



Policy/Procedure/Guideline Review

Policy/Procedure/ Guideline:	Visitor Policy & Procedure
Senior Manager Responsible:	Assistant Principal – Performance and Planning
Author:	Central & Student Services Manager
Approved By:	SLT
Date Approved:	15 October 2024
Next Review Date:	15 October 2026
Publication:	Staff Hub College Websites
Changes Made:	SLT responsibility changed to Assistant Principal – Performance and Planning Author changed to Central & Student Services Manager 16-18 Learner Lanyard colour updated to orange Keeping Children Safe in Education updated to (2024) Code of Conduct replaced with Respect Charter Review date amended to be aligned to academic year Updated to include new College Branding and Name Change – September 2025

Visitor Policy 1. Introduction

- 1.1 East Lancashire Learning Group 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 (2024)
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) have access to the 'visitor information booklet' (including 'Our Respect Charter') 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 to 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 booklet' (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 (please note: if reception is closed the host becomes responsible).

- 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. If the behaviour of a member of the public using the right of way is causing concern refer to the safeguarding policy.
- 6.8 Anyone may be challenged by a member staff and may be asked to provide evidence of their status on campus (staff, learner, contractor 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:

- Staff Hub
- Nelson and Colne College, Lancashire Adult Learning and Accrington and Rossendale websites

8 Monitoring and Review

8.1 Operational policy procedures will be monitored and reviewed by the Central & Student Services Manager in conjunction with the Director of Estates and Sustainability and Safeguarding and Prevent 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:

- Safeguarding Children and Vulnerable Adults Policy and Procedures
- External Speaker/Guest Policy
- Visitor Procedure
- Contractor Policy and Procedure

10 Management Responsibility

10.1 Assistant Principal – Performance and Planning has management responsibility for this policy, however, on a day to day basis responsibility for the policy has been devolved to the Central & 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 (NCCreception@eastlancslearning.ac.uk; alreception@eastlancslearning.ac.uk; ARCreception@eastlancslearning.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 Information Booklet' 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 by reception with the appropriate coloured lanyard (table 1).

Table 1

Contractor	Black
Visitor	Olive Green
Salon/Client	Dark Plum Purple

Other lanyard colours seen on campus are displayed in table 2. These are only issued in accordance with the appropriate pre-approved

checks.

Table 2

Student	Orange
Apprentice	Pale Blue
Adult Learner	Red
Higher Education	Mustard
Staff	Turquoise

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, the visitor must be escorted by the host /allocated staff member back to Reception. All visitors must sign out using the College visitor system and return their allocated badge.

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.