



Visitor Policy (including Reception Protocol)

Linked Policies/Protocols

- PSHEe Policy
- Visiting Speaker Protocol
- Parent Code of Conduct

Approved/Reviewed: July 2023	Next review due: July 2025
Governing Body Committee:	CLT contact: Ian Smart
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Policy – Amendment Record Sheet

Amendment Number	Section Amended	Amended By	Reason for Amendment	Date
01	Various	Ian Smart	Minor updates and corrections	24/07/23
02				
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Introduction

The College's Visitor Policy comprises separate policies for visitors, staff and the main reception. An overview of the aforementioned policies is given below. Please note in this College safeguarding young people is paramount. All staff have received training re the Prevent Duty and understand their responsibility to prevent extremism and radicalisation. Students have been advised about the issues surrounding this.

General

The College takes its responsibility for the safeguarding of students and staff very seriously. It is therefore important that staff and visitors fully comply with this policy. The first impression that visitors have of the College is very important and they will want to see that the College operates in a professional manner and that students and staff are in a safe environment.

Visitor Responsibilities

Visitors to the College are requested to comply with the following:

- Park in the designated 'Visitor' car parking bays (visitors are to be requested to reverse into the parking bays for Health and Safety purposes).
- Report to the main reception desk on arrival, show some form of photo ID and sign in.
- Wear a College Visitor's Pass (red lanyard) throughout their visit.
- Read the Visitor's Card issued at reception (attached to the lanyard) ensuring they are familiar with the evacuation procedures and College assembly points.
- Ensure they are accompanied by a member of staff throughout their visit (where appropriate and always in the case where a Cornwall Council Enhanced DBS check is not held).
- Use designated staff toilets only.
- Return Visitor Pass to, and sign out at, main reception on completion of their visit.

Staff Responsibilities

Staff have responsibility for their visitors and for ensuring the protocols outlined above are followed. In addition:

- Visitors whose purpose is to work with students in some capacity must have the appropriate safeguarding checks if left unsupervised with the students. If delivering a lesson, assembly etc the content and tone must be agreed by the member of staff and in line with the College's ethos and Equal Opportunities legislation. Please refer to the

Visiting Speaker Protocol for any visit where the individual(s) will be delivering any content to students.

- Visitors who are parents/carers of prospective students are to provide the name and age of the prospective students, and their aim of the visit, when signing in at the main reception desk. The receptionist will then make the appropriate arrangements with the CLT.
- Visitors whose purpose is to conduct maintenance, repairs etc to the College site must follow the visitor responsibility protocols listed above.
- Visitors not wearing a visitor's lanyard/badge should be challenged (if considered safe to do so) and be accompanied to the main reception where appropriate.

Main Reception

Staff working at the College's main reception desk must be fully conversant with the protocols for:

- All visitors.
- Parents/carers of students on roll.
- Parents/carers of prospective students.
- Agency and College supply staff.
- Pre-arranged visits.
- Contractors/maintenance.
- Interview candidates.
- Unannounced media visits.
- Governor visits.
- Ofsted inspectors/inspection team.
- Torpoint Community College Main Reception Protocol (enclosed).

POLICY FOR VISITORS

Welcome to Torpoint Community College - we hope you enjoy your visit, and the hospitality shown by staff and students alike.

The College has many visitors during the course of the day and it has legal obligations to fulfil in managing this, both for the well-being of visitors themselves, and also of students and staff.

As a College, we have a statutory duty regarding safeguarding of children, and we take this responsibility seriously.

Please can all visitors therefore:

- Park in the designated 'visitors' car parking bays (please reverse into the parking bay for Health and Safety purposes). (If this is not possible, please park in an available bay and report that to reception). There are three disabled parking bays on site.
- On arrival in College, use the main College entrance and report and sign in at reception, showing proof of identity.
- Wear a visitors' badge which is issued at reception (red lanyard).
- Read the visitor's card issued at reception (attached to the lanyard).
- Wait in the seated area in reception until collected by the relevant member of staff.
- Ensure that at all points during the day, you are accompanied by the member of staff who has invited you in unless alternative arrangements have been agreed.

- Only use staff toilets. Accessible toilets are located in the Staff Corridor and Canteen Corridor. A radar key is required for the accessible toilet in the Canteen Corridor; a key can be collected from main reception or Student Support Centre if required.
- Sign out at reception on leaving the College, returning the visitors' badge (please place in the visitor's post box if the main reception office is closed).
- Should there be a fire evacuation, the member of staff you are with will accompany you out of the building and to the visitor assembly point (details are contained on the visitor's card).

