

Visitor Protocols

Introduction

The College takes its responsibility for the safeguarding of students and staff very seriously. It is therefore important that staff and visitors follow the protocols below. 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 students and staff are in a safe environment.

The College's procedures and protocols apply to:

- Visitors
- Governors
- Staff

Visitor Protocols

A visitor is defined as any person seeking to enter the College premises, who is not a student currently enrolled at the College or an employee of the College. This will therefore include governors, contractors, volunteers, work experience placements and student placements.

All visitors to the College are requested to comply with the following:

- Report to a Reception on arrival, show some form of photo ID and sign in.
- Wear a College Visitor's Pass throughout their visit.
- Ensure they are accompanied by a member of staff throughout their visit (where appropriate and always in the case where a Cornwall Council Enhanced DBS check is not held).
- Use designated staff toilets only.
- Return Visitor Pass to, and sign out at, a Main Reception on completion of their visit.

Exemption to Visitor Protocols:

Parents/carers or visitors who have been invited to visit the College as part of a scheduled open house, special event, scheduled performance by students or adults in organised and College approved activities during out of College hours are exempt from these requirements.

Staff Protocols

Staff have responsibility for their visitors and for ensuring the protocols outlined above are followed. In addition:

- Wherever possible, if a member of staff is expecting a visitor, they should inform Reception as early as possible.
- Visitors should be made aware of emergency procedures by the member of staff supervising their visit.
- Visitors whose purpose is to work with students in some capacity must have the appropriate safeguarding checks if left unsupervised with the students. If delivering a lesson, assembly etc the content and tone must be agreed by the member of staff and in line with the College's Ethos, Prevent and Equal Opportunities legislation.



- Visitors who are parents/carers of prospective students are to provide the name and age of the prospective students, and the purpose of their visit, when signing in at a Reception.
- Visitors whose purpose is to conduct maintenance, repairs etc to the College site must follow the visitor protocols listed above.
- Visitors not wearing a Visitor's Pass should be politely challenged (if considered safe to do so), to ask who they are, their business at the College and to be accompanied to a Reception where appropriate.
- Students should be encouraged to report immediately any visitor who is not appropriately 'badged'.

Visitors whose purpose is to work with students in some capacity:

- Visitors may work with students in a variety of capacities, for example, to deliver a lesson (normally supervised by a member of staff), to meet with small groups of students or individuals.
- Staff who arrange for visitors to work with children should meet with the Designated Child Protection Officer prior to formally agreeing the visit, to discuss arrangements. The Designated Child Protection Officer will give guidance regarding any specific safeguarding matters.

Please be mindful of the following guidance, which attends to safeguarding issues:

- Staff should ensure all the protocols above are complied with, as they apply equally to all visitors.
- Any visitor who is not DBS checked must not be alone with students at any point. This includes whole class or small group teaching or one to one interviews of students or escorting by students around the building.

Reception Protocols

Protocol for all Visitors

- Ensure all visitors, including parents, report to a Reception.
- Check the identity of the visitor and purpose of their visit.
- Issue Visitor's Pass.
- Request car registration details, if using the College car parks.
- Ask the visitor to wait in the seated area of Reception.
- Contact the respective member of staff who will be meeting/hosting the visitor.

Protocol for parents/carers of students on roll

Parents/carers may visit the College for a pre-arranged meeting, to meet with a member of staff to raise concerns, to drop off an item such as a packed lunch, or to collect their child for a medical appointment etc. Parents/carers must always report to a Reception, irrespective of the reason for their visit, and not enter the main building. Where a student is being taken off site by the parent/carer, Reception must satisfy itself that the parent/carer is who they say they are. As a minimum, Reception must ask the parent/carer to confirm the student's date of birth and this is to be verified on SIMS. The parent/carer must then wait for their child in the seating area of a Reception.

Protocol for parents/carers of prospective students

The following procedure is to be followed for parents/carers of prospective students, even if the visit is unplanned:

- Reception to take the names of the visitors, including the prospective student's name and age, and the purpose of their visit.
- Headteacher's PA is notified and a member of staff requested to accompany the parents/carers on the visit.
- Follow protocol for "all visitors" for the signing in/out of the parents/carers.

Visitors whose purpose is to conduct maintenance, repairs etc to the College site

The Site Team must ensure the requisite briefing is given to contractors and that they read and sign the Code of Conduct for Contractors document before starting work on site. The Site Team must also ensure that the "all visitors" protocols above are complied with, as they apply equally.

Protocol for Agency and supply staff

All Agency supply staff are to report to the North Site Reception and their photo ID and proof of names and addresses checked. Reception will ensure the staff sign in the appropriate visitor's book and issue a Visitor's Pass which they are to wear at all times (and return to the Reception when they sign out of the College). Reception is then to direct the supply staff member to the Cover Officer Office where they will be issued with a pack containing information about the College procedures, site details, and information on the classes to be covered during the day.

Protocol for unannounced media visits

Reception will inform the Headteacher's PA of any announced media visits. Care is to be taken not to be drawn into sharing any views/opinions with regard to the College, staff or students, and only the College's official media line given if the visit follows a high profile event/incident. If the Headteacher agrees to meet the media, the protocol for "all visitors" is to be followed.

Protocol for interview candidates

The protocol for "all visitors" is to be followed for interview candidates. Reception will ask for the candidates to wait in the seating area of Reception and notify the Personnel Officer of their arrival.

Protocol for Governor visits

The protocol for "all visitors" is to be followed for Governor visits with the exception of issuing a Visitor's Pass; all Governors should be in possession of College ID. Should the Governor not have their pass, they are to be issued a Visitor's Pass.

Protocol for Ofsted Inspectors/Inspection Team

Ofsted Inspectors/Inspection teams must have their photo identity checked and the protocol for "all visitors" followed. The Headteacher's PA is to be immediately informed of their arrival and Reception is to direct the Ofsted Team to their base (normally C13). Separate arrangements may be in place for individual inspectors and this should be confirmed with the Headteacher's PA.