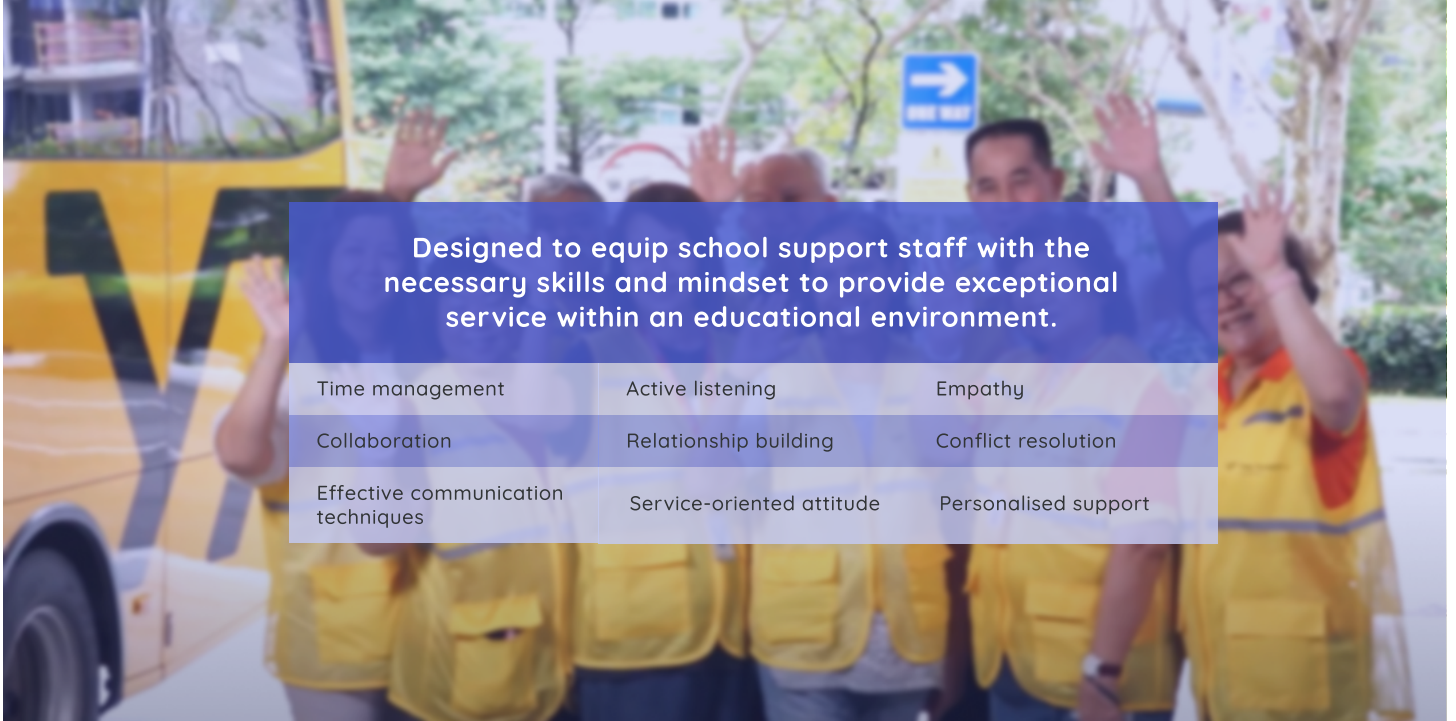


Demonstrate Service Vision



Designed to equip school support staff with the necessary skills and mindset to provide exceptional service within an educational environment.

Time management	Active listening	Empathy
Collaboration	Relationship building	Conflict resolution
Effective communication techniques	Service-oriented attitude	Personalised support

Through a combination of interactive activities and discussions, participants will learn how to enhance their support services and create a positive school climate for students, parents, and colleagues.

By completing the course, support staff will be better prepared to meet individual needs, resolve conflicts, and contribute to an inclusive and successful educational experience.

