

SCHOOL TRANSPORT POLICY

Academic Year 2026–2027

1. PREAMBLE

At **HVB Global Academy**, the safety, security and well-being of every learner are our foremost priorities. Our School Transport System is an extension of the school's learning environment and is designed to provide every learner with a safe, disciplined and comfortable journey to and from school.

Eco-Friendly Transportation- HVB Global Academy is committed to promoting environmentally responsible and sustainable transportation practices by encouraging the use of shared modes of transport, thereby reducing its environmental footprint and contributing to a cleaner, greener future.

To ensure safe, secure and well-supervised travel, while facilitating smooth traffic management around the school campus, the School strongly encourages all eligible learners to avail the authorised School Transport Service.

The School Transport System is designed not merely to facilitate travel between home and school but to ensure that every learner experiences a secure, disciplined and caring environment throughout the journey. Every member of the transport ecosystem—including parents, learners, transport personnel and school staff—shares a collective responsibility in maintaining the highest standards of safety and conduct.

This Policy establishes the framework governing the planning, operation, monitoring and continuous improvement of the School Transport System and shall be binding upon all stakeholders availing the transport facility.

2. LEGAL FRAMEWORK

This Policy has been framed in accordance with the applicable provisions of:

- The Motor Vehicles Act, 1988.
- The Central Motor Vehicles Rules, 1989.

- Maharashtra Motor Vehicles (Regulations for School Buses) Rules, as amended from time to time.
- Guidelines issued by the Maharashtra State Commission for Protection of Child Rights (MSCPCR).
- Directions issued by the State Transport Department, Education Department and other Competent Authorities.
- Any other statutory provisions applicable to school transportation.

In the event of any amendment in the applicable law, Government notification or judicial direction, the provisions of such amendment shall prevail to the extent applicable.

3. PHILOSOPHY

The School believes that every learner has the right to travel to and from school in a safe, secure and respectful environment.

The School Transport System shall therefore be guided by the following principles:

- Learner safety above all other considerations.
- Child-centred decision making.
- Prevention rather than reaction.
- Zero compromise on statutory compliance.
- Professionalism and accountability.
- Courtesy and mutual respect.
- Continuous monitoring and improvement.
- Transparency and effective communication.
- Shared responsibility amongst all stakeholders.

4. OBJECTIVES

The objectives of this Policy are to:

- Ensure the safe, secure and efficient transportation of learners.
- Provide a professionally managed transport system.
- Comply with all statutory and regulatory requirements.
- Minimise traffic congestion around the school campus.
- Clearly define the responsibilities of parents, learners, transport personnel and the School.
- Promote discipline and responsible behaviour during transportation.
- Establish transparent procedures for transport operations.
- Encourage continuous monitoring and improvement of transport services.
- Provide timely communication to parents through digital platforms.
- Foster confidence among parents regarding the safety of their children.

5. APPLICABILITY

This Policy shall apply to:

- All learners availing the School Transport Facility.
- Parents and legal guardians.
- School Transport Committee.
- Transport Contractor.
- Drivers.
- Bus Attendants.
- Transport Coordinators.
- Administrative Staff associated with transport operations.
- Any authorised person receiving a learner at the designated stop.

6. AUTHORISED TRANSPORT SERVICE PROVIDER

HVB Global Academy has appointed **Shanta Durga Travels** as its authorised School Transport Service Provider.

Only vehicles approved by the School Management and complying with all applicable statutory requirements shall be permitted to transport learners.

The School reserves the right to appoint, replace or discontinue any transport operator in the interest of learner safety, operational efficiency or statutory compliance.

7. SCHOOL TRANSPORT PHILOSOPHY

The School strongly believes that organised school transport significantly enhances learner safety by ensuring:

- Professionally trained drivers and attendants.
- Regulated boarding and dispersal.
- Continuous supervision during travel.
- GPS-enabled monitoring.
- CCTV surveillance.
- Immediate communication during emergencies.
- Uniform implementation of transport safety protocols.

Accordingly, the School strongly encourages parents to avail the authorised School Transport Facility for the benefit and safety of their children.

8. SCHOOL TRANSPORT

School transport shall be provided through the School's authorised transport service provider.

