

# VISITOR POLICY

CATEGORY	<b>Finance &amp; Estates</b>
POLICY OWNER	<b>Facilities Service Manager</b>
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## 1. Policy Purpose

The purpose of this policy is to safeguard all students and visitors under UWC Atlantic responsibility, at all times. The ultimate aim is to ensure that students can learn and reside in an environment where they are safe and feel safe from harm.

The Facilities Service Manager is responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with the Designated Safeguarding Person/s as appropriate. All breaches of this policy must be reported to the Facilities Service Manager.

### 1.1 Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to UWC Atlantic which is understood by the whole of the college community and conforms to child protection and safeguarding guidelines.

### 1.2 Scope of Policy and Awareness

The policy and awareness of the policy applies to:

- All staff
- All residents
- All external visitors including;
  - Governors and volunteers of the college
  - Parents and students
  - Staff and residents' visitors
  - Other education related personnel (County Advisors, Inspectors)
  - All external contractors visiting the campus
  - Alumni
  - Event attendees
  - St Donat's Nursery staff and parents
  - St Donat's Church attendees

## 2. Policy Statement

The college has a legal duty of care for the health, safety, security and wellbeing of all students and staff. This duty of care incorporates the duty to safeguard all students from

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subjection to any form of harm, abuse or nuisance. It is the responsibility of all staff to ensure that this duty is uncompromised at all times. Accordingly it is the policy of UWC Atlantic to have in place processes and procedures that ensure that these legal obligations are met and safeguard all students and visitors to the college as stated in the policy objectives

It is recognised that there can be no complacency where child protection and safeguarding procedures are concerned. The college therefore requires that all visitors (without exception) comply with this policy and all associated procedures. Failure to do so may result in the visitor's escorted departure from the college campus.

### 3. Policy Implementation

#### 3.1 Key Principles

Campus visitors aged 16 or over will be issued with an ID badge and lanyard (Appendix 1) which they are required to wear at all times when visiting the college. Event attendees, nursery parents/guardians and church visitors are exceptions to this rule due to the College holding contact details for these on a central system (Appendix 2).

UWC Atlantic encourages all staff and students within the college community to challenge anyone on campus who is not wearing a lanyard and is not part of a prearranged event.

Any visitors under 18 years of age must be accompanied by a parent, legal guardian or appropriate adult (with the exception of event attendees or residents' visitors).

Campus visits must be coordinated at least 7 days in advance. Visits that are not planned at least 7 days in advance are not guaranteed approval for entry to campus due to the College's safety protocols and our staff's availability.

Appendix 3 details how to apply for a visit to UWC Atlantic

#### 3.2 Roles and Responsibilities

Roles and responsibilities for the following groups are detailed in Appendix 4;

- Welcome Team
- Students
- Staff and residents

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- Visitors

### 3.3 Definitions

ANPR system - Automatic Number Plate Recognition system

InVentry Visitors Management System - this software is capable of producing reports which will be used in the case of evacuations, and it retains the names of visitors, times, host information, vehicle registration numbers, along with taking a photo of the visitor. The system is GDPR compliant.

### 3.4 Campus Access and Parking

Access for visitors is to be made only via the vehicular gate at Main Drive, unless alternative access has been pre-arranged by the college (i.e. contractors, large events).

Access for staff can be made via Main Drive.

Access for campus residents can be made via Main Drive or West Drive.

There is an Automatic Number Plate Recognition (ANPR) barrier system in place at Main Drive and Parc Wood.

Car parking is available on campus.

Visitors will be directed to the appropriate car park for their visit.

### 3.5 Driving on Campus

Whilst driving on campus, ensure that you ;

- do not exceed a speed of 10MPH
- signal when turning to indicate to pedestrians and other road users your intentions
- remain observant and vigilant. There are many areas where students and other pedestrians cross roads where there are no official crossings. These areas may be on bends, obscured by buildings, trees or other obstacles. Be cautious.

### 3.6 Restricted Access Areas

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Certain areas of campus are strictly restricted access; no visitors are permitted into these areas unless they are accompanied by a staff member, adult campus resident, have a valid DBS check or have pre-arranged college permission. These areas include;

- Classrooms & academic blocks
- Lower floor Sports Hall
- Staff room
- Swimming pool (indoor and outdoor)
- Health Centre
- First & second floor of the Castle

### 3.7 Prohibited Access Areas

Access to Student Houses is strictly prohibited with a two day exception being;

- on the first day of the academic year for IB1 and IB2 students, and
- graduation

where parent/guardian assistance with student arrival/departure may be required.

