Management Information System

[School Name]

# Matters and information to be contained in the MIS of an accredited bus operator

This MIS must be completed in conjunction with the Safe Transport Victoria [Guidance Notes](https://transportsafety.vic.gov.au/bus-safety/school-buses) and the department’s [Buses – Owned, Hired or Chartered by a School](https://www2.education.vic.gov.au/pal/buses-owned-hired-chartered-by-school/resources) policy.

Please amend the MIS as appropriate to your local circumstances and school bus operations.

Red text indicates where text must be updated/amended

*(Delete above and any other guidance notes in this document prior to submission to Safe Transport Victoria)*

The [Insert School Name] Management Information System (MIS) covers all the elements listed in the contents page. Where appropriate, signed copies exist of some documents as a stand-alone document stored permanently on the school’s network drive.

Date of Issue: [insert date]

This document was last updated on [insert date]

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## Bus Safety Policy

[Insert School Name] has developed a safety policy which defines the safety aims and objectives of the organisation. The policy articulates the organisation’s commitment to risk management, the development of a positive safety culture and continuous safety improvement. The safety policy has been approved by[Insert School Name] School Council

The safety policy is reviewed every year by the School Council. The review involves consultation with staff and any changes to the policy are submitted to leadership for approval.

The safety policy is a controlled document, requiring the signature of the principal on behalf of the School Council to take effect.

The safety policy is available to all staff, our local school community and the wider public through our website.

### Bus Safety Policy

[Insert School Name] is committed to providing and maintaining a safe and healthy workplace for all staff and students. Hazards and risks to health and safety will be eliminated or minimised, as far as is reasonably practicable. [Insert School Name] is also committed to a culture of continuous improvement where systems and process reflect the appropriate level of risk at any given time.

Management will:

* Ensure [Insert School Name] complies with all legislation relating to health and safety
* Eliminate or minimise all workplace hazards and risks as far as is reasonably practicable
* Provide information, instruction, and training to enable all staff to work safely
* Supervise staff to ensure work activities are performed safely
* Consult with and involve staff on matters relating to health, safety, and wellbeing
* Provide appropriate safety equipment and personal protective equipment
* Provide a suitable injury management and return to work program

Staff will:

* Take reasonable care for their own health and safety
* Follow safe work procedures, instructions, and rules
* Participate in safety training
* Report health and safety hazards
* Report all injuries and incidents
* Use safety equipment and personal protective equipment as instructed

School bus drivers will adhere to the department’s [Work-Related Driving policy](https://www2.education.vic.gov.au/pal/work-related-driving/policy) by:

* Driving within the legal speed limit at all times
* Not consuming alcohol and/or drugs while driving a school bus and complying with the drug and alcohol laws at all times
* Not using mobile phones while driving
* Minimising distractions while driving
* Wearing a seatbelt
* Not exceeding the maximum seating capacity of the bus
* Reporting all incidents/accidents in [eduSafe](https://services.educationapps.vic.gov.au/edusafeplus) and to [Bus Safety Victoria](https://transportsafety.vic.gov.au/bus-safety/risks/how-to-report-a-bus-incident/notification-of-bus-incident)

This policy was first accepted by insert school council name on: [DATE]

This policy was last reviewed on: [DATE]

Signed: ………………………………………………. ………. Date:……………………….

Name:  
Position:

## Governance and internal control arrangements

### Governance

The insert school council name is made up of the following positions:

* Insert School Council President
* Insert School Principal
* Insert Other names/titles (as needed)

The school council reviews its standards and procedures on a regular basis at its insert frequency e.g., monthly, annual etc meetings in order to monitor the effectiveness of document control processes as well as other issues.

Another standard agenda item at the insert frequency e.g., monthly, annual etc school council meeting is the review of the Insert school name risk register. The insert school principal name provides an update on the risk register at each meeting and aspects of the risk register are discussed by the leadership team.

The insert school principal name provides the school council with appropriate safety information to assist them in their decision making.

