



KMS 750 Visitors Policy and Procedure

Created By:	Executive Assistant to the Principal	Review Date:	March 2020
Approved By:	Strategic Management Team	Responsibility for Review:	Deputy Principal (Finance & Corporate Services)
Date Approved:	March 2019		

Introduction

This document is intended to give informative and friendly advice to all those who enter and use Kingston Maurward College. A visitor to Kingston Maurward College is any person who is on the College campus who is not enrolled as a full or part time student, a member of staff or a registered volunteer.

The protocol is also intended to ensure that:

- Everyone is aware of the procedures
- Students' safety is guaranteed
- Students' are safeguarded from views/activities which may be linked to extremism

General Overview

All visitors (with the exception of contractors working on the farm) must report to Reception, give their names, company and purpose of visit. From there they will be directed to the Visitors' electronic sign in system to fill in their details, including their car registration numbers. Visitors will also be asked for their mobile phone numbers, to be used in emergencies or if the visitor badge is not returned by the end of the day to ensure they have left the campus

Guest speakers for student groups will be risk assessed in accordance with the Guest Speaker policy.

Visitors will be handed a Safeguarding Policy document which also includes reference to the Prevent Duty.

Reception Staff will ascertain if the visitor's car is in the College car park and whether or not it is blocking other vehicles. They will be asked to move their car if it is.

Visitors will only then be issued with a Visitors Badge which must be worn at all times.

Visitors badge agreement

Upon receipt of a visitor's badge, visitors will need to fill in the details and sign to say that they have:

- Signed in
- Agreed to abide by the rules of the College governing access and egress
- Stated the purpose of their visit and with whom they are meeting (if this is applicable)
- Written down the registration of their vehicle on the visitors electronic sign in system
- Written down mobile phone number
- Stated that their vehicle is correctly parked



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KINGSTON MAURWARD SYSTEMS
KMS 750 Visitors Policy and Procedure

Guest speakers will be risk assessed by the relevant Work Area Manager prior to confirmation of the booking. They should also complete a Visiting Speaker Agreement to be signed and held at Reception.

Returning the badge and signing out

Visitor badges should be returned to Reception once the visitor leaves. When visitors return their badges they should be asked if they have 'Signed Out'. Please note that it is **YOUR** responsibility to ensure that your visitor books out and returns their badge and lanyard. If Reception is closed at the time of your visitor leaving, please ensure that your visitor exits the campus and that you retain their lanyard and badge for return to Reception when it reopens.

Visitors without badges (known as well as unknown)

Any visitor not wearing a badge should be challenged by Staff. Staff not challenging unidentified visitors will be neglecting their duty to ensure College security and student safety. Remember that infrequent visitors, even parents, volunteers etc. will not be known by all staff and therefore need to be wearing a badge.

If you see a visitor who is known to you but is not wearing a badge, the chances are that they have not followed the correct visitor's procedures (see above) and so it is your duty to politely remind them of College protocol and request that they return to Reception to obtain a badge.

Visitors should not be given the door lock codes and should be challenged if trying to wedge doors open for their convenience e.g. contractors wishing to bring equipment into College.

All contractors must be pre approved before entering the site and follow signing in procedures as above. Contractors should discuss their requirements for door access etc with the Premises and Estates Manager. If constant access is needed they will have to arrange an appropriate agreement with the Premises and Estates Manager.

Contractors working in residential accommodation who have not met safeguarding/DBS procedures must be accompanied at all times.

If this is not possible then the contractors will have to be inconvenienced. The need for College security and the welfare of students outweighs time and inconvenience to site contractors.

Contractors who are working on the Farm must report to the Farm Manager on arrival to complete the appropriate signing in procedure and to be issued with a contractors permit.

Parents visiting or bringing students into College after appointments etc.

All parents must follow the visitors' procedure and obtain visitors badges at all times no matter how well they think they are known to staff. This will also be the case even if they



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KMS 750 Visitors Policy and Procedure

have pre – arranged meetings with teachers and other professionals. They must abide by all procedures as they will not be known by everyone on site and will therefore be challenged by Kingston Maurward personnel if they are not wearing badges (as part of the College's responsibility and duty of care to the students).

Parents must always follow the signing in procedures. Parents and carers must not walk through the building without identification or enter classes during lesson times without prior arrangement, as this could be detrimental to the balance of lessons and the concentration of students and staff alike.

If parents wish to discuss issues with staff they can do so via planners and letters, or request that staff phone them. Staff are also happy to meet parents and carers after College. Discussion may not take place in class in front of students or during lesson time.

Regular visitors to the College

Regular visitors such as Occupational Therapists, Physiotherapists, Speech Therapists, Counsellors, Ansbury Advisors, Educational Psychologists, Social Workers, and Complex Special Needs Team etc. should also report to Reception, enter their details in the Visitors' electronic system and be compliant with College regulations.

Full disclosure of the nature of the visit, if sensitive, would not need to be disclosed with the permission of the relevant college department head.

Permanent ID badges can be issued by the college HR department for regular consistent visitors.

Friends visiting students, Residential and non Residential

All resident students who arrange for friends or family to visit them on campus must follow the signing in and out procedure immediately on arrival which is in the control of the on duty Warden.

All students should be aware that their friends are not permitted to visit them during College hours and are therefore not authorised to be on the College campus. Anyone ignoring this instruction and who is not appropriately signed in on official business will be challenged by staff.

Visitors to Weddings, Conferences, Events and Gardens

Kingston Maurward College has frequent visitors attending weddings, social functions, conferences, events and the gardens, and also has public rights of way across the estate.

Conference delegates are signed in by the conference organiser, and the Hospitality department ensure that this is completed.

Visitors visiting the Gardens and Animal Park are issued with an entry ticket, which should be kept at all times. Season ticket holders are issued with a pink lanyard. Visitors to the Gardens and Animal Park and external events cannot be contained in specific areas due



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to the open nature of the College campus therefore areas deemed to be vulnerable will be monitored during an event and outside of College hours.

Residential wardens have access to the calendar of external events and ensure residential and duty students are notified and are monitored closely at these times.

It is important that **ALL** staff are knowledgeable about the Visitors Policy and Procedure, to enable them to challenge anyone who appears to be without the appropriate College identification: anyone without identification should be reported to the Security team.

Visitors to Manor Stables and riding events will follow the procedures detailed below;

- **Riding School**

All clients must complete a registration form and parents must complete a form for each of their children.

Any visitors who accompany a person taking a riding lesson must sign in on the daily register.

- **Events and shows**

Vehicle and pedestrian access for visitors to events and shows is restricted by adequate signage on campus to visitors to indicate designated parking areas and where necessary stewards will be in place to park vehicles and monitor pedestrians.

Student Awareness

As members of the public have access across the estate it is impractical to identify or 'label' every single visitor.

Students should therefore be made aware of the dynamic risks involved; an individual on a roadway without a lanyard may not necessarily be a risk, but someone in an identified teaching or residential area may be and students will be informed during induction about how to manage this situation and how to inform staff.



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