### 3.8 Daytime visitors to campus

The following day visitor process and procedures can be found in Appendix 5

3.8.1 Visitors to St Donat's Church

3.8.2 Visitors to St Donat's Nursery

3.8.3 Day Visitors to the College (excluding bulk load delivery drivers)

3.8.4 Bulk Load Delivery Drivers

3.8.5 Event Visitors

### 3.9 Overnight Visitors to the College

Requests for overnight visitors must be directed to Sarah Littlewood, Facilities Service Manager

[Each request will be assessed on an individual basis.](#) The process and procedures for overnight visitors can be found in Appendix 6

### 3.10 Visitors Departure from the College Campus

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When departing campus, visitors must report to the Welcome Team in the reception building, returning their ID badge and lanyard.

Visitors must sign out via the InVentry Visitor Management Software.

All visitors (with the exception of residents' visitors) must be off-site by 8.30pm, 7 days a week. Exceptions will be permitted when there are evening events pre-arranged with the college.

### **3.11 Unannounced Visitors to the College Campus**

All visitors to UWC Atlantic are required to be hosted by a student or staff member.

Should a host be unavailable at the time an unannounced visitor wishes to access campus, the visitor is advised to contact the college to arrange a more appropriate time to take part in a hosted visit.

### **3.12 Unidentified Visitors to the College Campus**

Any visitor who is on college premises not wearing an identity badge may be politely challenged by any member of the College Community.

The visitor should be escorted to the reception building where the Welcome Team will ensure that the appropriate visitor arrival process is followed.

### **3.13 Uncooperative Visitors to the College Campus**

In the event that a visitor becomes abusive/aggressive, they will be asked to leave the college campus immediately and warned that if they fail to leave the local Police Authority will be called.

The Welcome Team Leader, Facilities Service Manager or Silver Command should be informed promptly.

Uncooperative visitors will not be permitted to return to campus in the future.

## **4. Related Information**

### **4.1 Relevant Policies**

Safeguarding & Respectful Community Policy

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Fire Safety Policy

Site security and access Policy

Smoke Free Campus Policy

## 5. Policy Measurement and Reporting

The Visitor Policy is reviewed annually by the Finance & Estates Committee of the Board, the Facilities Service Manager and the Director of Operations & Sustainability, as part of the annual review cycle and as part of the whole College development plan. Part of this review process will consider to what extent the policy is being used as an active working document.

The policy is communicated to the school community electronically on **Every** and is available on the UWCA website.

## Appendices

### Appendix 1 - Visitor lanyard colour, required checks and campus access level

Role	Checks/ sign in process	Lanyard	Host	Access NOT permitted to;
Staff	<ul style="list-style-type: none"> <li>Enhanced DBS by college</li> <li>References</li> </ul>	Red	NA	NA
Governor or college approved volunteer	<ul style="list-style-type: none"> <li>Enhanced DBS by college</li> <li>References</li> <li>Announced via TOPdesk</li> <li>InVentry sign in</li> </ul>	Red	NA	NA
College day visitor (including alumni, parent/guardian, non-DBS checked contractor)*	<ul style="list-style-type: none"> <li>Announced via TOPdesk</li> <li>InVentry sign in</li> <li>Host contacted prior to permitted entry</li> </ul>	Pink	Staff/student host to fully escort visitor	Classrooms & academic blocks, 1st & 2nd floor of the Castle, Lower floor Sports Hall, Staff room, Swimming pool (indoor & outdoor), Health Centre, Student houses
DBS checked contractor listed on the <a href="#">approved list</a> *	<ul style="list-style-type: none"> <li>Company DBS</li> <li>Announced via TOPdesk</li> <li>InVentry sign in</li> </ul>	Green	NA	Access to pre-approved areas to carry out the role
Overnight visitor*	<ul style="list-style-type: none"> <li>Stay approved by Facilities Service Manager</li> <li>Announced via TOPdesk</li> <li>InVentry sign in</li> <li>Host contacted prior to permitted entry</li> </ul>	Pink (no DBS held)	Staff/student host to fully escort visitor until guest retires to accommodation for the night	Classrooms & academic blocks, 1st & 2nd floor of the Castle, Lower floor Sports Hall, Staff room, Swimming pool (indoor & outdoor), Health Centre, Student houses
		Green (DBS held)	NA	Student houses

St Donat's Church visitor - on regular congregation list*	None	None	St Donat's Church	Anywhere apart from the church
<b>Role</b>	<b>Checks/ sign in process</b>	<b>Lanyard</b>	<b>Host</b>	<b>Access NOT permitted to;</b>
St Donat's Church visitor - not on regular congregation list*	Sign in with InVentry	None	NA	Anywhere apart from the church
Bulk load delivery driver (unrestricted area)*	No sign in, Photographic identification must be checked on arrival	None	Staff	Anywhere apart from outside the delivery building
St Donat's Nursery visitor - on regular visitor list*	None	None	St Donat's Nursery	Anywhere apart from the nursery
St Donat's Nursery visitor - not on regular visitor list*	Sign in with InVentry	None	St Donat's Nursery	Anywhere apart from the nursery