The school council is provided with copies of internal audits to give them sufficient knowledge about the level of compliance displayed by the school.

### Internal control arrangements

The responsibility for implementing and maintaining the accreditation documents for Insert school council name has been given to insert school principal name as the authorised delegate and responsible/relevant person.

The overall management of operational safety is the responsibility of the insert school principal name, who has responsibility for applying risk management processes to maintain a safe operational work environment.

The insert school principal name, may delegate bus safety tasks to appropriately qualified persons.

The major safety responsibilities and accountabilities within insert school council name are set out in individual job descriptions.

These arrangements were first accepted by insert school council name on: [DATE]

These arrangements were last reviewed on: [DATE]

Signed: ………………………………………………. ………. Date:……………………….

Name:

Position:

## Documented safety accountabilities and authorities

### School Principal (or another nominated role)

**Job purpose:** The Insert school name, School Principal has overall responsibility for ensuring the bus service runs safely and for the implementation and monitoring of the insert school name safety management system. To fulfil their safety responsibilities, the Insert school name, School Principal will:

* provide leadership on safety issues
* manage operations and staff to ensure that services are provided in a safe manner
* integrate safety requirements into the position descriptions, performance agreements and work plans of staff
* ensure effective communication processes are implemented across all functional areas
* involve staff in the development of safe work practices
* encourage staff to be aware of unsafe activities and to participate in identifying unsafe areas, including ideas about improvements and training
* ensure that information on safety issues is regularly communicated to staff
* ensure hazard management systems are in place and regularly reviewed and updated
* ensure staff are provided with the training and resources necessary to carry out their responsibilities safely
* monitor the performance of drivers and other staff to ensure duties are performed in a safe and professional manner
* report and, where appropriate, investigate incidents
* evaluate and audit operational and safety systems on a regular basis.

### Bus Driver (or any school staff required to drive the bus)

**Job purpose:** The Insert school name Bus Driver is responsible for operating buses in a manner which ensures the safety of themselves, their passengers and the public and in accordance with all safety relevant legislation and organisational requirements. To fulfil their safety responsibilities, the Insert school name Bus Driver will:

* ensure the safety of passengers
* operate buses in accordance with relevant road laws, other applicable legislation, school policies, procedures and safety instructions
* advise the accredited bus operator of any safety issues discovered during bus operations
* report all incidents and injuries, including completing accident report forms and incident reports, as required
* complete vehicle pre-departure checks
* report any damage, defect or repairs needed to the bus
* not have any alcohol or drugs present in their blood or breath immediately before, or while, driving a bus
* immediately report any matters relevant to the currency of their driver’s licence or driver authority, including details of any criminal charges or offences
* immediately report all health issues or other issues that may affect their fitness to drive
* wear all personal protective equipment (PPE) as issued by the operator
* participate in training and staff meetings as required.

### Mechanic and workshop duties

Mechanic and workshop duties are outsourced to a local business Insert business name specialising in heavy vehicle maintenance and servicing.

To fulfil their responsibilities, Insert business name will [amend as appropriate]:

* undertake day to day bus repair and maintenance activities to ensure vehicle safety and roadworthiness
* fulfil vehicle preventative maintenance schedules and requirements
* maintain vehicle monitoring and reporting systems as required by relevant authorities
* respond to, investigate and repair vehicle defects as notified by drivers in vehicle defect books
* maintain a safe workshop area
* work in accordance with safe working procedures and instructions and comply with the accredited bus operator’s MIS
* not have any alcohol or drugs present in their blood or breath immediately before, or while, performing bus safety work
* report all health issues or other issues that may affect their fitness to work
* follow policies, procedures and safety instructions
* wear all PPE as issued by the operator or pertinent to the job
* participate in training as required.

Insert school name has advised the mechanic/business in writing of their safety obligation to maintain Insert school name buses in accordance with the requirements of the Insert school name MIS and MMS.

Insert school name has also provided a copy of the Vehicle Safety Inspections Checklist to be worked through for every [enter inspection frequency] safety inspection.