1. Learners residing within **600 metres** of the School, those travelling by **BEST Bus or Local Train**, or those having an approved medical

exemption may use alternative modes of transport only with prior written approval from the School.

2. Private vans, taxis and personal vehicles are not permitted to enter the designated school traffic zone except with prior permission of the School.
3. Parents using the School Transport Facility will receive access to the **Chakrerview App** for live bus tracking, route details and transport notifications.
4. Bus routes and timings are carefully planned for the safety and convenience of all learners. Minor adjustments may be necessary, particularly at the beginning of the academic year, to optimise routes and timings. Parents are requested to extend their cooperation during this period.

9. EXEMPTIONS

Learners may be permitted to use alternative modes of transport only after obtaining prior written approval from the School.

Such approval may ordinarily be considered under the following circumstances:

a) Walking Distance

Learners residing within **600 metres** of the School campus.

b) Medical Grounds

Learners having a certified medical condition requiring exemption from the School Transport Service.

A valid Medical Certificate issued by a Registered Medical Practitioner shall be submitted.

The School reserves the right to seek further clarification or review such requests.

c) Public Transport

Learners regularly commuting by:

- Mumbai Suburban Railway
- BEST Bus

Appropriate documentary evidence, including travel pass or other proof of travel, shall be submitted wherever applicable.

The School may seek additional information before granting approval.

10. GENERAL PRINCIPLES

Every learner availing the School Transport Facility shall:

- Board and alight only at the designated stop approved by the School.
- Travel only in the bus allotted by the School.
- Occupy the seat allotted, wherever applicable.
- Wear the seat belt throughout the journey.
- Follow all lawful instructions issued by the driver, attendant or authorised School personnel.
- Maintain discipline and courteous behaviour at all times.

Parents are requested to appreciate that transport routes are planned keeping in view the safety and convenience of all learners and therefore individual route deviations or personalised stopping points cannot ordinarily be accommodated.

The School shall continuously review transport routes and operational efficiency in the interest of all stakeholders.

11. VEHICLE STANDARDS

The School shall ensure that every vehicle engaged for transporting learners complies with all statutory requirements prescribed by the Government of India, Government of Maharashtra and other competent authorities.

Every authorised school bus shall possess valid and current:

- Registration Certificate (RC)
- Certificate of Fitness
- Comprehensive Insurance
- Pollution Under Control (PUC) Certificate
- School Bus Permit
- Road Tax Clearance
- Any other statutory approvals prescribed from time to time.

In addition, every vehicle shall be equipped with:

- AIS-140 compliant GPS Vehicle Tracking System
- CCTV Surveillance System
- Speed Governor
- Panic Button
- First Aid Box
- Fire Extinguisher
- Emergency Exit
- Emergency Alarm System
- Emergency Hammer
- Proper lighting and ventilation
- Reflective safety markings
- Prominent display of "SCHOOL BUS"
- Display of emergency contact numbers
- Driver identification details

Only vehicles certified as roadworthy shall be deployed for school transport. The School reserves the right to inspect any vehicle at any time and prohibit its use if found unsafe or non-compliant.

12. SAFETY MEASURES

Learner safety shall remain the foremost consideration in every transport operation.

Accordingly:

1. Every learner shall be provided with an individual seat.
2. Wearing of seat belts throughout the journey is **mandatory**.
3. The bus shall not commence its journey until all learners are seated and, wherever applicable, their seat belts have been properly fastened.
4. The driver shall not move the vehicle while any learner is standing or moving inside the bus.
5. Boarding and alighting shall take place only after the bus has come to a complete halt.
6. Drivers and attendants shall exercise heightened vigilance while learners board and alight.
7. The driver shall not use a mobile phone while driving except through legally permitted hands-free emergency communication.
8. The transport attendant shall continuously supervise learners throughout the journey.
9. CCTV and GPS systems shall remain operational throughout the trip.
10. Any safety concern observed by parents, learners or staff shall be reported immediately to the School.

13. DIGITAL TRANSPORT MONITORING

To enhance transparency and communication, the School shall provide access to the authorised transport application (**Chakrview**) for parents availing the School Transport Service.

The application enables parents to:

- Track the live location of the bus.
- View the allotted route and bus details.
- Receive arrival notifications.
- Receive delay notifications.
- Receive transport-related announcements.

Parents are advised to regularly monitor notifications through the application.