POLICY FOR STAFF

The College has many visitors during the course of the day and it has legal obligations to fulfil in managing this, both for the well-being of visitors themselves, and also of students and staff. The first impression that visitors have of the College is very important; they want to know that the College operates in a professional manner and, if a parent or carer, that their child will be safe when at school.

As a College, we have a statutory duty regarding safeguarding of children, and we take this responsibility seriously.

In conjunction with this policy, staff should also read the 'Torpoint Community College: Policy for Visitors' policy' and Visiting Speaker Protocol.

Visitors whose purpose is to meet with staff:

If you have arranged for a visitor to meet with yourself or another member of staff, please ensure that:

- Reception staff are informed in advance, so they can put it in the diary.
- You have spoken with your visitor prior to the visit, drawing attention to the following:
 - They should park in the visitor car parking bays (reverse into the spaces)
 - They should report to main reception and sign in, showing proof of identity
 - They should then wait in reception, to be collected by you (not by a student).
- Any visitor to the College is at all times accompanied by yourself or another member of staff to whom that responsibility is delegated, unless alternate arrangements have been agreed and approved
- At no point should a visitor be on their own with children.
- Visitors only use staff toilets if needed.
- At the end of the visit, you accompany visitors to reception where they will sign out before leaving.

- If there is a fire evacuation, you accompany visitors to the dedicated assembly point on the hard play area or the front sports pitch adjacent to the caretaker's bungalow (see the College's Fire Evacuation Policy).

Visitors whose purpose is to work with students in some capacity:

Visitors may work with students in a variety of capacities, for example, to deliver a lesson (normally supervised by a member of staff), to meet with small groups of students or individuals.

Staff who arrange for visitors to work with children should meet with the Designated Safeguarding Lead (DSL) prior to formally agreeing the visit, to discuss arrangements. The DSL will give guidance regarding any specific safeguarding matters.

Please be mindful of the following guidance, which attends to safeguarding issues:

- Staff should ensure all the bullet point protocols above are complied with, as they apply equally to all visitors.
- Any visitor who is not CRB/DBS checked must not be alone with students at any point. This includes whole class or small group teaching or one to one interviews of students or escorting by students around the building.
- If a visitor is CRB/DBS checked, then at times they may work with students unaccompanied by another member of staff. At times this might be teaching a class or a one to one interview. This must be agreed with the DSL in advance.
- Regular visitors to the College must have a CRB/DBS check. Advice and guidance on the vetting process can be sought from the HR Manager.
- Any visitor delivering a lesson or assembly must agree the content and tone of that with you, prior to the visit taking place. The content and tone must be in line with the Torpoint Community College ethos, be fully compliant with all Equal Opportunities legislation and take into account the age and ability of the students.

Visitors who are parents/carers of prospective students

The first impression that prospective parents/carers have of the College is very important; they want to know that the College operates in a professional manner and that their child will be safe when they are at school. It is also important that the relevant information is conveyed to such visitors to provide them with the information they need to make a decision about their child's future, and that the staff member that accompanies them have the requisite knowledge to be able to answer questions that may be asked regarding teaching and learning, and College policies and procedures.

The following procedure is to be followed for parents/carers of prospective students, even if the visit is unplanned:

- Receptionist to take the names of the visitors, including the prospective student's names and ages, and the aim of their visit.
- Headteacher's PA to be informed of visitors and to request that the Headteacher / Assistant Headteacher accompanies parents/carers on visit.
- CLT to cover in Headteacher's absence, or if Headteacher unable to host the visit.
- Staff should ensure all the bullet point protocols above are complied with, as they apply equally to all visitors.

Visitors whose purpose is to conduct maintenance, repairs etc to the College site

The Site Team must ensure the requisite briefing is given to contractors and that they read and sign the Code of Conduct for Contractors document before starting work on site. The Site Team must also ensure that all the bullet point protocols above are complied with, as they apply equally to all visitors.

Visitors not wearing a visitor's lanyard/badge

Any adult not wearing a staff or visitor's lanyard/badge should be challenged by a staff member if appropriate. Staff not challenging unidentified visitors or raising alarm/reporting it will be neglecting their duty to ensure College security and student safety.

POLICY FOR MAIN RECEPTION

As the College front of house, the main reception carries out a vital role in ensuring that visitors are dealt with in a friendly, punctual and efficient manner whilst ensuring that the appropriate checks are completed to mitigate any risk to the safety of staff and students. The first impression visitors have of the College will often come from the service they receive at the main reception. It is important that information given to visitors with regard to the College and/or its students is consistent and accurate, is conveyed by the appropriate member of staff, and that the protocol for the different types of visitors is fully understood.