## Information management process

[Amend as appropriate]

### Document identification

The identification and administration of safety records will be the responsibility of the Insert school name principal. A ‘bus safety record’ is a document that outlines the day to day operations of the accredited bus operator. This includes operational records, engineering records, and bus safety worker records such as training records.

### Document registration and storage

A document register is kept on the shared network drive and includes the following information as a minimum:

* title of document, standard, procedure or form
* person responsible for maintaining document
* issue date
* document status, for example, draft, revision number, superseded or obsolete
* risk register cross reference, where appropriate
* retention period
* disposal protocol.

Insert school name makes safety records available for inspection by authorised parties as required.

The safety records retention schedule lists the records to be retained, how long these are to be retained and the name of the manager or supervisor who is responsible for monitoring storage and retention.

Hard copy records are kept in the business managers office for the required period and then either retained as archival documents or destroyed and the safety records retention schedule updated accordingly. Documents are securely stored to guard against the risk of loss through deterioration or damage.

Electronic records are backed up. Back-up records are kept secure at a location remote from the main office, where the master records are kept.

### Document and data approval and issue

The principal of Insert school name reviews and approves all new and amended bus safety documents before they are issued.

### Document Distribution List

This table is used for recording the people to whom documents have been provided. Some examples have been completed in rows 2 to 5.

| **Position** | **Organisation** | **Copy issued (Yes/No)** | **Copy number** |
| --- | --- | --- | --- |
| Master copy – Network Drive | Insert school name | Yes |  |
| Mechanic | Insert mechanic/organisation name | Yes |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Sample safety records retention schedule

This table is used to record for how long records must be kept, where they are kept, who is responsible for the removal of the document and how it must be disposed of.

| **Title of safety record** | **Retention period** | **Location of record** | **Position responsible for removal** | **Disposal method** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| Internal audit records | 3 years |  | Principal | Shred |  |
| Third party audits | 3 years |  | Principal | Shred |  |
| Accident/incident notification of occurrences | 3 years |  | Principal | Shred |  |
| Accident/incident investigation reports | 3 years |  | Principal | Shred |  |
| Staff competency records | 3 years |  | Principal | Shred |  |
| Staff medical reports | 3 years |  | Principal | Shred |  |
| Staff training records | 3 years |  | Principal | Shred |  |
| Regulatory reports | 3 years |  | Principal | Shred |  |
| Contract records | 3 years |  | Principal | Shred |  |
| Calibration sheets and certificates | 3 years |  | Principal | Shred |  |
| Track certification records | 3 years |  | Principal | Shred |  |
| Risk assessment records | 3 years |  | Principal | Shred |  |

## Safety Information Communication

*[Amend as appropriate]*

Insert school name recognises the importance of providing personnel with the necessary information to enable them to discharge their safety responsibilities effectively.

To ensure the timely and effective communication of safety related information Insert school name:

* holds regular meetings and circulates the meeting minutes to all personnel
* ensures that controlled copies of the MIS and all procedures and standards are readily accessible to personnel at relevant places throughout the business
* regularly disseminates safety related information through regular channels
* circulates safety bulletins to all operational staff when particular safety issues are identified,
* uses electronic media, such as emails and the organisation’s website, to disseminate information.

Insert school name has a notice board in the staffroom where key safety notices are displayed. All staff are required to check the noticeboard regularly.

Insert school name recognises the importance of giving service providers the necessary information to enable them to discharge their safety responsibilities effectively.

To ensure the timely and effective communication of safety related information the accredited bus operator:

* holds meetings as required with service providers to provide updated safety information
* ensures that controlled copies of the MIS are readily accessible to persons acting for or on behalf of Insert school name

## Drug and alcohol management

### Drugs and alcohol

The Insert school name Bus Safety Policy in conjunction with the Victorian Public Service Code of Conduct and the Department of Education [Work-Related Driving Policy](https://edugate.eduweb.vic.gov.au/collaboration/FSD/STFAB/SBP/Work%20Related%20Driving%20Policy) prohibits any person who is affected by drugs or alcohol from taking any part in bus safety work.

