Supervision and Collection Policy

Last Updated	19th October 2026

Table of Contents

Introduction 1
Arrival and Collection of Students 1
Students Attending Multiple Lessons 2
Performing Arts and Other Group Classes 2
Late Collection 3
End-of-Day Collection 4
Missing Children 4
Safeguarding and Individual Arrangements 5
Policy Review 5

Introduction

Bromley Conservatoire is committed to providing a safe and supportive environment for all students attending lessons and activities at the centre. The safety and welfare of children is a shared responsibility between Bromley Conservatoire, its teaching staff, and parents or carers.

This policy sets out the arrangements for the supervision, arrival and collection of students, including procedures for late collections, children attending multiple lessons, and missing children. It aims to ensure that all students are appropriately supervised while in the care of Bromley Conservatoire and that clear arrangements are in place for their safe arrival and departure.

Parents and carers are responsible for ensuring that their children understand the arrangements made for their collection or independent departure. All staff are expected to follow this policy and raise any concerns regarding a child's safety or welfare in accordance with Bromley Conservatoire's Safeguarding and Child Protection Policy.

Arrival and Collection of Students

Children **under the age of nine** must be accompanied to their teaching room and handed over directly to their teacher at the start of each lesson.

At the end of the lesson, children under the age of nine must be collected promptly from their teaching room by a parent, carer or authorised collector. Collection should be carried out with minimal disruption to the next lesson.

Children aged nine and over may leave their lessons independently in accordance with arrangements agreed with their parents or carers. Parents and carers must ensure that their child clearly understands whether they should meet them in reception, proceed to a designated collection point (e.g. a car parked outside) or travel home independently.

Where a student has additional supervision needs, Bromley Conservatoire may agree individual arrival and collection arrangements with their parent or carer, regardless of the student's age.

If an alternative person is collecting a child, the parent or carer must ensure that the person is authorised to do so. Where staff have concerns about the identity or authority of a collector, the child will remain supervised until the arrangements can be verified.

Students Attending Multiple Lessons

Students attending consecutive lessons must know where to go for their next lesson.

Where a child is too young or otherwise unable to navigate independently between teaching rooms, their parent or carer must collect them from their first lesson and accompany them to the next.

Where there is a gap between lessons, children under the age of nine must be collected and supervised by their parent or carer until their next lesson begins.

Bromley Conservatoire does not provide general childcare or supervision between scheduled lessons unless specific arrangements have been agreed in advance.

Performing Arts and Other Group Classes

At the scheduled start of a performing arts class, the teacher will collect students from reception and escort them to the Studio. Students should wait in reception until collected by the teacher.

For other group classes, the teacher will remain in their teaching room so students should knock and wait outside the door until invited inside by the teacher.

Students arriving late who are under the age of nine must be accompanied to the teaching room and handed directly to the teacher. Students aged nine and over may make their own way to the teaching room.

At the end of a performing arts class, the teacher will escort students back to reception. Children under nine must be collected by a parent, carer or authorised collector. Children aged nine and over may leave independently in accordance with their agreed arrangements.

At the end of other group classes, students will be dismissed from the teaching room. Students under the age of 9 must be collected from the teaching room.

If a parent or carer is delayed, they should follow the late collection arrangements set out in Section 5. Children awaiting collection will remain appropriately supervised.

The arrangements for consecutive lessons and gaps between lessons, as outlined in Section 3, also apply to students attending LAMDA and other group classes.

Late Collection

Parents and carers are expected to collect children promptly at the scheduled end of their lessons.

If a child under the age of nine is not collected promptly, the teacher must ensure that the child remains appropriately supervised while collection arrangements are made. The child should remain in the teaching room.

Parents or carers arriving late should collect their child promptly and minimise disruption to any lesson in progress. This includes avoiding engaging the teacher in conversation as this may disrupt the lesson in progress. Information about their child's lesson can be found in the weekly lesson report.

Where a collection delay is anticipated, parents and carers should notify Bromley Conservatoire as soon as possible.

A ten-minute grace period applies following the scheduled end of a lesson. After this period, a late collection charge of £5 applies for every additional 15-minute period or part-period.

For example, where a lesson ends at 5:30pm:

- Collection by 5:40pm: no charge.
- Collection between 5:41pm and 5:55pm: £5.
- Collection between 5:56pm and 6:10pm: £10.

Where a child is not collected and the parent or carer cannot be contacted, the Designated Safeguarding Lead or most senior available member of staff must be informed. Where no suitable arrangements have been established within one hour of the lesson ending, or earlier where safeguarding concerns arise, advice or assistance will be sought from Children's Social Care or the police as appropriate.

A child must never be left unattended, sent home without appropriate arrangements or taken to a staff member's private residence.

Significant or repeated late collections will be recorded and may result in a meeting with parents or carers to establish suitable arrangements. Where repeated incidents raise safeguarding concerns, these will be referred to the Designated Safeguarding Lead.

End-of-Day Collection

All scheduled lessons at Bromley Conservatoire finish by 8:45pm on weekdays and 7:30pm on weekends.

Parents and carers must ensure that children are collected or have departed safely before the centre closes, as the building's alarms are activated and doors lock automatically in the evening.

If a child under nine has not been collected by 9:00pm on weekdays, 7:45pm on weekends, or within one hour of the scheduled lesson finishing, whichever occurs first, and suitable collection arrangements cannot be established, staff will escalate the matter in accordance with Section 5.

Children aged nine and over who leave independently must have clear onward travel or collection arrangements. Reception cannot be used as a waiting area after the centre closes as the building's alarms are activated and doors lock automatically in the evening.

Regardless of age, no child will be required to leave the premises where staff have reason to believe that doing so would place them at risk. Appropriate safeguarding arrangements must be made before the building is secured.

Missing Children

If a child is discovered to be missing when they are expected to be under the supervision of Bromley Conservatoire, staff must immediately inform the Designated Safeguarding Lead or the most senior member of staff available.

Staff will promptly search the building and relevant surrounding areas, ensuring that other children remain safely supervised. If the child cannot be located promptly, or there is any indication that they may be in immediate danger, the police will be contacted without delay by calling 999 in an emergency.

The child's parents or carers will be informed as soon as possible, and staff will cooperate with the police and relevant safeguarding agencies.

All actions taken, including the times of key events and communications, must be recorded in writing. Following a missing-child incident, the management team will review the circumstances and identify any necessary improvements to supervision and safeguarding procedures.

Safeguarding and Individual Arrangements

Bromley Conservatoire recognises that individual children may require additional supervision or specific collection arrangements because of their age, disability, additional needs or safeguarding circumstances.

Where necessary, individual arrangements will be agreed with parents or carers, documented appropriately and communicated to relevant staff.

Any concerns regarding the safety or welfare of a child must be reported in accordance with Bromley Conservatoire's Safeguarding and Child Protection Policy.

Policy Review

This policy will be reviewed annually, or sooner following a safeguarding incident, change in operational arrangements or relevant legal or regulatory developments.

Bromley Conservatoire reserves the right to amend this policy where necessary to protect the safety and welfare of students.