

# **E-ACT POLICY**

## **PARKWOOD ACADEMY**

### **VISITOR PROTOCOL**

<b>Date agreed by Governors</b>	
<b>Date of review</b>	
<b>Responsible officer</b>	<b>Principal / Business Director</b>

## **Visitor Protocol**

All visitors to the academy must enter the site via the Main Entrance on Penrith Road and report to Main Reception, where they will sign in and out. If necessary the visitor's identity will also be checked (see below) and staff signing in the visitor will record what identification has been seen. When this has been done the receptionist will issue the visitor(s) with a Visitor Badge and direct them to the Waiting Area.

The receptionist will then contact the member of staff, who the visitor has arranged to meet. The member of staff will then collect their visitor in person and take them to the appropriate room. The member of staff should remain with the visitor at all times when they are in the academy, on rare occasions this may not be appropriate but should be discussed with a senior member of staff first.

Whilst they are in the academy, visitors must wear their badge to identify them as a visitor

On completion of their visit, the visitor should be accompanied back to reception where they should sign out and return their visitor badge.

In the event of an evacuation of the building (e.g. if the fire alarm is sounded), the receptionist will take the visitors book to the assembly point and will advise the fire marshal accordingly.

## **Carers/Parents Accompanying Students to The Academy**

Carers and parents accompanying students into the Academy must enter the site via the Main Entrance on Penrith Road and must sign in/out and collect a visitors badge as per the above procedures.

The exception to this will be during Parents Evenings when separate signing in arrangements will apply.

## **Staff Inviting Visitors to the Academy**

If staff invite visitors (other than parents) to the academy they should ask them to bring identification (e.g. photo ID and CRB Disclosure Number) with them at the time of their visit and inform them of the procedure for visitors. On arrival, they will be asked to state the purpose of their visit and to produce verifiable identification.

If suitable documentation is not available they will, if appropriate, be allowed to access the academy, but must be accompanied at all times by a member of staff.

If there is any doubt as to the authenticity of this information, they should be asked to wait in reception and the Principal or member of the Senior Leadership team should be informed.

All visitors to the Academy should be greeted and welcomed in a polite and efficient manner and in line with our Customer Charter.

When staff are arranging meetings with visitors, they should inform Main Reception prior to their arrival. This will ensure that the receptionist is aware in advance of their visit and when to expect them.

### **Curriculum Visitors**

Before a visitor is invited to the Academy to work with students, the Principal should be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time for the visit. Permission must be granted by the Principal before a visitor is invited to come into the Academy.

This does not apply to other professional visitors eg EWO, Social Services etc.

### **Parents as volunteers and other volunteers**

Parents and other persons who are assisting in academy as volunteers will receive a staff badge at their induction session. On arrival at academy each visit, they must sign in and wear their volunteer badge. There is no requirement to have a new visitor pass issued each day.

### **Regular authority visitors**

Eg Occupational Therapists, Physiotherapists, Speech Therapists, Educational Psychologists, Social Workers, Complex Special Needs Team etc.

These visitors should be wearing the standard visitor's identification badge which states their details and is worn on a ribbon around the neck. They should still enter their details in the visitor's book and be compliant with our regulations.

### **Late arrivals**

The gates at the Student Entrance will be locked at 9.00a.m, and after lunchtime. Any students arriving at the academy after the gates have been locked must enter the building via the main entrance and their late arrival will be recorded.

### **Visitors without badges (known as well as unknown)**

Remember that infrequent visitors, even volunteers etc. will not be known by all staff and therefore need to be wearing a badge.

Any visitor to the academy site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the academy site. They should then be escorted to reception to sign the visitor's book and be issued with an identity badge.

No occasional visitor should be issued with, or loaned a foyer door lock fob by any member of staff.

### **Contractors on Site**

Contractors arriving on site should sign in/out as per the normal procedures and then the Premises Manager should be informed. It is the Premises Managers responsibility to ensure they meet our safety and security requirements as staff and students may still be on site. Contractors should also check and sign the Asbestos Register if appropriate.