

Visitor Policy

Formal Review Cycle:	Annual		
Latest Formal Review (month/year):	2017-11	Next Formal Review Due (month/year):	2018-11
Policy Owner:	Facilities Manager (CC)		
Impact Assessed by:	MW	Impact Assessment Date:	2012-09

APPROVAL REQUIRED:

SMT Y/N	Y	SMT Date approved:	2017-11-07
Governor Y/N	N	Committee:	Governor Date approved:

PUBLICATION:

Website Y/N	Y	Intranet Y/N	Y	Student VLE Y/N	N	Other:
Area/s of Staff Intranet:	Reception & Administration					

Policy description:

Craven College operates an open and friendly learning environment, where visitors are welcomed. However, the College also adheres to stringent and secure safeguarding policies. These policies are in place to protect staff and students at all times. In addition, the Health and Safety of our visitors remains a priority for the College.

Visitors are defined as guests who attend a College site for a temporary period of time, and who are not employed by or enrolled at the College. Visitors would include external contractors, representatives of external organisations, potential students and their parents, employers and volunteers. Visitors should not attend a site without a member of staff taking full responsibility for their welfare and safety.

Supporting documentation:

- Visitor Guidelines leaflet
- Evacuation Procedures

Links to other policies:

- Safeguarding of Children and Vulnerable Adults Policy
- Health and Safety Policy
- Data Protection Policy
- Equality Act Guidance
- Environment and Sustainable Development Strategy

1.0 EXECUTIVE SUMMARY

The Visitor Policy is in place to ensure Craven College meets the Safeguarding of Children and Vulnerable Adults Policy, Data Protection Policy and Health and Safety Policy. The College needs to know who is on site at any given time, and that they and others are safe. As a secure learning environment, the College must ensure all visitors are known and that there is a robust process in place for the protection of our students.

The Visitor Policy also links to the Data Protection Policy, to ensure College documentation is protected from unknown guests / unauthorised personnel. The visitor will be expected to act in accordance with the Equality Act, showing respect to members of College staff, students and other visitors at all times.

The policy does not apply to open days / events where there is an open invitation to members of the public.

There are separate guidelines for Crescent House, Skipton (Tyro) and Cayley Court, Scarborough (Tyro), see Appendix one.

2.0 CONTEXT

The Education Act 2002 (Section 175)

The Children's Act 2004

Working Together to Safeguard Children (DCFS, 2010)

Health and Safety Act 1974

Data Protection Act 1998

Safer Practice, Safer Learning (DfES, 2007)

North Yorkshire Safeguarding Children Board Multi-Agency Safeguarding Children Procedures (2010) Equality Act 2010

3.0 THE POLICY

Craven College will ensure that:

- Where appropriate, visitors will provide ID to confirm their identity
- Whilst on a College campus, visitors are safe as per the Health and Safety Policy
- Our students remain protected from unknown visitors
- The documentation held within the College remains private and confidential
- Visitors will be allocated to a member of College staff (a Host), who will take full responsibility for them. This includes during an emergency, as well as with regard to the visitor showing Visitor ID at all times and completion of the Site Visitor Book
- If a visitor is attending a College site for more than one day, the Visitor Pass can be kept for the duration of the visit – ensuring the timescale of the visit is entered into the Site Visitor Book
- The Host will ensure the visitor is given the Visitor Guidelines and that any queries are answered promptly
- The College will provide Disabled Visitors with appropriate facilities to ensure their visit is comfortable as well as safe
- In the event of an emergency requiring the premises to be evacuated, visitors are to be accompanied to the assembly point by the member of staff who they are visiting. It is the responsibility of that member of staff to ensure visitors are aware of the Emergency Evacuation Procedure, which is posted at appropriate locations across all sites

3.1 Visitor Procedure

- All visitors must be confirmed, where possible, prior to their visit by completing the Visitor Log. This can be located in <http://intranet.craven-college.ac.uk>, and then clicking on "Book a Visitor" on the home page

- The purpose of this log is to provide Reception with advance notice of the visitor. It will ease the process should the visitor require a parking space (at the Aireville Campus and The Aviation Academy sites)
- If a visitor to the Aireville Campus parks their car in a parking space not pre-booked for them, they must display a temporary parking pass available from Reception
- If hospitality is required for the visit, this should be requested through Caterlink caterlink@craven-college.ac.uk or on ext 7261 (to be approved by a budget holder)
- Where appropriate visitors will be asked to provide ID on arrival
- Where possible visitors should be provided with a copy of the Visitor Guidelines (see Appendix two) leaflet by email when the visit is arranged. This can be found by following the above link, then Intranet Sites/Business Support Services/Reception and Admin/Systems and Processes
- All visitors will be asked to sign the Site Visitor Book, held in the relevant Reception.
- Visitors will then be given a Visitor Pass
- Unless they have already been provided with one, the visitor will be given a Visitor Guidelines leaflet
- Reception will advise the visitor of any planned Fire Alarm tests, however these normally only occur before 8.30am
- Reception will advise the Host that their visitor is in Reception and the Host or a representative must come and collect the visitor
- With the exception of Reception areas, at no time should visitors enter buildings unaccompanied
- The Visitor Pass must be visible at all times
- Once the visit is complete, the Host must ensure that the visitor returns to Reception to hand back their pass and sign out of the Site Visitor Book
- Visitors to the College who are accompanying others for a specific purpose, eg parents / guardians of students attending for interview, may use the College's Reception / Café areas. At the end of the designated meeting, the Host should return to the visitor/s and accompany them to Reception to sign out
- It is the responsibility of the Host to ensure the visitor wears their pass at all times whilst on site, completes the Site Visitor Book and returns their pass at the end of the visit
- The Host should not allow the visitor to return to Reception without a member of staff accompanying them
- In certain circumstance the Host might arrange to meet the visitor in a Reception area or make other specific arrangements. In either case, the visitor should be informed in advance. The visitor should carry confirmation of the planned visit and personal ID with them at all times, until they are issued with a Visitor Pass.