\*All of these visitors must be expected to provide formal, photographic identification, which could be passport, driver's licence, national identity card or company identity card

## Appendix 2 - Event visitor access details

Type of event	Eventbrite, TOPdesk or Spreadsheet guest list	InVentry sign in?	College ID/pass issued
1st/2nd year parents arrival	Student name spreadsheet from iSAMS	No	None
International show	Eventbrite	No	Wristband
CAS experiences	Spreadsheet guest list or TOPdesk	Yes	InVentry visitor badge & lanyard
Weekly Hire (pool, dance, etc.)	Spreadsheet guest list	No	None
Leavers Ceremony	Eventbrite	No	Wristband
One-off events (concerts, christmas fayre, cinema, etc.)	Eventbrite	No	Wristband
Weddings	Spreadsheet guest list	No	None
Reunion	Eventbrite	No	Event lanyard
Summer Education Programme (residential courses)	Spreadsheet guest list	No	Event lanyard

### Appendix 3 - How to apply for a visit to UWC Atlantic

- If you are a friend or family member of a current UWC Atlantic student, then you can coordinate your visit through the Head of Student Life, or your student can coordinate this for you.
- If you are a UWC Atlantic alum, you will need to contact our Philanthropy department at the email address [philanthropy@uwcatlantic.org](mailto:philanthropy@uwcatlantic.org) . Arrangements will then be made for Student Ambassadors to show you around the college campus based on availability.
- If you are interested in admissions to the college, you will need to contact our admissions team on [admission@uwcatlantic.org](mailto:admission@uwcatlantic.org) . Arrangements will then be made for Student Ambassadors to show you around the college campus based on availability.

### Appendix 4 - Rules and responsibilities prior to arrival, on arrival and on departure

- Welcome Team
  - Greet all visitors on arrival, ensuring that the appropriate visitor arrival process is followed.
  - Only issue Sateon access cards to DBS checked visitors who are permitted unauthorised access to college areas.
- Students
  - Ensure all visitors are over 18 and their visit is authorised by the Head of Residential Life. In some cases authorisation may be required from the students' parent/guardian.
  - Students are responsible for welcoming their visitor/s and escorting them throughout their visit to campus.
  - Students are responsible for ensuring their guests do not enter prohibited or restricted areas as per points below.
  - Students are responsible for ensuring their visitors have departed campus by curfew which is 8.30pm, 7 days a week.
- Staff and residents

- ensure all visitors (business or personal) and deliveries are announced to the Welcome Team by completion of the TOPdesk Visitor Module, which can be found via the college intranet - <https://uwcatlantic.topdesk.net/tas/public/ssp/>
- who are responsible for approving student visitors (i.e. Head of Residential Life) must ensure that they log the students' visitors via the TOPdesk Visitor Module.
- are responsible for welcoming their visitor/s and escorting them throughout their visit to campus, or ensuring that the correct college enhanced DBS checks have been carried out as per Appendix 1, if the visitor is authorised to be unaccompanied.
- are responsible for ensuring their visitors have departed campus by escorting them to the reception building to sign out, or in the case of deliveries the staff member or resident should phone reception so they are aware to expect the driver to exit the campus.
- Visitors
  - Report to the reception building at Main Drive on arrival to campus, providing identification as required.
  - When departing campus, visitors must report to the Welcome Team in the reception building, returning their ID badge, lanyard, any keys issued and also to sign out via the InVentry Visitor Management Software.

## Appendix 5 - Process for daytime visitors to UWC Atlantic

- Visitors to St Donat's Church
  - A list of regular congregation members will be provided by the church warden, with members listed having completed the '[ANPR application form](#)'. The associated vehicle registration plates will be entered into the ANPR system, allowing access to St Donat's Church at a specific time without the requirement to sign in via the InVentry Software.
  - Visitors wishing to access St Donat's Church in a vehicle who are not on the regular congregation members list, will be required to sign in via the InVentry Software, where they will read and accept the college Visitor Agreement, provide their name, contact telephone number and vehicle details if applicable. Exceptions will be permitted for events pre arranged with the college such as weddings or funerals.

