



The Scots College
Sydney Australia

Student Transport – Frequently Asked Questions

Availability

***Question 1:** I have a son attending The Scots College and a daughter who also attends an independent girls' school in the Eastern Suburbs. Is the service available for my daughter?*

The Scots College bus service is provided for students of the College. Girls attending independent girls' schools in the Eastern Suburbs are also welcome to use The Scots College sponsored bus services.

There is a different process for buying bus passes for boys attending The Scots College to girls attending independent girls' school in the Eastern Suburbs. Boys' bus passes can be accessed on the College's learning management system, Schoolbox. A login will be issued to you before the commencement of the school year. Passes for Scots students can also be purchased from [College Trybooking link](#)

Girls' bus passes are available to purchase via TryBooking on the College website at [College Trybooking link](#)

All information including timetables can be found on The Scots College website at [Bus Routes](#)

***Question 2:** I have a daughter who attends an independent girls' school in the Eastern Suburbs. Is the service available for my daughter?*

Girls attending independent girls' schools in the Eastern Suburbs are welcome to use The Scots College sponsored bus services. Girls' bus passes are available for purchase via TryBooking on the College website at [College Trybooking link](#)

***Question 3:** My son does not attend The Scots College. Can he use the service to travel to school?*

As this daily service is being heavily subsidised by The Scots College, it is designed for the full use and availability for students at the College and their siblings, who are attending Eastern Suburbs independent girls' schools only.

Application

***Question 4:** How do I apply for The Scots College bus service?*

The process to apply and pay for bus passes for:

- boys attending The Scots College is via the Parent Portal on Schoolbox. A login will be issued to you before the commencement of the school year. Passes for Scots students can also be purchased from [College Trybooking link](#)
- girls attending independent girls' school is via [College Trybooking link](#).

The process to pay online is outlined at scots [Bus Routes](#).

All information including timetables can be found on The Scots College website at [Bus Routes](#)



Question 5: *Do I need to renew the College bus pass each year?*

Bus passes are not automatically reissued each year. All students must reapply for their bus pass. Students travelling without passes will be refused entry to the College sponsored bus services.

Payment

Question 6: *My son is in Year 9. Do I pay for a full year or is there a discount?*

The cost will be half of the yearly amount for students attending Glengarry. Students who also attend Adventure Academy will pay 25% of the yearly amount.

Passes are purchased on a Yearly period only from [College Trybooking link](#). When purchased please email the Coordinator of Transport, Traffic and Logistics (T-12), Mr Val Zele (v.zele@scots.college). A discount of 50% percent will be organized for Glengarry students and 75% for Glengarry/Adventure Academy students. After buying the bus pass via the Parent Portal, we will apply the credit to the credit card used in the original transaction.

All information including timetables can be found on The Scots College website at [Bus Routes](#).

Question 7: *My son is in Year 12. Do I pay for a full year or is there a discount?*

The cost will be three-quarters of the yearly amount. When purchased please email the Coordinator of Transport, Traffic and Logistics (T-12), Mr Val Zele (v.zele@scots.college). A discount of 25% percent will be organized. After buying the bus pass via [College Trybooking link](#), we will apply the credit to the credit card used in the original transaction.

All information including timetables can be found on The Scots College website at [Bus Routes](#).

Question 8: *My son only needs the service in the morning. Do I still pay for the full service?*

The College bus service is designed for full use. The Sponsored bus service is subsidised by the College to operate three services each day.

Parents and carers of students who do not require the full use of the service will need to speak directly to the Coordinator of Transport, Traffic and Logistics (T-12), Mr Val Zele. A maximum discount of 20 percent may be applied depending on your circumstances. After buying the bus pass via the Parent Portal, we will apply the credit to the credit card used in the original transaction.

All information including timetables can be found on The Scots College website at scots.college/resources/bus-routes.

Question 9: *My son does not need the bus service every day. Can I purchase a daily bus pass?*

The College bus service is designed for full use. The Sponsored Bus service is subsidised by the College to operate three services each day. Parents of students who do not require the full use of the service will need to speak directly to the Coordinator of Transport, Traffic and Logistics (T-12), Mr Val Zele. A maximum discount of 20 percent may be applied depending on your circumstances. After buying the bus pass via the Parent Portal, we will apply the credit to the credit card used in the original transaction.