3.2 Tyro Delegates on Rural Courses at the Auction Mart Campus

Prior to a course, Tyro will provide a register for Reception at the Auction Mart Campus. Course delegates will be met in Reception by the relevant trainer and provided with time bound visitor access cards which will allow access through the secure door system. These will be collected by the trainer at the end of the programme and returned to Tyro support staff.

3.3 Visitor Complaints

It is not expected that a visitor to a Craven College campus will have cause to complain. However, should the visitor wish to make a complaint regarding their visit the Vice Principal can be contacted via Reception. If the Vice Principal is not available, then another Senior Manager should be contacted.

Tyro Training Visitor Procedures

Crescent House, Skipton Centre

Tyro is predominantly a 19+ Business focussed campus. Visitors might be attending scheduled meetings / appointments or may be 'drop in' public enquiries.

Delegates on courses will be booked to visit the centre via the RUBI CRM system and logged on a course register.

- Visitors will sign the Visitor Book on arrival and be allocated a visitor pass. Delegates will have their attendance logged against their specific course register held at Reception
- The Visitor Guidelines will be clearly visible in the reception area with paper copies available for reference
- At no times will visitors enter buildings unaccompanied, with the exception of Reception and break out areas
- Reception will advise the Host that a visitor is in Reception and the Host or representative will collect the visitor. At all times the visitors will be accompanied by their Host
- The staff member responsible for the visitor will inform of any planned fire alarms
- Host staff and tutors are responsible for ensuring their visitors and delegates follow evacuation procedures and safeguarding protocol
- It is the responsibility of the Host to ensure that visitors wear their pass at all times whilst on site, completes the site Visitor Book and returns their pass at the end of their visit
- The Host should not allow the visitor to return to Reception without a member of staff accompanying them and ensuring that they sign out of the Visitor Book.

Cayley Court, Scarborough Centre

Scarborough Tyro Training Centre is predominantly a 19+ Business focussed campus and operates from a shared building where businesses are co-located and public access is open. The main Reception area is unmanned but signage instructs visitors as to correct protocol.

Visitor passes are not appropriate as the corridors and reception area are shared spaces with open access to other tenants. Visitors will be booked in to visit members of the team for appointments or may be 'drop in' public enquiries.

Delegates on courses will be booked to visit the centre via the RUBI CRM system and logged on a course register.

- Visitors will announce themselves on arrival and will wait in the Tyro Reception area (landing), as notified by signage
- The Visitor Guidelines will be clearly visible in the Reception area with paper copies available for reference
- Delegates will be directed to their allocated training room, where the trainer will log their attendance on the register
- Visitors will be greeted by their Host member of staff and will sign the Visitor Book in the Reception area
- At all times the visitors will be accompanied by their Host
- The Host responsible for the visitor will inform of any planned fire alarms
- Host staff and tutors are responsible for ensuring their visitors and delegates follow evacuation procedures and safeguarding protocol
- Host staff will escort visitors back to the Reception area and ensure they sign out of the Visitor Book



Visitor Guidelines

Welcome to Craven College. The following information will provide you with information regarding your visit.

It is the policy of Craven College to work towards a sustainable environment. This requires a commitment from staff, learners and others accessing the College as set out in the Environment and Sustainable Development Strategy and associated Action Plan.

Health and Safety

- Please ensure you are aware of the relevant Fire Exit location
- If we are testing the fire alarm, the Reception team will mention this at the time of signing the Site Visitors' Book. If you hear a fire alarm and you have not been informed of a test, please evacuate the building
- Your Host will ensure you are guided to the designated assembly point
- If for any reason, you are not with your Host during an evacuation please find another member of College staff who will be happy to help
- If you require Health and Safety guidance whilst on our campus, please ask at Reception
- Smoking is not permitted on any campus other than in designated areas. For more details, please ask your Host.

Procedure

- When you arrive at the College, you will be asked to sign the Site Visitors' Book
- You may also be asked to provide evidence of your identity
- You will be given a Visitor Pass, which should be worn in view at all times
- At no time should visitors enter buildings unaccompanied with the exception of Receptions
- Visitors to the College who are accompanying others for a specific purpose, eg parents / guardians of students attending for interview, may use the College's Reception / Café areas whilst waiting
- Once your visit is complete, your Host or their representative will take you back to Reception
- You will be asked to return your Visitor Pass and sign out of the Site Visitor Book
- In certain circumstance your Host might arrange to meet you in a Reception area or make other specific arrangements. In either case, you will be informed in advance. You should carry confirmation of your planned visit and personal ID with you at all times, until you are issued with a Visitor Pass.

Belongings

- You must keep your belongings with you at all times. If you forget to take something with you when you leave, please ring our main Reception on 01756 791411 and advise them.

Parking

- We can offer visitor parking at sites other than the High Street Campus and Tyro Training (Crescent House)
- If you need a parking space, please let your Host know
- If you are visiting the High Street or Tyro Training there are a number of Pay and Display Car Parks within close proximity. You can also park on the High Street 'setts' for a one hour period on non Market days (Tuesday and Thursday).

Thank you for taking the time to read this information