

Visitors Policy

For the attention of: All Staff

Produced by: Director of Health & Safety

Approved by: SLT

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**WINDSOR
FOREST
COLLEGES GROUP**



Vision, Purpose & Values

Our Vision

Our students will be recognised locally & nationally for their positive impact on the communities and industries in which they choose to work.

Our Purpose

To inspire our students to gain the skills, knowledge and behaviours they need to be resilient and thrive in an ever-changing world.

Our Values

Excellence: A culture of creativity, high expectations, ambition and aspiration

Respect: Showing fairness, courtesy and mutual respect to each other and our environment

Integrity: Honesty, openness and trust at the heart of College life

Diversity: Celebrating diversity and inclusivity as a key to our success

Visitors Policy

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1. Introduction

- 1.1 This policy applies to the WFCG (the College). When members of staff visit off-site venues, the visitor procedures in place for the venue are followed.
- 1.2 A visitor to the WFCG is potentially anyone who does not work for the college group. This could be parents, contractors, governors, external partners and customers
- 1.3 This policy applies to all four college campuses during the opening hours. Outside of normal college hours when the receptions are closed alternative arrangements must be made.

2. Objectives and Aim

- To ensure the College fulfils its obligations under the Health and Safety at Work Act
- To ensure there is a system in place to assist visitors in an emergency
- To ensure visitors are directed to the right location and right people
- To ensure the security of the building is not compromised

3. Procedure

- 3.1 Young children (under 14 years old) must be supervised at all times whilst on College premises. students are not permitted to bring their children to classes.
- 3.2 No person should be allowed to enter the College buildings without first reporting to Reception and obtaining a visitor pass.
- 3.3 All visitors should be asked to read the College's Safeguarding leaflets and watch the safeguarding video when signing in. It is recommended that this is arranged in advance of arrival if possible to reduce queuing times at Reception. Safeguarding is recognised as everyone's responsibility. All staff, governors, contractors, students, employers and other stakeholders should play their full part in keeping children, vulnerable adults and the wider College community safe.
- 3.4 All visitors should be made aware of the College's general privacy policy, a copy of which is held at each reception and is on the College's website. The privacy policy provides details about the type of personal information the

College may collect about them and how it is handled in order to comply with UK data protection laws.

- 3.5 At all sites, staff should report anyone without a pass to security staff immediately. At Strode's, staff should report security breaches to Reception. These incidents are recorded and monitored by Security/Estates.
- 3.6 The procedure for the main categories of visitors is given below.

- 3.6.1 **Visitors with prior appointments to see a specific member of staff** – the member of staff should notify Reception by email and provide the visitor's details in advance, ideally at least 24 hours before. If parking is required, same day notifications are not practical for the Reception Team to provide parking. Upon the visitor's arrival, the receptionist will issue a visitor pass and point out the visitor fire evacuation information. Reception will then contact the host to collect the visitor. If the host is unavailable, an alternative member of staff from the same department should collect the visitor from reception.

From this point, the host will have full responsibility for the visitor.

The host or their representative should ensure the visitor signs out of the building and returns the pass to reception. Please do not leave your visitors at the security gates.

- 3.6.2 **Customers for the Langley Hair and Beauty Salon** – The Salon Reception will issue a visitors pass and point out the visitor fire evacuation information. Children will not be allowed access to salons unless the Salon Manager has conducted a health and safety risk assessment and approved the visit.
- 3.6.3 **Group visits** – This category is mainly prospective students from schools, but also includes Open Days and events organised by Marketing. The department arranging the visit should carry out a health and safety risk assessment prior to the visit and send a copy of the risk assessment to the Director of Health and Safety for approval. On the day of the visit the host department will have full responsibility for the visiting group.
- 3.6.4 **Contractors** – Contractors should obtain visitors passes from Reception. Reception will check with Estates that the contractor's visit has been authorised before issuing a visitors pass. A member of staff from Estates will collect the contractor from Reception. There are alternative arrangements in place for long-term contractors working for Estates and IT Services.
- 3.6.5 **Employees' children** – Employees are expected to have child-care arrangements in place during their working hours. Only in the event of

unforeseen emergencies when all other alternative solutions have been exhausted should employees discuss the problem with their manager in the first instance, before the child is brought to the College. The age of the child, the environment they will be in and the level of supervision should be considered. A decision can then be made as to whether it is safe for the child to be brought to the parent's workplace. The manager should consider whether Reception need to be notified. The Director of Health and Safety may be consulted for advice.