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- Visitors may be required to provide one form of formal photographic identification on arrival.
  - Visitors wishing to access St Donat's Church on foot will be directed to use the bridleway, entering via West Gate.
  - All St Donat's Church visitors must be off-site by 8.30pm, 7 days a week Exceptions will be permitted when there are events pre arranged with the college.
- **Visitors to St Donat's Nursery**
    - A list of regular visitors will be provided by the Nursery Manager, with the members who are listed having completed the '[ANPR application form](#)'. The associated vehicle registration plates will be entered into the ANPR system, allowing access to St Donats Nursery at specific times without the requirement to sign in via the InVentry Software.
    - Visitors wishing to access St Donat's Nursery who are not on the regular visitors list, will be required to sign in via the InVentry Software, where they will read and accept the college Visitor Agreement, provide their name, contact telephone number and vehicle details if applicable.
    - Visitors may be required to provide one form of formal photographic identification on arrival.
    - St Donat's Nursery visitors must only access the nursery to collect or drop off children, leaving campus immediately following this. Exceptions will be permitted when there are events pre arranged with the college.
- **Day Visitors to the College (excluding bulk load delivery drivers)**
    - All visitors must report to the reception building at Main Drive. No visitor is permitted to enter the college campus via another entrance unless this has been pre-arranged by the college.
    - At reception, visitors must state the purpose of the visit and who their staff or student host is.
    - All visitors need to sign in using the InVentry Software where they are required to read and accept the college Visitor Agreement, provide their name, company details, host name, vehicle details and contact telephone number as applicable.

- Visitors may be required to provide one form of formal photographic identification on arrival.
  - All visitors are required to carry with them their InVentry photo ID badge and lanyard, which must remain visible throughout their visit.
  - Contact with the visitor's host will be gained prior to the visitor accessing the college campus. The host will be responsible for the visitor whilst they are on campus.
- **Bulk Load Delivery Drivers**
    - Furniture, large items or residents' food deliveries will be permitted access to unrestricted areas of campus where the staff member accepting the delivery is contactable.
    - All deliveries must be announced to the Welcome Team by completion of the TOPdesk Visitor Module, which can be found via the college intranet - <https://uwcatlantic.topdesk.net/tas/public/ssp/>
    - Delivery drivers will be required to provide one form of formal photographic identification on arrival.
    - Vehicle and driver access will be monitored by CCTV as far as practically possible.
    - The staff member or resident should phone reception so they are aware to expect the driver to exit the campus.
- **Event Visitors**
    - Visitors for on-site events are to remain within the confines of the event taking place and must not wander around college grounds unless this has been prearranged as part of the event (i.e. Castle Tours). College event organisers must provide a guest list to the Welcome Team in advance of the event, with names being checked as visitors arrive.
    - There is no requirement to sign in via InVentry as the guest list provides the names of all attendees.
    - See **Appendix 2** for the access details of different events.

## Appendix 6 - Process for overnight visitors to UWC Atlantic

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- Authorised overnight visitors will be accompanied by their staff/student host as far as possible throughout their stay. The host is accountable for their visitors during their time on campus and in ensuring visitors adhere to the Visitor Policy.
- All guest accommodation is ensuite or has its own designated bathroom within the accommodation. Student bathroom and toilet facilities are not to be used by overnight visitors.
- Students are not permitted access to the overnight guest accommodation.
- Check out of visitor accommodation is by 10am the morning of departure. Luggage may be left at reception with the Welcome Team.

#### **Appendix 7 - Additional guidance for overnight visitors (to be displayed in guest accommodation)**

*Safeguarding is of paramount importance to the UWC Atlantic Community. The college campus is home to our students during term time and as such, it is important that anyone visiting the campus overnight supports our efforts to maintain student safety. There is a clear safeguarding policy in place and all guests are required to familiarise themselves with this. Any safeguarding concerns must be reported to the Designated Safeguarding Person or Deputy Designated Safeguarding Person who can be contacted via the Welcome Team (Reception).*

*Guests who have been invited to stay overnight are required to remain in their sleeping quarters whilst unsupervised. Your host will arrange for you to be escorted to and collected from your room. Please ensure that you are clear about these arrangements prior to retiring for the night.*

*Guests are not permitted to access student boarding houses at any time of day or night. Guests are also required to use the facilities within their own accommodation.*

#### **Appendix 8 - Additional guidance for event visitors (to be communicated to students in advance of the event by the AEx department of the college)**

- *Date, Time, Location, Type of Event*
- *The event is open to members of the public.*
- *Guests have not undergone DBS safeguarding checks and therefore students are advised to be vigilant regarding personal safety.*
- *The event will take place in X spaces and students are advised to avoid these areas unless involved in the event.*
- *Guests have been directed to use X toilets during the event and students are requested to use alternative facilities during this time.*

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- *Guests are prohibited from accessing other spaces outside of this event.*