All information including timetables can be found on The Scots College [Bus Routes](#).

Daily Use

Question 10: *How do I know if the bus is broken down? What do I do if it is?*

The College has changed its bus tracking system to RollCall to effectively monitor students' bus travel usage. RollCall brings together state-of-the-art travel, smart-tag technology similar to Opal Cards, with advanced GPS/telematics bus-tracking technology to give schools, parents and carers complete visibility of children travelling on school buses.

The best way to find out why a College bus service might be delayed is to check the RollCall parent app. Alternatively, you can visit their website <https://rollcall.com.au/>.

You can also call NSBC's Operations or the Coordinator of Transport, Traffic and Logistics (T-12), Mr Val Zele immediately. Contact numbers are on the back of the pass. The bus will be directed to return to your bus stop as soon as possible. If the bus is broken down, NSBC will organise a replacement bus to pick students up from bus stops. Do not leave the bus stop.

Question 11: *How do I know if the bus is running on time?*

The best method to check if a College bus service is running on time, is to check the 'Live Bus Tracking' facility via this link: bit.ly/transport_tracker.

You can also call NSBC's Operations immediately. Contact numbers are 02 8580 3520 (followed by option 2) or 0448 108 555 and are located on the back of the bus pass. The bus will be directed to return to your bus stop as soon as possible.

Question 12: *What do I do if I miss the bus?*

The College operates three services each day. One inbound 'am' service, and two outbound services – early pm (3:25pm) and late pm (5:20pm).

If you miss the morning or late 'pm' service through no fault of the bus company, you will need to make alternative travel arrangements. If you miss the bus because it travelled before the advertised time, call

NSBC's Operations immediately. Contact numbers are 02 9427 8533 and is located on the back of the bus pass. The bus will be directed to return to your bus stop as soon as possible.

Question 13: *There is an STA bus stop close to my house, but it is not shown on the timetable. Can the bus pick up at this bus stop?*

The timetable may not show all the STA bus stops on the route. Buses will only stop at the designated bus stop on the route. Please flag the driver down to pick-up or drop-off at the designated bus stop. The bus can only drop-off or pick-up at STA bus stops. It is illegal to stop anywhere else on the route.

Question 14: *My current pass does not work when swiping on or off the bus. Can the bus pass be replaced?*

If the current pass does not activate when swiping on or off the bus, please contact The Scots College Student Services on 02 9391 7600 to organise a replacement bus pass. There is no charge for the replacement card.

Question 15: *If I lose my bus pass how do I organise a replacement bus pass?*

Contact The Scots College Student Services on 02 9391 7600 to organise the replacement pass. The cost for replacement is \$10.

Question 16: *Is one bus pass valid for another bus service?*

If students have special circumstances that require using different services or have changed addresses, the one bus pass is valid and can be used. No need to purchase a second bus pass. Please register the bus pass with the primary place of residence.

Question 17: *After completing the bus pass applications, can students travel without their pass?*

The College allows a grace period where students may travel without their pass, to allow for late applications, processing and printing during the first three weeks of Term 1.

Question 18: *Can students use two bus routes and is there a way of selecting two routes? Will it be the same cost?*

Students who require two services can use two services with one bus pass. When completing the application, select the primary place of residence. There is no additional charge or cost.

Question 19: *How will the bus pass be issued or distributed?*

Passes for Preparatory School students will be distributed via classrooms. For Middle School and Senior School students, emails will be sent to notify boys when they can pick up their passes from Student Services. Passes for girls attending participating Eastern Suburbs independent girl schools will be posted when processed.

Question 20: Where will the bus drop students at school in the morning?

Years 3 and 4 students are dropped off at the Mansion Road or Victoria Road bus stop while all Middle School and Senior School students are dropped off Victoria Road bus stop at the Middle School and Senior School campuses.

Question 21: In the afternoon, where do the buses leave and is there some assistance available for boys?

Years 3 or 4 students are supervised onto one bus at the Mansion Road or Victoria Road bus stop. From Mansion Road they are transported to the Middle School and Senior School campuses where they are supervised and directed to their suburban service.