Transport timings are indicative and may reasonably vary due to weather conditions, traffic congestion, road closures, public events or other circumstances beyond the control of the School or the transport operator.

At the commencement of every academic year, transport routes may require approximately **two weeks** for stabilisation. During this period, minor adjustments in routes and timings may be necessary in the interest of operational efficiency and learner safety. Parents are requested to extend their full cooperation during this transition period.

14. RESPONSIBILITIES OF PARENTS / GUARDIANS

Parents are requested to:

- Ensure that their child reaches the designated boarding point at least **five minutes** before the scheduled arrival of the bus.
- Ensure that an authorised adult is present at the designated drop-off point wherever required.
- Promptly inform the School regarding any change in address, contact number or transport requirement.
- Keep the registered mobile number active to receive transport-related notifications.
- Promptly inform the School if their child will **not** be using the school bus on any particular day.
- Cooperate with transport personnel and follow official communications issued by the School.

Parents are requested **not** to request individual route changes, additional bus stops or alterations in bus timings directly from the driver or bus attendant. All such requests shall be made only through the School.

15. RESPONSIBILITIES OF LEARNERS

Every learner shall:

- Board and alight only at the designated stop allotted by the School.
- Wear the prescribed School Identity Card.
- Wear the seat belt throughout the journey.
- Remain seated while the bus is in motion.
- Not change seats, extend any part of the body outside the bus or distract the driver during the journey.
- Follow the instructions of the driver and bus attendant.
- Maintain discipline and show courtesy and respect towards fellow passengers and transport staff.
- Keep the bus clean and refrain from damaging School or bus property.

The School Bus is an extension of the School campus. Accordingly, the School's discipline policy applies during transportation as well.

16. DISCIPLINE DURING TRANSPORT

The School Bus is an extension of the School campus. Accordingly, all School rules relating to discipline, respect, behaviour and student conduct shall apply equally during transportation.

Acts of misconduct include, but are not limited to:

- Bullying, teasing or intimidation.
- Use of abusive or inappropriate language.
- Damage to bus property.
- Throwing objects from the bus.
- Tampering with emergency equipment.
- Distracting the driver.
- Failure to wear the seat belt.
- Standing or moving while the bus is in motion.

Where any learner wilfully damages transport property, the parent shall be liable to compensate the actual cost of repair or replacement, without prejudice to any disciplinary action initiated by the School.

17. PICK-UP AND DROP-OFF PROCEDURE

The School recognises that boarding and alighting are the most critical stages of school transportation. Accordingly, the following procedures shall be strictly observed by all stakeholders.

Pick-up and Drop-off

For the safety of every learner:

- Students shall board and alight only at the designated stop.
- The School will not hand over a learner to any unauthorised person.
- Where required, the authorised person may be asked to produce the Parent Identity Card or other approved identification.
- If no authorised person is present at the designated stop, the learner will be brought back to the School and the parent/guardian will be required to collect the child from the School.

17.1 Boarding

Parents/guardians shall ensure that:

- The learner reaches the designated boarding point at least **five (5) minutes** before the scheduled arrival of the school bus.
- Young learners are accompanied by a responsible adult until they safely board the bus.
- The learner boards only the bus allotted by the School.
- The learner boards the bus in an orderly manner without pushing or rushing.

The driver shall not wait beyond the reasonable scheduled stoppage time in order to maintain the transport schedule for all learners.

17.2 Drop-Off

The School shall release learners only at the designated stop approved by the School.

For learners requiring authorised collection:

- The authorised person shall remain present at the designated stop before the arrival of the bus.
- The authorised person shall produce the Parent Identity Card or any other School-approved authorisation whenever required.
- Bus attendants may verify the identity of the person receiving the learner.

The safety of every learner shall always take precedence over operational convenience.

17.3 If No Authorised Person is Present

If no authorised person is available at the designated drop-off point:

- The learner shall **not** be left unattended.
- The learner shall remain under the supervision of the bus attendant.
- The learner shall be brought back safely to the School.
- Parents shall be informed immediately.
- The parent or authorised guardian shall collect the learner from the School without delay.

Under no circumstances shall a learner be handed over to an unknown or unauthorised person.