+ COURSE OBJECTIVES

At the end of the course, learners will be able to:

- Define mission, vision, and values in support of a customer-centric culture
- Demonstrate the characteristics of a role model aligned with organisational guidelines
- Deliver service in accordance with the organisation’s vision, mission, and values
- Distinguish performance for continuous improvement

+ COURSE OUTLINE

- Defining the driver’s (solo) role in passenger services supporting the school values
- Responding to children’s misbehaviours
- Identifying and reporting accidents, emergencies, suspected emotional distress, abuse and neglect of children (how to apply work routines based on knowledge from Child Safeguarding online course)
- Ensuring the safety and wellbeing of children during trips

+ WHO SHOULD ATTEND

For all new and experienced bus crew

+ DURATION

4 hours

+ CERTIFICATION

All participants will receive a Certificate of Attendance on successful completion of the course

Your Role in Safety (Bus Captain)



+ COURSE OBJECTIVES

- Raise awareness consequences of unsafe behaviours
- Demonstrate ability to identify potential hazards and risks, reflecting the need to change
- Recognise the ways to minimise risks through sound safety practices

+ COURSE OUTLINE

- At risk behaviours leading to potential safety breaches
 - In the bus bay
 - Boarding and alighting students
 - Driving on the road
- Responsibilities as a bus captain (safety aspects)
 - Self-care (Lifestyle and emotional wellbeing)
 - Vehicle maintenance
- Safety best practices
 - Do's and don'ts

+ WHO SHOULD ATTEND

For all new and experienced bus captains

+ DURATION

3 hours

+ CERTIFICATION

All participants will receive a Certificate of Attendance on successful completion of the course

Pre & Post Trip Awareness & Responsibilities (Bus Captain)



+ COURSE OBJECTIVES

- Recall principles of safe driving
- Recognise the need to change and form good habits
- Identify the correct order of pick-up & drop-off procedures

+ COURSE OUTLINE

- Negative impacts on drivers should safety be compromised
- Principles of safe driving – Do's and don'ts; the importance of performing your due diligence for safety
 - Identifying potential safety hazards and timely follow-ups
 - Time management and punctuality
 - Controllable vs. uncontrollable factors
- How to form effective thinking habits (with case studies)
- Generic pick-up and drop-off procedures
 - Do's and don'ts

