

Visitor Policy

Responsible Senior Manager: Vice Principal – Organisational Development & People

Effective Date: September 2020

Related Policies: Child Protection and Safeguarding Policy
Prevent Policy
Visible ID Procedure

Approved By: SLT

Next Review Date: September 2023

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1. INTRODUCTION

The College takes its responsibility for the safeguarding of learners and staff very seriously. It is therefore important that staff and visitors fully comply with this Policy. The first impression that visitors have of the College is very important and they will want to see that the College operates in a professional manner and that learners and staff are in a safe environment.

2. PURPOSE

The College has many visitors during the course of the day and it has legal obligations to fulfil in managing this, both for the well-being of visitors themselves, and also of learners and staff. As a College, we have a statutory duty regarding safeguarding of children and we take this responsibility seriously. In conjunction with this policy, staff should also familiarise themselves with the College's Visible ID Procedure.

3. SCOPE

The College operates a visible ID procedure for all people on the College site, including learners, staff, visitors, contractors and governors. All visitors (including contractors) should comply with the following:

- Report to the main reception desk on arrival, inform the reception team which member of staff they have arranged to visit and sign in.
- Wear a red (Tigerlilly) College Visitor's Lanyard throughout their visit.
- Read the Visitor's Card issued at reception (attached to the lanyard) ensuring they are familiar with the evacuation procedures and College assembly points.
- Ensure they are accompanied by the member of staff they are visiting throughout their visit unless signed off as a trusted contractor/Visitor by a Member of CMG or SLT, in which case they are free to access the building unaccompanied.
- Return Visitor Pass to, and sign out at, main reception on completion of their visit.

Trusted visitors who work with the College on a regular basis are free to access the building unaccompanied. Members of SLT or Directors will approve those considered as trusted visitors and inform Reception. A list of trusted visitors will be kept by Reception.

All External Speakers attending the College for presentations or holding events with learners must also complete an External Speaker Request Form (see Appendix 2) and read the Information for Visiting Speakers document and sign the Declaration Form prior to attending the College. The Forms are available from Customer Services.

Any adult not wearing a staff or visitor's lanyard/badge should be challenged by a staff member. Staff not challenging unidentified visitors or raising alarm/reporting it to the Facilities team will be neglecting their duty to ensure College security and learner safety.

4. THE ROLE OF THE COLLEGE

Responsibilities are outlined as below:

4.1 Staff: If you have arranged for a visitor to meet with yourself or another member of staff, please ensure that:

- Full visitor details must be provided, in advance of the visit, to Reception, this can be provided by emailing customerservices@hsrc.ac.uk.
- Details required:
 - Visitor Name.
 - Name of the person they are visiting.
 - Contact telephone number of staff member and location.

You have spoken with your visitor prior to the visit, drawing attention to the following:

- They should report to main reception and sign in, showing proof of identity.
- They should then wait in reception, to be collected by you (not by a learner).
- Any visitor to the College is at all times accompanied by yourself or another member of staff to whom that responsibility is delegated.
- At the end of the visit, you accompany visitors to reception where they will sign out before leaving.
- If there is a fire evacuation, you accompany visitors to the nearest dedicated assembly point.

4.2 Reception Staff: All visitors to the College must go through the following procedure:

- Ensure all visitors, including parents, report to the main reception.
- Check the identity of the visitor and purpose of their visit.
- Ensure visitor signs in using the College signing-in system and issue visitor's pass with a Tigerlilly lanyard.
- Ask the visitor to wait in the seated area of main reception and to read the visitor's card (attached to the lanyard).
- Contact the respective member of staff who will be meeting/hosting the visitor.
- Ensure that visitors sign out upon completion of their visit and return the visitor lanyard.

Reception staff are also expected to report non-compliance to the relevant Line Manager.

APPENDIX 1

Example of Visitor Card

<h1>VISITOR</h1>	<p>Welcome to HSDC, some important information for you during your visit:</p> <ul style="list-style-type: none"> - Please ensure you wear this Lanyard for the duration of your stay and always remain accompanied by a member of staff. - If you have any concerns regarding Health and Safety or Safeguarding please report this to your accompanying member of staff. - If First Aid is required during your visit please contact Customer Services from any phone by dialling '0' - In the event of a fire or evacuation needed, please exit the building and make your way to car park 3 (at the back of reception) accompanied by your host.
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Havant & South Downs College	
	<h2>VISITOR</h2>
VISITOR NAME	
Visiting: STAFF NAME	
Tue 29 September 2020	
<p>Visitors are required to read and observe the visitors rules, a copy of which is available from reception.</p>	

APPENDIX 2

Example of External Speaker Request Form

EXTERNAL SPEAKER CONSENT FORM (STAFF)

- You will need to submit this form to the Vice Principal (Student Services) 15 working days before the event.

Staff responsible for external speaker:		Campus: SD/H/A
Proposed Speaker:		
Contact details of company / external speaker:	Address:	
	Contact Details:	
Topic:		
Location, time and date:	Location:	
	Time:	
	Date: / / 20	
Purpose of visit:		
Who will be attending this event? (Please state: course(s) including level, student numbers and any other consideration)		
Background Checks (minimum 2)		Tick to confirm
Website Checked		
Printed Literature Checked		
Resources to be Presented		
Google Search Completed		
Other Colleges Recommended		
Other Checks, Please state e.g. translation		
Please tick:		Tick to confirm
I have read the College's Prevent Strategy and Policy		
I will provide the external speaker with the Information for Visiting Speakers		
I will ensure the external speaker completes the Declaration Form		
I will forward the Declaration Form to the Vice Principal (Student Services)		
I have attached outline(s) / copies of resources to use, if appropriate		
Signature		Date:
Approved / Refused		Date:
Reason for refusal (if applicable):		