18. SAFETY GUIDELINES

- Every bus is equipped with safety features as prescribed by applicable regulations.
- Trained drivers and bus attendants supervise learners throughout the journey.
- The bus shall not move until learners are safely seated and appropriate safety measures have been observed.
- Learners shall not distract the driver or engage in any behaviour that may compromise the safety of others.
- Any unsafe condition or concern should be reported to the School immediately.

19. COMMUNICATION PROTOCOL

To ensure efficient communication: Transport-related information, route updates and emergency notifications will be communicated through the **Chakrerview App** and other official School communication channels.

Suggestions or concerns regarding transport services may be addressed to the School through the official communication channels. Parents are requested not to discuss operational matters directly with transport staff.

20. TRANSPORT PERSONNEL

Every member of the transport team represents the School and shall maintain the highest standards of professionalism, courtesy and child safety.

Drivers shall:

- Possess valid statutory licences.
- Maintain safe driving practices.
- Observe all traffic regulations.
- Drive responsibly and defensively.
- Never use mobile phones while driving except where legally permitted.
- Report accidents, breakdowns or safety concerns immediately.

Bus attendants shall:

- Assist learners during boarding and alighting.
- Ensure that seat belts are properly fastened before the bus begins its journey.
- Maintain discipline within the bus.
- Provide appropriate assistance during emergencies.
- Ensure that no learner is left unattended.

All transport personnel shall undergo periodic training in:

- Child Protection
- First Aid
- Emergency Response
- Fire Safety
- Student Behaviour Management
- Road Safety
- POCSO Awareness

21. EMERGENCY MANAGEMENT

The School and the authorised transport operator shall maintain appropriate emergency response procedures for situations including but not limited to:

- Vehicle breakdown
- Road accident
- Medical emergency
- Fire
- Flooding
- Heavy rainfall
- Traffic disruption
- Natural calamities

- Civil emergencies

Wherever reasonably practicable:

- Parents shall be informed at the earliest opportunity.
- Appropriate emergency services shall be contacted where necessary.
- The School shall coordinate with the transport operator until the situation is resolved.

The safety and well-being of learners shall remain the overriding consideration during any emergency.

22. VEHICLE BREAKDOWN

In the event of a mechanical failure or breakdown:

1. Learners shall remain inside the vehicle unless instructed otherwise by the driver, emergency responders or competent authorities.
2. The driver shall immediately inform the Transport Department.
3. A replacement vehicle shall be arranged as expeditiously as reasonably possible.
4. Parents shall be informed through official communication channels.
5. The bus attendant shall continue supervising all learners until the journey resumes or alternative arrangements are made.

23. TRANSPORT FEES

Transport charges shall be determined by the authorised transport service provider in accordance with applicable Government regulations and the decisions of the School Management.

Parents shall pay transport charges in the manner and within the timelines notified by the School or the authorised transport provider.

Any revision in transport charges shall be communicated to parents through official communication channels.

24. SAFETY AUDITS AND MONITORING

To ensure continuous improvement, the School shall conduct periodic reviews of the Transport System, which may include:

- Vehicle inspections.
- Documentation verification.
- Route assessments.
- Safety audits.
- GPS and CCTV monitoring.
- Driver and attendant verification.
- Emergency preparedness reviews.

- Feedback from parents and learners.

The School may also facilitate inspections by competent Government authorities whenever required.

25. COMPLIANCE

The authorised transport operator shall comply with all statutory provisions governing school transportation.

Failure to comply with safety requirements, statutory obligations or directions issued by the School may result in suspension, corrective action or termination of the transport arrangement, without prejudice to any action that may be initiated under applicable law.

26. LIMITATION OF LIABILITY

The School shall exercise all reasonable care in providing a safe and professionally managed transport system.

However, the School shall not be responsible for:

- Learners travelling by unauthorised transport.
- Learners using alternative transport without prior approval.
- Incidents occurring after the learner has been duly handed over to the authorised parent or guardian at the designated drop-off point.
- Delays caused by circumstances beyond the reasonable control of the School or the authorised transport provider, including but not limited to traffic congestion, road closures, adverse weather conditions, public disturbances or natural calamities.

27. SCHOOL TRANSPORT COMMITTEE

The School Transport Committee shall function as the principal advisory and monitoring body responsible for reviewing the safety, efficiency and overall functioning of the School Transport System.

