

Policy/Procedure Name:	Professional Visitors to School and College Learning Environments Policy and Procedures		
Policy/Procedure Number:	SMT091		
Date of Approval:	10 th April 2017		
Effective Date:	January 2017		
Revised Date:	November 2025		
Review by Date:	November 2027		
Policy/Procedure Author:	Head of Quality		
Policy/Procedure Owner:	Principal/CEO and Head of Safeguarding		
Management Committee Approved By:	SMT		
Governor Committee (where appropriate) Approved By:	Not Applicable		
For Action By:	All School and College Staff		
For Information to:	Students and Parents		
Approval requested to upload on the Treloar's Website:	Yes ☒ (tick if requested)		
Who is carrying out EIA?	Lorna Woodcroft	Date of EIA?	3 rd Nov 2025
Have we shown due regard for the 9 protected characteristics within the policy/procedure?	Yes ☒ No ☐		
Are all opportunities to promote equality taken within the policy/procedure?	Yes ☒ No ☐		
Refer Policy/Procedure to EDI Co-ordinator for further assessment	Yes ☐ No ☒		

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1. Policy/ Procedure Aim

To ensure that:-

- visitors are given a warm and friendly welcome
- visitors are appropriately managed so that they get the best out of their visit by establishing clear guidelines for external visitors to school and college to cover all places of learning
- we are clear about our responsibilities to ensure the safety of visitors to the site at all times
- the rights of privacy and confidentiality are maintained at all times for our staff and students
- we have procedures which are clearly understood by all members of staff, governors, visitors and parents.

2. Policy/Procedure Details

Information for Visitors

Information for visitors can be found on the Treloar's website and they will be directed there prior to their visit.

Information can be found at: <https://www.treloar.org.uk/useful-information-visitors>

[Term dates](#)[Parent portal](#)[Donate](#)[School](#) [College](#) [Events](#) [Treloar's stories](#) [News](#) [Jobs](#) [Support us](#) [About us](#)

Useful information for visitors

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As well as the information on the web page there is a visitor's guide which gives clear advice and guidance prior to, during and at the end of their visit. The guide is also available from reception.

Protocol for all external visitors

Treloar's welcomes all visitors, but we recognise that we have a legal duty of care for the health, safety, security and well-being of all our students and staff. This policy applies to all external visitors entering the site including those who are registered on the 'Approved Visitor List'.

Approved Visitor List

The school and college will hold an Approved Visitor List for those visitors who frequently visit the site.

To qualify, the visitor must have demonstrated, prior to the visit, that they have a current enhanced DBS certificate and a copy has been registered by our Human Resources team.

Visitors on the Approved List must follow the same procedure on entry to the site.

Types of visitors may include, but will not be limited to;

- Local authority representatives
- Social workers
- Prospective parents/carers
- Current parents/carers
- Education Psychologists
- Other Clinical professionals
- Professionals from other education providers
- Awarding Body representatives

Please note that Treloar's reserves the right to refuse access to external visitors if the following procedures are not, or have not been, complied with;

- all visitors to give adequate notice, (notice may be by telephone, letter or email) a minimum of 48 hours' notice is required prior to the visit, and provide information about the duration of the visit.
- The Head of School or College and either the Assistant Head of School, or the Deputy Head of College should be notified of any request by an external visitor to visit a School or College learning environment. Requests can also be sent to the Head of Quality, who will liaise with Education managers.
- all visitors arriving and departing during school/college hours to sign in at reception immediately on arrival, record their name, signature, the date and time, and the purpose of the visit in accordance with Treloar's procedures.
- visitors to ensure that the school/college is fully aware of the purpose of their visit

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- on arrival visitors will be asked to provide formal identification.
- all visitors must be accompanied at all times by a member of Treloar's staff in all student areas. Visitors must not leave the public area of the Jowett Centre without a member of staff.
- all visitors must respect the rights, privacy and confidentiality of our students; any information acquired during the visit is confidential and must be used solely for the purpose it is collected. It must not be published or broadcast in any without consent or knowledge of Treloar's.
- visitors to advise the school/college if they are unable to attend, giving as much notice as possible.
- on departure visitors should return their visitor badge and sign out at reception in the Jowett Centre.
- on moving around and leaving the site all visitors must comply with health and safety procedures including adhering to the site speed limit of 10mph at all times.

When in any learning environment visitors must; -

- respect the educational process by refraining from interacting with the teacher/session lead or students in any learning environment during the visit unless invited to do so.
- be discreet and as unobtrusive as possible to avoid diverting focus away from students' learning
- ensure that all phones are switched off or on silent
- save any questions until the end of the learning session
- be aware that non-verbal communication, for example body language, can be distracting and may be disruptive
- make any information acquired during the visit available to Treloar's on request

When in any learning environment visitors must not; -

- photograph or video any student or any member of staff (unless full consent is given)
- take any recording in any format (unless full consent is given)
- record information without prior consent
- publish in any format any information about students or staff acquired during the visit

Procedures and requirements of Treloar's staff

Treloar's staff must;