Personnel are required to advise their supervisors if taking any medication which may affect performance. The Insert school name principal will rely on visual and verbal assessments to form a reasonable impression as to whether a person’s behaviour is affected by drugs or alcohol.

If there is any doubt that a member of staff is unfit to drive a bus they will be refused access to the vehicle. This is on the sole discretion of the principal.

## Hazard, risk and change management

The concepts of the Transport Safety Victoria guidance material on managing safety so far as is reasonably practical, issued by the Safety Director, have been applied to the Insert school name operating environment.

Refer to the “Insert school name Bus Risk Register” for further details. *[complete and attach the DE template:* [*Registered bus operator risk register*](https://edugate.eduweb.vic.gov.au/edrms/Risk/RM/Resources/Registered%20bus%20operator%20risk%20register%20(with%20examples).doc)*]*

## Emergency management

*[Amend as appropriate]*

In the event of an emergency Insert school name will:

### Forecast Emergencies

The school principal (or delegate) will:

* enact the school’s **Emergency Management Plan**
* monitor the VicEmergency website, app or telephone service for emergency forecast warnings
* notify parents/guardians of affected students of the bus cancellation(s)
* make alternative transport arrangements for students as required
* seek advice from the SEIL and/or DE regional emergency management staff or other emergency services as required.

### Rapid Onset Emergencies

The school principal (or delegate) will:

* enact the school’s EMP
* call 000 to request emergency assistance if required
* use the VicEmergency website, app or telephone service and emergency broadcast information on television or radio to get ongoing emergency information and warnings
* hold all students on affected services at the school until the-all clear is given by emergency services
* notify parents/guardians of affected students of the situation and if possible advise when and where it is safe for their child to be picked up
* seek advice from the SEIL and/or DE regional emergency management staff or other emergency services as required keep an accurate log of all actions/decisions in relation to the event.

### After an Emergency

The school principal (or delegate) will:

* participate in post-event debriefs led by either DE or DTP as appropriate
* document learnings from the event
* receive and provide feedback from/to stakeholders as appropriate
* update the EMP (as required) with support and advice from DE regional emergency management staff

The Insert school name principal will ensure that emergency information is available in each bus. This form assigns responsibilities and authorities to all staff and must be consulted in the case of an emergency or accident.

The contact list, codes and procedures for communication must be followed and anyone becoming aware of any changes needed should immediately contact management.

### Emergency Management Plan - Instructions to drivers

In the case of any emergency, you should immediately contact the appropriate emergency services Police – Ambulance – Fire Dial “000” .

The School Principal (or delegate) should also be contacted and advised as to the event.

Drivers must have the following information available when contacting emergency services:

* nature of the emergency
* number and nature of injuries (if applicable)
* your location (the more exact, the quicker the response)
* hazards which may exist for rescue personnel attending
* School Principal (or delegate) contact details
* the telephone number you are calling from
* your assessment of the situation.

### Emergency contacts

**Local CFA – [insert number]**

**Local SES – [insert number]**

**Insert school name - [insert number]**

**Insert mechanic/vehicle towing company name – [insert number]**

**Additional considerations:**

* your first priority is the safety of yourself and your passengers – all other actions take second place to this priority
* assess the situation and should an evacuation of the bus be required use the most appropriate method/exit, remain calm, speak slowly and clearly, direct passengers to safest off-vehicle location
* keep passengers informed of the progress of any action to be taken, for example, details such as ETA of fire/ambulance, ETA of replacement bus
* where possible, remain with the passengers and only leave them to seek assistance as a last resort provided your safety will not be placed at risk
* if appropriate, render first aid treatment and delegate tasks for example, head counts, protection of the scene, to responsible passengers
* if there is danger – do not, or allow others to, re-board the bus to obtain property

**Unforeseen events:**

* For situations such as bushfire, flood, items across roadway you should always follow the instructions of any authorised emergency services. If emergency services personnel require you to travel off your normal route, this information should be relayed to the school principal (or delegate) when appropriate.