The Committee shall comprise representatives of the School Management, parents, teaching staff, transport coordinators and other members as may be approved by the School Management.

The composition of the Committee shall be notified by the School at the commencement of every academic year.

28. FUNCTIONS AND RESPONSIBILITIES OF THE SCHOOL TRANSPORT COMMITTEE

The School Transport Committee shall:

1. Periodically review the safety and operational efficiency of the School Transport System.
2. Monitor compliance with the provisions of this Policy and all applicable statutory requirements.
3. Review the roadworthiness, maintenance, cleanliness and fitness of all authorised school buses.
4. Monitor the functioning of GPS tracking systems, CCTV surveillance, panic buttons and other safety equipment.
5. Verify that drivers and bus attendants possess valid licences, medical fitness certificates, police verification reports and other statutory documents.
6. Review transport routes, designated stops and operational efficiency, and recommend improvements wherever necessary.
7. Review transport-related complaints, suggestions and feedback received from parents, learners and staff.
8. Recommend measures to further strengthen learner safety, discipline and service quality.
9. Review reports of accidents, incidents and near misses and recommend preventive measures.
10. Monitor compliance with child protection and safeguarding requirements during transportation.
11. Submit recommendations to the Principal & CEO for consideration and implementation.

29. MEETINGS OF THE COMMITTEE

The School Transport Committee shall ordinarily meet **at least once every quarter**.

Additional meetings may be convened whenever considered necessary by the Chairperson, particularly in the event of:

- Major transport incidents
- Significant operational changes
- Safety concerns
- Statutory requirements
- Parent representations
- Emergency situations

Minutes of every meeting shall be recorded and maintained as an official school record.

Action Taken Reports shall be reviewed in subsequent meetings.

30. SUGGESTIONS AND GRIEVANCE REDRESSAL

HVB Global Academy values constructive feedback and believes that continuous improvement is possible through open communication.

Parents may submit suggestions or transport-related grievances through:

- The Principal's official email;
- The School Transport Committee;
- The School Reception; or
- Any other official communication channel notified by the School.

Every complaint shall be acknowledged and reviewed in accordance with the School's Grievance Redressal Procedure.

Parents are requested not to engage directly with drivers or bus attendants regarding operational matters such as route changes, timings or disciplinary issues. Such matters shall be addressed only through the School.

31.LEGAL RESPONSIBILITY, PARENT COOPERATION & INSTITUTIONAL PROTECTION

Objective

HVB Global Academy is committed to providing a safe, secure and well-supervised transport system through trained personnel, approved procedures and continuous monitoring. The School continuously reviews its transport practices to strengthen learner safety and minimise foreseeable risks.

Standard of Care

The School undertakes to exercise reasonable care, due diligence and appropriate supervision in the operation and management of its transport services.

Parents acknowledge that no transport system can completely eliminate unforeseen incidents arising from traffic conditions, actions of third parties, road conditions, weather, mechanical failure despite regular maintenance, medical emergencies, natural calamities or other circumstances beyond the reasonable control of the School or the transport service provider.

Accordingly, the School does not guarantee that no untoward incident shall ever occur despite adherence to prescribed safety procedures.

Incident Management

Whenever a transport-related incident occurs, the School shall, wherever appropriate:

- ensure the learner's immediate safety;

- provide or arrange appropriate medical assistance;
- inform parents at the earliest reasonable opportunity;
- document the incident;
- conduct an internal inquiry;
- review available evidence including CCTV, GPS and transport records;
- determine preventive measures; and
- initiate corrective or disciplinary action wherever warranted.

Parent Cooperation

Parents are expected to cooperate with the School during any inquiry by:

- providing complete and truthful information;
- allowing the School a reasonable opportunity to ascertain facts;
- avoiding circulation of unverified allegations;
- communicating concerns through the prescribed grievance mechanism whenever reasonably practicable; and
- cooperating with the School, transport contractor and competent authorities during any investigation.

Institutional Responsibility

The School's responsibility is to exercise reasonable care and due diligence.

The occurrence of an accident, sudden braking, traffic-related event or any unforeseen incident shall not, by itself, constitute proof of negligence on the part of the School, its Trustees, Principal, employees or transport personnel.

Each matter shall be assessed on its own facts, evidence and applicable law.