+ WHO SHOULD ATTEND

For all new and experienced bus captains

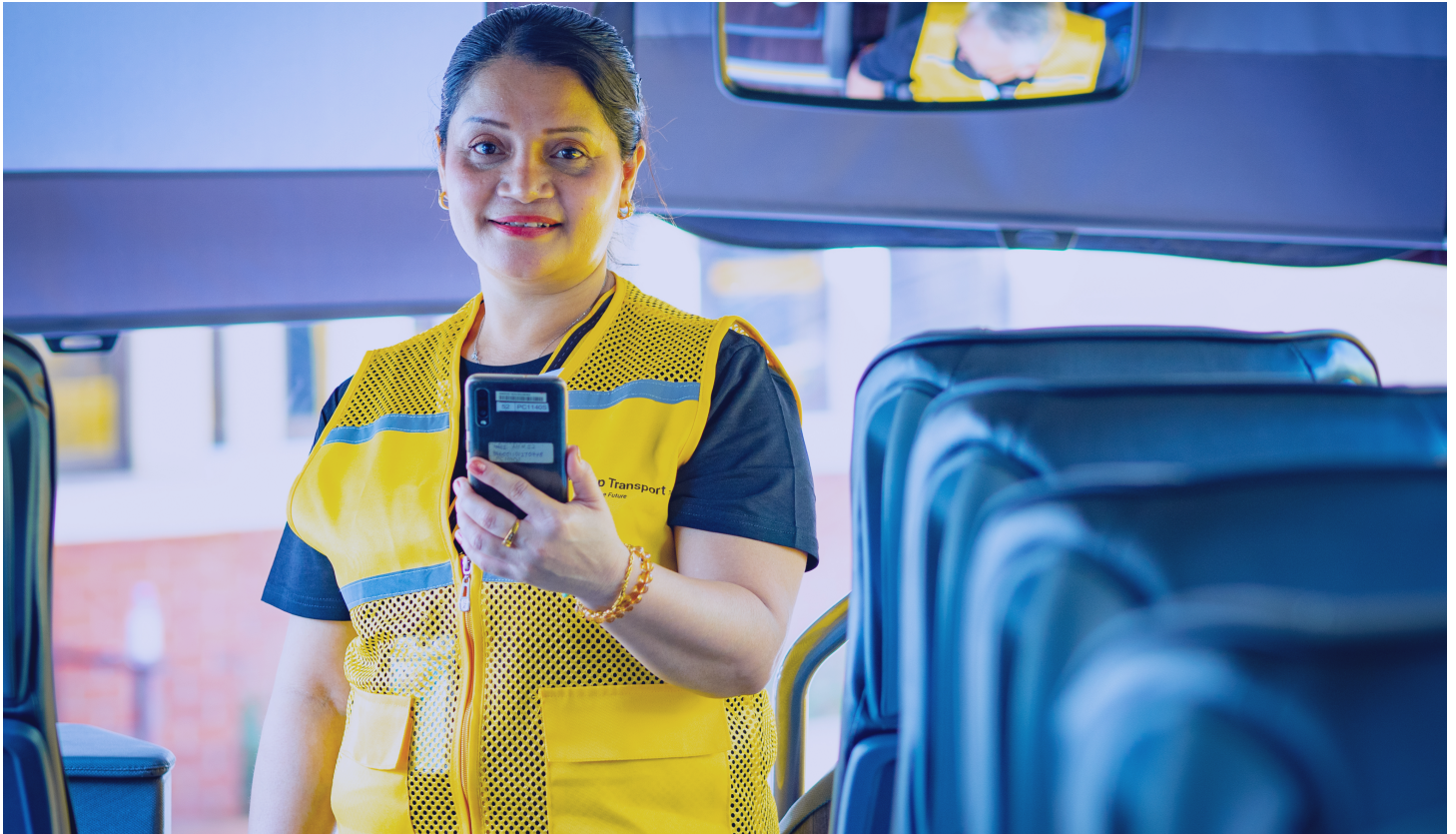
+ DURATION

3 hours

+ CERTIFICATION

All participants will receive a Certificate of Attendance on successful completion of the course

Pre & Post Trip Awareness & Responsibilities (Bus Monitor)



+ COURSE OBJECTIVES

- Recall the areas that the bus monitor assists with

+ COURSE OUTLINE

- The different components of a supporting role; being punctual and assisting bus captains with pre-trip preparations:
 - Preparing cabins and setting up signages
- Generic pick-up and drop-off procedures
 - Do's and don'ts

+ WHO SHOULD ATTEND

For all new bus monitors

+ DURATION

3 hours

+ CERTIFICATION

All participants will receive a Certificate of Attendance on successful completion of the course

In-Cabin Student Management



+ COURSE OBJECTIVES

- Able to recall the school rules
- Demonstrate the ability to identify concerns and when to intervene
- Recall key concepts related to do's and don'ts
- Recall methods to raise concerns

+ COURSE OUTLINE

- The school rules and your role in supporting the school
- Fostering positive bus culture: Do's and don'ts
- Usage of in-cabin flashcard system
- Methods to raise concerns

+ WHO SHOULD ATTEND

For all new and existing bus monitors
TTT (Use of Flashcard) for
Administrator

+ DURATION

3 hours

+ CERTIFICATION

All participants will receive a Certificate of Attendance on successful completion of the course

Child Safeguarding by the Trusted Adult



+ COURSE OBJECTIVES

- Recall the key concepts related to child safeguarding
- Recall the key concepts in 'Do No Harm'
- Apply to scenarios
- Recognise the need to raise concerns

+ COURSE OUTLINE

- The do's and don'ts of child safeguarding: Ethical obligations in the workplace
- Do No Harm
- Communication in relation to child safeguarding
 - Body language
 - Tone of voice
 - Choice of words

+ WHO SHOULD ATTEND

For all relevant stakeholders

+ DURATION

1 hour
(estimated)

+ CERTIFICATION

All participants will receive a Certificate of Attendance on successful completion of the course