



Early Years Drop Off and Collection Procedures

At the British School of Tenerife, we are committed to providing a safe and welcoming environment for every child. The following procedures ensure that the beginning and end of each day are calm, consistent, and secure for both children and families.

Roles and Responsibilities

To ensure that all staff fully understand their duties within the Early Years Department, the following expectations are in place:

- Staff must have a clear understanding of their deployment during drop-off and collection times.
- Staff must be certain of their roles and responsibilities and implement them consistently.
- Procedures at the beginning and end of the school day must always be followed to maintain the safety and well-being of all children.

Consistent systems are implemented as follows:

- A permanent member of staff (not a student) will be positioned at the Early Years gate each morning to welcome children and receive brief messages from parents.
- A dedicated staff member will supervise children in the outdoor area during arrival and departure times.
- If a parent requires an urgent discussion, they should wait until staff are free from their initial duties or make an appointment via the school office.

Meeting with a Member of Staff

- If parents wish to speak to a staff member about a specific concern, they should not hold discussions during drop-off or collection times.
- Parents should arrange a meeting time directly with the staff member or make an appointment through the school secretaries.

Procedure for Dropping Off a Child

To ensure the safety of all children, drop-off procedures must be followed carefully:

- The gate by the Sports Hall will be open from 8:30 am to 9:00 am for Early Years children.
- Children will walk up to the Early Years gate, where a member of staff will greet them.
- Parents must hand their child directly to a member of staff.
- Staff will mark the child's arrival on the class register.
- Parents are asked not to remain in communal areas to prevent congestion.
- If a child arrives after 9:00 am, parents should:
 - go to the Sports Hall gate and ring the bell,
 - walk their child to the Early Years gate,
 - ring the bell again and wait for a staff member to collect the child.
 - Parents are not permitted to enter the department.
- Parents should inform staff of:
 - any changes to collection arrangements,
 - any issues affecting the child's wellbeing, or
 - any accidents or incidents (even if no visible mark) so staff can observe the child during the day.

- When ready to leave, parents should always say goodbye to their child to support smooth separation and routine.

Procedure for a Distressed Child

If a child becomes upset during drop-off:

- One staff member (usually the one supervising children) will take responsibility for talking with the parent.
- The parent may stay briefly until the other children are settled and both staff members are present in the classroom.
- Once the second staff member has secured the class, there will be an opportunity to:
 - discuss the situation calmly with the parent,
 - comfort and reassure the child, and
 - offer to phone the parent later to confirm that the child has settled.

Procedure for Picking Up a Child

(See also the Early Years Collection Procedure for full details.)

- The Early Years gate will be open from 2:45 pm to 3:05 pm, and a member of staff will monitor the gate.
- Parents should go to their child's classroom and make their presence known to staff.
- Parents may enter the classroom to assist their child but should avoid congregating at the entrance.
- Parents must inform a staff member before leaving with their child.
- If a child needs to be collected before 2:45 pm, parents should:
 - ring the bell at the Sports Hall gate,
 - walk up to the Early Years gate,
 - ring the bell again, and
 - wait for a staff member to bring the child.

Written by:	Jenni Garnett		
Agreed Date:	October 2025		
Board of Governors			
	Print Name:	Signed:	Date:
Academic Director:			
	Print Name:	Signed:	Date:
Review Date:	October 2026		