## Bus safety worker competence

Insert school name develops and regularly reviews position descriptions for all bus safety work. These reviews identify the competencies deemed necessary to ensure that persons undertaking the bus safety work have the knowledge, skills and experience to carry out their duties in a safe manner.

All Insert school name personnel hold safety qualifications and/or competencies appropriate for their positions and are regularly assessed for necessary competencies related to their work responsibilities. Competencies and training requirements for bus safety workers are detailed in the training matrix.

Competency assessments are organised by the relevant managers and whenever possible, assessments are carried out using a registered training organisation. In cases where there is no appropriate course available, assessments are carried out by people within the organisation who have qualifications and/or experience in the field of expertise being assessed.

Records of training and records of qualifications and competencies are held in personnel files in a secure location.

## Incident reporting and investigation

The principal is nominated as the person to advise Safe Transport Victoria of bus safety incidents and has entered the Safe Transport Victoria duty officer contact number in his mobile telephone.

The principal has familiarised themselves with the reporting criteria, as described in the Bus Safety Regulations 2010 (Vic) and are reproduced here.

### Incident categories

Three categories of reporting and new types of reportable incidents were introduced in the [Bus Safety Regulations 2020*(Vic)*](https://www.legislation.vic.gov.au/in-force/statutory-rules/bus-safety-regulations-2020)

* Category 1 incidents require oral notification as soon as possible and written notification within 72 hours.
* Category 2 incidents require written notification within 72 hours
* Category 3 incidents relating to anti-social behaviour require notification on a monthly basis

### Category definitions

**category 1 incident**, in relation to a bus operated by an accredited bus operator or a registered bus operator, means any of the following—

1. any circumstance, act or omission involving the bus that results in the death of, or serious injury to, any person;
2. a collision between the bus and any person;
3. a collision between the bus and any vehicle, infrastructure or other property that results in significant damage to property;
4. an implosion, explosion or fire;
5. the bus being in motion while not under the effective control of a driver;
6. an alleged assault that directly involves the bus driver and has the potential to result in the death of, or serious injury to, any person;
7. a circumstance where the driver of the bus is in contravention of the bus operator's alcohol and drug management policy;
8. a terrorist act on or near the bus;
9. a circumstance where a child is left unattended on the bus at the conclusion of a bus route or service;
10. a mechanical failure of the bus that has the potential to result in the death of, or serious injury to, any person;

**category 2 incident**, in relation to a bus operated by an accredited bus operator or a registered bus operator, means any circumstance, act or omission involving the bus, other than an incident that is a category 1 incident, that results in any of the following—

1. a person requiring immediate treatment as an in-patient in a hospital;
2. attendance by a police officer or health professional;
3. a divergence of the bus from a highway;

**category 3 incident**, in relation to a bus operated by an accredited bus operator or a registered bus operator, means any of the following incidents, other than an incident that is a category 1 or category 2 incident—

1. an alleged assault that occurs on the bus but does not directly involve the bus driver;
2. an alleged assault witnessed by the bus driver that occurs in the immediate vicinity of the bus, including at a bus stopping point;
3. a circumstance involving suspected or attempted self-harm that has the potential to result in the death of, or serious injury to, any person.
4. Slip/Trip/Fall – Rear Door: a slip/trip/fall that has occurred specifically as a result of rear door boarding or exiting.
5. Slip/Trip/Fall: a slip/trip/fall that has occurred but not as a result of rear door boarding or exiting and did not result in the injury to any person.
6. Objects thrown at/on bus: an object thrown at or on the bus that did not result in any damage to the bus or injury to any person.