- follow the guidance set out in Appendix 1
- prior to the visit, assess and verify the suitability of visitors to be in a location where young people freely move about, learn and play.
- a nominated member of staff will discuss the request and purpose of the visit with the requesting individual to establish the individual's role during the visit, emphasising the need to avoid disruption to the educational programme.
- Where time allows a nominated member of staff will extend an invitation and ensure that the visitor has seen and read the 'guidance leaflet'
- accompany any visitor during the visit addressing any questions or concerns during and following the visit.
- ensure that any contact with students is consistent with the school and college's equality commitments and its duty to prevent radicalisation. There must be no statements which might cause offence to students or others present, or otherwise undermine tolerance of other faiths or beliefs
- if the visit is as a result of a formal invitation by a member of staff that member of staff will be responsible for the visitor on arrival at the site and escorting them whilst they are on site
- ensure that visitors are fully aware of the emergency evacuation procedures in the event of fire or other emergency (see Appendix 2)
- make visitors aware of any health and safety procedures (Appendix 2)
- be aware of the need for confidentiality at all times during the visit guarding against any conversation that might be misinterpreted or cause offense
- limit visits to the classroom in terms of frequency and duration
- offer the opportunity for visitors to ask question about their visit
- politely challenge any visitor to the school or college site who is not wearing an identity badge, enquire about their purpose for being on site
- encourage students to challenge any visitors to the site who are not wearing a visitor's badge

In the event that the visitor refuses to comply with the procedures set out in this policy, they should be asked to leave the site and a member of the senior management team informed. An Incident Report should be completed. If the visitor becomes aggressive or abusive the

member of staff should request immediate assistance and follow the procedure set out in the Treloar's Site Security Policy HS03

3. Implications of Policy/Procedure

3.1 Training Requirements

- As part of their induction new members of staff will be made aware of the policy for school and college visitors.

3.2 Communication Requirements

How will the Policy/procedure be communicated:	Email notification to all staff Via SharePoint	
Who will ensure the above communication is carried out:	Head of Quality Head of Admissions, Funding and Contracts	
Do the changes made to this policy/procedure affect any other policies/procedures? If yes, has this been communicated to the policy/procedure author/owner	N/A	

3.3 Inclusive communications

If you require this document in an alternative format, such as large print, audio description or a colour background, please contact Jo Cox at jo.cox@treloar.org.uk

3.4 Other Implementation Requirements

4. Monitoring and Review

The policy will be reviewed on a bi- annual basis as part of the review calendar

5. Links to other related policies, procedures or documents (internal)

- HS03 Treloar's Secure Site Policy
- SMT020 Safeguarding Policy
- HS01Health and Safety policy
- HS02 Fire Policy
- ICT05 Information Security Policy
- SMT 013 Unannounced visit by a regulator policy
- SMT076 Visitors and Guest Speakers Policy
- HR24 Treloar's contractor safeguarding procedure

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6. Revision History

Listed below is a brief audit trail, detailing amendments made to this policy procedure in last 4 years

Page/para No.	Brief description of the change(s)	Change made by	Date
	Not applicable		
General	Removal of appendix 3 and addition of details re website for visitors on page 2 & Appendix 1.	Julia Simmons	4.11.2021
	No material changes. A few job titles have been updated	Jo Cox	Nov 23
	No material changes – updated website links	Jo Cox	Nov 2025

IMPORTANT NOTES:

It is essential for those with designated responsibilities to familiarise themselves with the sources of information, referred to above.

Policy documents describe mandatory minimum standards and will be subject to audit and review. Line managers are required to ensure suitable and sufficient arrangements are in place to meet policy requirements, including the provision of information and instruction to staff.

Appendix 1

Event	Action	Person responsible
Request for visit is received by letter email or telephone	Member of staff to assess visitor request and if agreed issue invitation and where appropriate send out guidance leaflet or advise where this can be found on our website Where relevant this may include asking the permission of parents, carers or guardians	Nominated member of staff
Visitor arrives	Request formal identification Request visitor to sign in at reception Provide with visitor badge Ensure that visitor has read the visitor guidance leaflet before leaving the Jowett Centre Contact nominated member of staff and advise of attendance Notify other key staff of arrival Request visitor to wait in the Jowett Centre until a member of staff arrives to escort them	Jowett Centre Receptionist
Duration of visit	Nominated member of staff to meet and escort visitor to designated area. Nominated member/s of staff must stay with, and escort visitor, at all times whilst they are on site Members of staff must be aware of the need for confidentiality at all times	Nominated member/s of staff
End of visit	Member of staff to escort the visitor back to reception in the Jowett Centre Visitor to return badge and sign out Ensure that the visitor leaves the site	Nominated member of staff & Jowett Centre receptionist

Information for visitors

Fire

- If you discover a fire, raise the alarm immediately
- On hearing the fire alarm, evacuate immediately and assemble in designated safe areas. Please comply with instructions/directions given by Treloar's Staff

Accidents and First Aid

- If you become unwell or have an accident, please alert a member of staff for assistance. Near misses should also be reported to staff

Safety on Site

- Please let us know if you have specific requirements which are important for your personal safety, health and well-being
- Wheelchairs are in constant use, can move swiftly and silently and may leave wet, slippery tracks during inclement weather. Please exercise care and vigilance particularly in the corridor junctions.
- Please comply with Treloar's staff instructions at all times and do not enter unauthorised areas
- Please alert a Treloar's staff member of any health and safety concerns without delay