Protocol for all visitors

All visitors to the College must go through the following procedure:

- Ensure all visitors, including parents, report to the main reception.
- Check the visitor has parked in a designated car parking space.
- Check the identity of the visitor and purpose of their visit.
- Complete a visitor's chit and issue visitor's pass with red lanyard.
- Ask the visitor to wait in the seated area of main reception and to read the visitor's card.
- Contact the respective member of staff who will be meeting/hosting the visitor.

Protocol for parents/carers of students on roll

Parents/carers may visit the College for a pre-arranged meeting, to meet with a member of staff to raise concerns, to drop off an item such as a packed lunch, or to collect their child for a medical appointment etc. Parents/carers must always report to main reception, irrespective of the reason for their visit, and not enter the main building to student reception without permission.

Where a student is being taken off site by the parent/carer, reception must satisfy itself that the parent/carer is who they say they are. As a minimum, reception must ask the parent/carer to confirm the student's date of birth and this is to be verified on SIMS. The parent/carer must then wait for their child in the seating area of main reception.

Protocol for parents/carers of prospective students

The following procedure is to be followed for parents/carers of prospective students, even if the visit is unplanned:

- Reception to take the names of the visitors, including the prospective student's names and ages, and the aim of their visit.

- Headteacher's PA is notified and to request that Headteacher / Assistant Headteacher accompanies parents/carers on visit.
- CLT to cover in Headteacher's absence, or if Headteacher unable to host the visit.
- Follow protocol for all visitors for the signing in/out of the parents/carers.

Protocol for agency and College supply staff

All agency and College supply staff are to report to main reception and their photo ID and proof of names and addresses checked. Reception will ensure the staff sign in the appropriate visitor's book and issue a staff identity badge which they are to wear at all times (and return to main reception when they sign out of the College).

Reception is then to direct the supply staff member to the Cover Coordinator where they will be issued with a pack containing information about the College protocols, site details, and information on the classes to be covered during the day.

Pre-arranged visits

The protocol for all visitors is to be followed for pre-arranged visits. Visitors for the Headteacher must be signed in as per the protocol and reception notifies the Headteacher's PA.

Protocol for contractors/maintenance

The protocol for all visitors is to be followed for contractors/maintenance personnel visiting the College site. Reception will contact a member of the Site Team to meet with the visitors and accompany them as required.

Protocol for interview candidates

The protocol for all visitors is to be followed for interview candidates. Reception will ask for the candidates to wait in the seating area of main reception and notify the HR Manager of their arrival.

Protocol for unannounced media visits

Reception will inform the Headteacher's PA of any announced media visits. Care is to be taken not to be drawn into sharing any views/opinions with regard to the College, staff or students, and only the College's official media line given if the visit follows a high profile event/incident. If the Headteacher agrees to meet the media, the protocol for all visitors is to be followed.

Protocol for governor visits

The protocol for all visitors is to be followed for governor visits with the exception of issuing a red lanyard visitor's pass; all governors should be in possession of a College pass. Should the governor not have their pass, they are to be issued a visitor's pass.

Protocol for Ofsted Inspectors/Inspection Team

Ofsted Inspectors/Inspection teams must have their photo identity checked and the protocol for all visitors followed. The Headteacher's PA is to be immediately informed of their arrival and reception is to direct the Ofsted Team to their base (normally the Seminar

Room). Separate arrangements may be in place for individual inspectors and this should be confirmed with the Headteacher's PA.

Torpoint Community College Main Reception Protocol

The Torpoint Community College Main Reception Protocol (enclosed) contains clear guidance to the main receptionist in carrying out their duties in a professional and effective manner, and provides guidance on how specific issues should be dealt with in the College.



TORPOINT COMMUNITY COLLEGE MAIN RECEPTION PROTOCOL (JULY 2023)

Introduction

The main receptionist is often the first person a visitor encounters when interacting with the College as they greet visitors, answer phone calls, take messages, respond to or forward e-mails and receive mail and packages. Being an effective receptionist requires a combination of business professionalism, social skills and administrative aptitude.

