

Policy/Procedure Name:		Professional Visitors to School and College Learning Environments Policy and Procedures	
Policy/Procedure Number:		SMT091	
Date of Approval:		10 <sup>th</sup> April 2017	
Effective Date:		January 2017	
Revised Date:		March 2019	
Review by Date:		January 2021	
Policy/Procedure Author:		Teaching and Learning Development Coordinator	
Policy/Procedure Owner:		Principal/ 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 Website:		Yes <input type="checkbox"/> (tick if requested)	
Who is carrying out EIA?	SMT	Date of EIA?	10 <sup>th</sup> April 2017
Have we shown due regard for the 9 protected characteristics within the policy/procedure?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Are all opportunities to promote equality taken within the policy/procedure?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Refer Policy/Procedure to EDI Co-ordinator for further assessment	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		

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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**

### **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 for this list the visitor must have demonstrated, prior to the visit, that they have a current enhanced DBS check and a copy has been registered by HR.

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

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- Current parents
- Education Psychologists
- Other Clinical professionals
- Professionals from other education providers

**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 Deputy 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
- 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
- on arrival visitors will be asked to provide formal identification
- all visitors must be accompanied at all times by a member of Treloar 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 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

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- 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 staff**

Treloar 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, emphasizing the need to avoid disruption to the educational program.
- 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

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- 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 visitors 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 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	
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](mailto:jo.cox@treloar.org.uk)

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### 3.4 Other Implementation Requirements

#### 4. Monitoring and Review

The policy will be reviewed on an annual basis as part of the review calendar

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

HS03 Treloar Secure Site Policy  
 SMT020 Safeguarding Policy  
 HS01 Health 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

#### 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		
all	Some grammatical changes and deletion of Assistant Head of School updated visitor leaflet	Julia Simmons	12.3.2019

#### 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
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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  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 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

## Appendix 2

# Information for visitors

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## **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 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 staff instructions at all times and do not enter unauthorized areas
- Please alert a Treloar staff member of any health and safety concerns without delay.





Welcome to Treloar's  
At Treloar's we are committed to the safety and welfare of all visitors to the School and College and so we ask that you take a few moments to read this leaflet.

Treloar's • Powell Drive • Holybourne • Alton • Hampshire • GU34 4GL  
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### Prior to your visit

In order to enable us to make your visit enjoyable and productive we would like to have an understanding of the purpose of your visit, if you have a particular aspect of Treloar's you would like to see, or a member of staff you would like to meet.

We ask that you give us 48 hours notice of the date and time of your visit and the duration so that we can plan accordingly.

Please let us know if you have any specific requirements which are important for your personal safety, health and well-being.

### On arrival

- Parking – Visitors are to park in the Visitors Car Park, should this be full, please buzz at the barrier – follow signs to the main car park and once parked follow signs to reception.
- On site visitors must comply with all health and safety procedures including adhering to the site speed limit of 10mph at all times.
- Please go straight to reception and sign in.
- You may be asked to provide formal identification before being issued with a visitor's badge. Please wear the badge at all times when on site to avoid being challenged by staff and students.
- Remain with your host at all times in all student areas. Please do not leave the public area of the Jowett Centre without a member of staff.
- Visitors should be aware that the majority of our students are wheelchair users whose wheelchairs can move swiftly. Please exercise care and vigilance particularly in the corridor junctions.
- At the end of your visit please sign out at reception and return your badge.



Our main priority is to make certain that everyone who visits Treloar's is aware of their responsibility towards ensuring all young people are safe. We will do our best to provide you with an enjoyable visit, but ask you to please comply with the following requests:

#### When in any learning environment we ask that you:

- 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 staff on request

#### When in any learning environment visitors must not:

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

#### Other General Information

##### Toilets

- Are located off the Jowett centre, please ask staff at Reception for directions

##### Fire

- If you discover a fire raise the alarm immediately
- If the fire alarm sounds please leave the building immediately by the nearest fire exit following the guidance and direction of a member of staff.

##### Accidents, Incidents 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.

##### Access to the internet

- Guest wi-fi will be available. Users will be required to register their details on-line in order to gain access.

**Thank you for taking the time to read this leaflet. We hope that you enjoy your visit.**

[www.treloar.org.uk](http://www.treloar.org.uk)

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**Treloar's**  
Enabling Education