### Reporting a Bus Incident

The principal will use the following methods to report a bus incident:

**Oral notification**

* Call **1800 301 151** (24 hours/7 days)

**Written notification**

* Complete the [online form for Category 1 and 2 incidents](https://transportsafety.vic.gov.au/bus-safety/risks/how-to-report-a-bus-incident/notification-of-bus-incident)

To support accurate completion of a Safe Transport Victoria Incident form, blank copies of Safe Transport Victoria Incident Report forms should be downloaded from the Safe Transport Victoria website and kept on the network drive under MIS filing system to access when needed.

Any completed and submitted Safe Transport Victoria Incident form (hard copy or online form) should be kept on the network drive under the MIS filing system for retention of records.

## Internal audits

### Bus Safety Audit Report

The Insert school council name is responsible for establishing and managing the annual audit program in relation to bus safety. Two levels of auditing may be undertaken:

1. Personnel with relevant experience and knowledge of position responsibilities, but independent of the position being audited, carry out internal audits to ensure individuals who are assigned safety responsibilities are effectively carrying out their responsibilities.
2. Where appropriate, external auditors with relevant experience may carry out audits of specific accreditation policies and procedures.

The Insert nominated person name and title of Insert school council name is responsible for internal audit arrangements and for reviewing the risk register to make sure high risks are given priority.

### Audit scheduling

The Insert school council name prioritises the audit program, taking into account various factors, including:

* scope of previous audit, previous audit findings and recommendations
* recent safety performance
* status and importance of activities to be audited
* industry trends.

The audit program is run on a insert schedule e.g., calendar year, school year, financial year etc. basis according to a prepared audit item checklist. This schedule may vary as a result of changes to audit priorities or if additional audit requirements are identified. The audit schedule makes provision for all safety related activities to be audited at least once during every 12-months.

The audit program is monitored at Insert school council name meetings, which inspects the audit report to ensure audits are proceeding according to schedule. Annual audits are conducted to ensure the accreditation requirements are reviewed every year.

### Audit reporting

Audit findings are documented on the audit report with the non-conformance/non-compliance table completed, as necessary. The scope for annual independent audits includes the requirement to provide a written audit report.

Audit reports are given to the insert nominated person and are reviewed at Insert school council name meetings until all corrective action items have been completed.

Where findings from audits require urgent attention the insert nominated person name can assign corrective action items to the relevant workers or arrange to convene a meeting to review the findings and assign action.

Insert school council name keeps a copy of the audit report and corrective actions on file for no less than three years.

### Internal Audit Report

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Accredited Bus Operator: | **Insert school council name** | | | |
| Audit Report Date: |  | | **Previous Audit Date** |  |
| Audit Completed By: |  | | **Responsible Person Authorised:** |  |
| Audit item | Audit date | Findings | | Outcome |
| 1. Safety policy |  |  | |  |
| 1. Governance and internal control arrangements |  |  | |  |
| 1. Documented safety accountabilities and authorities |  |  | |  |
| 1. Information management process |  |  | |  |
| 1. Safety information communication |  |  | |  |
| 1. Drug and alcohol management policy |  |  | |  |
| 1. Hazard, risk and change management |  |  | |  |
| 1. Emergency management |  |  | |  |
| 1. Bus safety worker competence |  |  | |  |
| 1. Incident reporting and investigation |  |  | |  |
| **NOTES / COMMENTS** | | | | |
|  | | | | |

## Regulatory compliance

An accredited bus operator must establish systems and processes for the identification of safety requirements under the Bus Safety Act and Regulations.

An accredited bus operator must establish systems to ensure compliance with those safety requirements.

Insert school name complies with all Acts and Regulations relevant to its operations and ensures its bus safety workers are aware of their legal responsibilities. Refer to Section 5 for further information about Insert school name internal communication.

The principal has responsibility for keeping current copies of relevant Acts and Regulations and reviewing them to ensure these are up to date. This review is carried out annually or when it becomes known that changes have occurred to the relevant documents.

Details of all relevant Acts and Regulations monitored and held by Insert school name are provided in the document register.

When policies and procedures are developed, or existing policies and procedures are reviewed, a check is made of relevant Acts and Regulations to ensure the policies and procedures are legally compliant.