Protection of Employees and Office Bearers

No Trustee, Principal, Coordinator, Teacher, Driver, Bus Attendant, employee or authorised representative of the School shall be presumed personally liable merely because a transport-related incident has occurred, unless negligence, misconduct or any unlawful act is established by the competent authority or a Court of Law.

Preservation of Evidence

The School reserves the right to preserve and rely upon CCTV footage, GPS records, transport registers, attendance records, seating plans, photographs, written statements, electronic communications, medical reports and any other relevant evidence for administrative, regulatory or legal proceedings.

False or Malicious Allegations

The School respects every parent's right to raise genuine concerns and seek appropriate legal remedies.

However, where allegations are found to be knowingly false, malicious, fabricated or made with reckless disregard for facts, the School reserves the right to initiate such civil, criminal or administrative proceedings as may be available under applicable law for the protection of its employees, reputation and institutional interests.

Statutory Rights

Nothing contained in this Policy limits or waives any statutory rights available to parents, learners or the School under applicable law.

The School encourages resolution of concerns through dialogue and the prescribed grievance mechanism before resorting to external proceedings, wherever circumstances reasonably permit.

32. PARENT UNDERTAKING

I/We acknowledge that we have read and understood the School Transport Policy of HVB Global Academy.

We understand that the School undertakes to exercise reasonable care, due diligence and appropriate supervision in operating its transport services and that unforeseen incidents may occur despite such precautions.

We agree to cooperate with the School during any transport-related inquiry and acknowledge that the complete Transport Policy, including provisions relating to safety, parent responsibilities, incident management, legal responsibility and grievance redressal, is available on the School website.

By opting for the School Transport Service, I/We agree to abide by the School Transport Policy as amended from time to time.

33. STUDENT CODE OF CONDUCT

Every learner using the School Transport Facility shall:

- Report to the designated boarding point on time.
- Wear the prescribed School Identity Card.
- Wear the seat belt throughout the journey.
- Remain seated until the bus comes to a complete halt.
- Follow the lawful instructions of transport personnel.
- Maintain discipline and courteous behaviour.
- Respect fellow passengers.
- Keep the bus clean.
- Refrain from shouting, pushing or distracting the driver.
- Refrain from damaging School or transport property.

Repeated or serious violations of transport discipline may result in suspension or withdrawal of transport privileges, in addition to any disciplinary action under the School Behaviour Policy.

34. POLICY REVIEW

This Policy shall be reviewed:

- Annually before the commencement of every academic year;
- Whenever required by changes in law;
- Following significant transport incidents;
- After recommendations made by competent authorities;
- Whenever considered necessary by the School Management.

The School Transport Committee may recommend amendments; however, no amendment shall become effective unless approved by the Principal & CEO.

35 AMENDMENT

HVB Global Academy reserves the right to modify, amend, interpret or withdraw any provision of this Policy at any time in accordance with changes in Government regulations, statutory requirements or administrative needs.

Any amendment shall be communicated through official School communication channels and shall become effective from the date notified by the School.

36. INTERPRETATION

In the event of any doubt regarding the interpretation or implementation of this Policy, the decision of the **Principal & CEO, HVB Global Academy** shall be final and binding, subject to applicable laws.

Nothing contained in this Policy shall restrict the School from taking immediate action in the interest of learner safety, statutory compliance or public interest.

37. CONCLUSION

The safety of every learner is a shared responsibility between the School, parents, learners and transport personnel. By working together and following these guidelines, we can ensure that every child enjoys a safe, secure and pleasant journey every day.

At HVB Global Academy, we believe that every safe journey strengthens the trust between the School and our families. With your continued cooperation and support, we can ensure that every learner reaches school and returns home safely every day.

"Every Journey Matters. Every Child Matters."

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APPROVAL

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School Transport Committee

HVB Global Academy

Reviewed By



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Principal & CEO

HVB Global Academy

Approved By

School Management Committee

HVB Global Academy

FINAL DECLARATION

This Policy supersedes all previous transport guidelines, handbook provisions and operational instructions relating to school transportation and shall remain in force until amended or replaced by the School.

Every stakeholder is expected to comply with this Policy in letter and spirit so that the School Transport System continues to uphold the highest standards of learner safety, operational excellence and institutional responsibility.