



### Policy/Procedure/Guideline Review

<b>Policy/Procedure/ Guideline:</b>	Visitor Policy & Procedure
<b>Senior Manager Responsible:</b>	Assistant Principal – Performance and Planning
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<b>Approved By:</b>	SLT
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<b>Changes Made:</b>	New Policy

## **Visitor Policy**

### **1. Introduction**

- 1.1 Nelson and Colne College including Lancashire Adult Learning and Accrington and Rossendale College ('the College') is committed to promoting the safety and welfare of young people and vulnerable adults and expects all staff, students, volunteers and visitors to share this commitment.
- 1.2 With this in mind visitors must be made aware of this policy prior to arrival.

### **2. Purpose**

- 2.1 The purpose of this policy is to ensure that everyone accessing College campuses has a clearly defined status and that the management of any individuals or groups coming to the College is clearly understood by all staff, learners and visitors.
- 2.2 This policy sets out the expectations that must be followed by all visitors to the College. We have a duty to protect students, staff and property and recognise we must achieve a balance between the potential benefits of visitors and the risks associated with them.
- 2.3 We will place limitations on visitors in the interests of safety, safeguarding and the security of students. This policy is intended to manage all visitors so that their experience is positive and safe.

### **3 Legislative/Quality Framework**

- 3.1 Working Together to Safeguard Children (2015)  
Keeping Children Safe in Education (2018)  
Counter Terrorism and Security Act 2015 (inc. the 'Prevent Duty')

### **4 Scope**

- 4.1 This policy applies to all students, staff, clients and visitors and it should be read, understood and adhered to, alongside the policies and procedures listed in Section 9.
- 4.2 This policy does not apply to College organised events, for example parent evenings, interview evenings, family fun day, Festive markets etc. which are managed through the College risk assessment process.

## 5 Definitions

- 5.1 *Visitor* - Includes visitors and clients  
*Host* - Staff member responsible for the visitor attending College

## 6 Roles and Responsibilities

- 6.1 All staff must comply with this policy at all times.
- 6.2 The host is responsible for ensuring their visitor(s) and have access to the 'visitor information leaflet' (including the visitor code of conduct) prior to their visit.
- 6.3 The host is to take full responsibility for their visitor during their time on the College campus, including checking that they wear a visitor's ID badge.
- 6.4 All staff should challenge individuals who do not display an appropriate College ID card and lanyard and escort them Reception.
- 6.5 Learners have a responsibility to report individuals not wearing an appropriate College ID to a member of College staff.
- 6.6 The table below details staff responsibilities:

Action	Person Responsible
Booking a visitor with reception and reserving car parking space	The host
Issuing the 'visitor information leaflet' (prior to arrival)	The host
Recording details of visitors on arrival and issue of passes	Reception team
Collecting and returning visitors to and from reception	The host
Explaining the emergency evacuation procedure to the visitor(s)	The host
Explaining security and safeguarding rules to the visitor(s)	The host
Escorting visitors to reception and handing in visitor ID badges	The host
Recording the exit time of visitor(s)	Reception team <b>(please note: if reception is closed the host becomes responsible).</b>

- 6.7 Accrington and Rossendale College has a public right of way on the campus and members of the public may be on campus, however everyone within the College Buildings must be in possession of an appropriate College ID badge and lanyard.

- 6.8 Anyone may be challenged by a member staff and may be asked to provide evidence of their status on campus (staff, learner or visitor).
- 6.9 It is expected that everybody within the College premises will display a College ID badge with the appropriate coloured lanyard.

## **7 Dissemination**

- 7.1 A copy of this policy can be found on:
- College Intranet/Extranet
  - Nelson and Colne College, Lancashire Adult Learning and Accrington and Rossendale websites

## **8 Monitoring and Review**

- 8.1 The policy and operation of the procedure will be monitored and reviewed by Student Services Manager in conjunction with the Facilities Manager and Safeguarding and Welfare Manager. Reports will be made to the College Health and Safety Committee as appropriate.
- 8.2 The College reserves the right to change this policy at any time.

## **9 Related Policies and Procedures**

- 9.1 Documents related to this policy are:
- External Speaker/Guest Policy
  - Visitor Procedure
  - Contractor Policy and Procedure

## **10 Management Responsibility**

- 10.1 The Assistant Principal – Performance and Planning has management responsibility for this policy, however, on a day to day basis responsibility for the possible has been devolved to the Student Services Manager.

## Visitor Procedure

### 1. Pre visit

**Step 1:** The host to notify Reception in advance when they are expecting a visitor. An email containing the following details should be sent to the appropriate reception mailbox for the campus ([reception@nelson.ac.uk](mailto:reception@nelson.ac.uk); [reception@lal.ac.uk](mailto:reception@lal.ac.uk); [reception@accross.ac.uk](mailto:reception@accross.ac.uk)).

- Visitor name
- Company name
- Date and time of arrival
- Car registration number
- Parking space request
- Name and contact number of person to be visited

**Step 2:** Reception will:

- Notify Custodial for the purposes of booking parking spaces and allowing visitors access to the car park.
- Record visitor details in the Reception diary.
- Pre-book visitor on the visitor system (where applicable).

Staff organising a visit are requested to send a copy of the 'Visitor and Contractors Guide' to their guest prior to arrival. This is to ensure they are aware of the College rules in advance of their visit.

**Note:** Visitors who are having direct, unsupervised access to learners, e.g. health professionals and social workers must be authorised (prior to the visit) by a member of the Safeguarding Team.

### 2. Arrival

**Step 3:** On arrival, all visitors must report to Reception and complete the sign in process via the College visitor system.

**Step 4:** Once a visitor is signed in, Reception will contact the host and confirm the arrival of the visitor. Once the host has confirmed they are expecting the visitor, a visitor's badge will be allocated with the appropriate coloured lanyard.

Visitor	Red
Contractor	Black
Client	Purple
Ofsted	Yellow

All visitors (excluding contractors - refer to the Contractor Policy and Procedure) must wait in Reception until collected by the host or another allocated member of staff.

### **3. During the Visit**

*Step 5:* The host is responsible for their visitor(s) and will put in place arrangements for the visitor(s) to be accompanied whilst on campus as appropriate.

### **4. Departure**

*Step 6:* Upon conclusion of the visit, where appropriate, the visitor must be escorted by the host /allocated staff member back to Reception. All visitors must sign out using the College visitor system.

If the visitor system is unavailable, the badge can be handed into Reception.

Once signed out, the visitor must leave via the main doors.

### **5. Dealing with Unauthorised Visitors, Concerns or Incidents**

All staff should be vigilant at all times and challenge individuals who do not display an appropriate College ID card and lanyard and escort to Reception immediately.

Any issues or concerns regarding ID must be reported by the member of staff to the following Managers/teams as stated below:

- Staff – Line Manager
- Learner – Head of Division
- Visitors – Appropriate Manager
- Unauthorised – Escort to Reception. Reception to notify security.

In the event of an emergency, for example an intruder posing a threat or concern, refer to the Incident Response Plan.