Telephone Etiquette

The following tips should always be followed when on the telephone:

- Speak clearly. Taking the time to speak clearly, slowly and in a cheerful, professional voice is very important.
- Use your normal tone of voice when answering the phone. If you have a tendency to speak loud or shout, avoid doing so on the telephone.
- Do not eat or drink while you are on the telephone.
- Do not use slang words or poor language. Respond clearly with 'yes' or 'no' when speaking. Never use inappropriate words.
- Address the caller by his or her title (i.e. Good morning Mr Smith). Never address an unfamiliar caller by his or her first name.
- Listen to the caller and what they have to say. It is always a good habit to repeat the information back to the client when you are taking a message. Verify that you have heard and transcribed the message accurately.
- Be patient and helpful. If a caller is irate or upset, listen to what they have to say and then refer them to the appropriate member of staff. Never snap back or act in a rude manner to the caller.
- Always ask the caller politely if you can put them on hold if it is necessary to do so.
- Always focus on the call. Try not to get distracted by people around you. If someone tries to interrupt you while you are on a call, politely remind them that you are on the telephone and that you will be with them as soon as you are finished.

How to deal with queries, concerns, complaints and the media

Stay calm. The receptionist's role is a busy and challenging one often dealing with a number of tasks simultaneously. It is important not to let anything be forgotten or overlooked and the receptionist must instantly prioritise tasks and make best use of the available time and resources, not become overwhelmed or distracted.

Communicate effectively. Both on the telephone and in person, it is important to communicate clearly and articulately and similarly when passing information by e-mail or memos.

Be friendly, courteous and professional in all your dealings with both the public and College staff. The College wants all individuals to feel well taken care of and receive good customer service.

Handle conflicts with tact and confidence. As the first person an unsatisfied parent, visitor or other member of the public may come into contact with, but often with no authority to fix that person's problem, the receptionist must always remain professional and try to sensibly defuse the situation. Details of the issues offered by the caller should be recorded and forwarded on; the receptionist should not engage in conversations with the caller designed to illicit further information. The receptionist must ensure that the issue is passed to the appropriate member of staff, never pass comment that may be construed as being critical to the College, members of staff or students, and also know when to call for help.

The main receptionist's role is to manage telephone calls and queries and deal with them appropriately including recording and distributing messages as required; sensitive information must have limited distribution and it must be clear which member of staff is required to action it. Irrespective of the receptionist's personal viewpoint, they must remain professional and focused at all times and represent the College in a unified way.

The table attached provides guidance on how specific issues should be dealt with in the College. The list of issues is not exhaustive, but it covers the most common areas that the College has to deal with. It is the receptionist's responsibility to manage the expectation of those individuals that have raised queries/concerns and, with the exception of the most serious cases where failure to act immediately will result in harm, matters will be addressed within a given time frame.

Guidance for Main Receptionist – Examples of Issues Raised

Issue	Action	Remarks
Parent/carer or member of the public wishes to make contact with a named member of staff	E-mail to member of staff requesting that they make contact. Let person know they will be in contact as soon as possible	Staff should make contact <i>within 2 working days</i> .
Parent/carer – report of bullying	In the first instance an e-mail should be sent to the Head of Year , cc DSL and Senior Assistant Headteacher (Behaviour). The Head of Year may need to be notified in person subject to the seriousness of the matter.	Head of Year should <i>respond within that day</i> wherever possible or pass on to CLT/DSL if urgent and serious.
Parent/carer – report of safeguarding/child protection issue	E-mail details to DSL cc Senior Assistant Headteacher (Behaviour) and Headteacher – a phone call to SSC to let DSL know there is a safeguarding issue; details on e-mail.	DSL <i>will contact parent/carer immediately</i> or pass onto Senior Assistant Headteacher (Behaviour) or Headteacher for immediate action.
Parent/carer – subject specific queries	E-mail to Curriculum Leader requesting that they make contact. Inform person know they will be in contact as soon as possible	Curriculum Leader should make contact <i>within 2 working days</i> .
Parent/carer – complaint against the College/member of staff	E-mail details to Headteacher’s PA	Headteacher <i>will respond asap</i> or delegate to CLT.
Parent/carer – Medical information on student	E-mail Medical Room and cc Senior Assistant Headteacher (Behaviour)/ SSC	
Media – requesting comments on an incident/interview	E-mail details to Headteacher’s PA	Headteacher <i>will respond asap</i> or delegate to CLT.
Parent/carer arrives in reception insisting to see member of staff immediately	Check to see if the member of staff is available to talk. If not	

	take details from parent and follow above procedure. Let parent know someone will be in touch.	
Parent, carer, visitor or member of public wanting to speak to/visit the Headteacher	All matters for the Headteacher to be passed to the Headteacher's PA.	In the absence of the Headteacher's PA, speak direct to the Headteacher.

Only in the most exceptional circumstances, i.e. where failure to act immediately will result in a safeguarding issue, are staff to be interrupted when teaching, attending meetings or similar.