immediately or before drop-off the following school day**.

- Staff will supervise children until collected.
  - Persistent late collection may result in a meeting with management to discuss alternative arrangements.
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## 7. Uncollected Child Procedure

If a child is not collected at the designated time:

1. **Immediate Action:** Staff will attempt to contact parents/guardians using all provided contact numbers.
  2. **Emergency Contacts:** If parents cannot be reached, emergency contacts listed on the enrolment form will be contacted.
  3. **Extended Delay:** If no authorised adult can be reached within **30–60 minutes** (at management discretion), the **South African Police Service (SAPS)** will be contacted for guidance and assistance.
  4. **Child Care:** Staff will remain with the child at all times, providing reassurance, comfort, and supervision.
  5. **Documentation:** All incidents will be fully documented, including contact attempts, times, and outcomes.
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## 8. Staff Responsibilities

- Supervise children at all times during arrival, collection, and late waiting periods.
  - Ensure accurate completion of sign-in and sign-out registers.
  - Follow all security and verification procedures.
  - Inform management immediately of late or uncollected children.
  - Maintain a calm, professional, and reassuring approach.
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## 9. Parent & Guardian Responsibilities

- Drop off and collect children **within designated times**.
  - Provide accurate and up-to-date contact and emergency information.
  - Notify the school immediately of any changes to authorised collectors.
  - Inform the school as soon as possible if arriving early or late.
  - Pay any applicable early arrival or late collection fees promptly.
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## 10. Safety & Supervision Considerations

- Adult-to-child ratios are maintained at all times, including late collection situations.
- Children are never left unattended.

- School security procedures apply during all arrivals and departures.
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## 11. Summary

Besige Bytjie Akademie is committed to protecting children through clear, consistent arrival and collection procedures. Cooperation between parents and staff ensures children feel safe, secure, and confident, knowing that while parents may leave, they always return.

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## 12. Review

This policy is reviewed **annually** or when required by changes in legislation, best practice, or school operations.

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