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# Bury College Policy and Procedures

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## Visitor Procedures v1.5

## 1. Introduction & Purpose

To ensure the safety of all College staff, students, and visitors and on-site contractors, as well as the College property, grounds and equipment, by outlining the process that all individuals who visit the College campus or buildings should follow.

The college understands it has a duty of care, so far as is reasonably practicable, to ensure the health, safety, welfare, and security of all its staff and students and this duty incorporates the duty of safeguarding all students from subjection to any form of harm, abuse or nuisance.

The college will welcome all visitors, including parents, guardians, and all others, in a friendly and professional manner. Visitors are expected to comply with the following procedures, failure to do so may result in the escorted departure from the College premises.

All visitors to the College buildings must be informed of the Emergency procedures and Accident Reporting procedures on arrival.

The College has a No Smoking Policy in all its buildings, this includes the use of Electronic Cigarettes and Vaping devices. Smoking and Vaping is not permitted anywhere on site.

**Note:** This document relates to normal College learning/teaching days and not during an organised event where visitors to the College will be permitted on site with limited supervision. These visitors will be monitored and coordinated by event staff.

## 2. Definitions

**Visitor** – an individual who has, on occasion, a need to visit a College campus and is not normally employed, studying or working for a third party on behalf of the college.

**College** – any building or centre that is part of, owned or leased by Bury College where an individual may wish to visit.

## 3. Implementation

These procedures should be read by all staff and adhered to by staff, students, contractors, and visitors to the College.

This document must be reviewed and authorised by SLT and implemented accordingly to ensure all staff are made aware of its contents and that they have read and understood it.

## 4. Responsibilities

### 4.1 College staff or representative expecting a visitor

- Ensure that appropriate instructions are provided to the visitor(s) prior to their arrival at the College. Including, report to the relevant Reception area where they will be asked to sign in, read the visitor information (displayed on the reverse side of their visitor pass, or on nearby poster, **Appendix A and B**) and ask for whoever they are here to visit.
- Ensure that you have informed Reception staff of expected visitors.
- Meet your visitor at reception and ensure that the visitor has obtained a visitor pass and wears it on College grounds for the duration of their visit.
- Assist the visitor with any emergency responses or assistance they require, and ensure they receive relevant treatment if involved in an incident or accident. Report/record the incident on an accident report form.

- In the event of a fire alarm activation, escort the visitor(s) to the designated assembly point.
- Ensure that the visitor is accompanied at all times whilst on site.
- Ensure that any visitors going into hazardous curriculum areas such as workshops, labs, kitchens etc, have been authorised to do so by the appropriate curriculum director and any required PPE is pre-arranged with the department technician/lecturer prior to the visit. Ensure that the visitor is accompanied by the relevant member of College staff for the duration of the visit.
- Escort visitor(s) back to reception and that they have signed out on the conclusion of their visit and handed in their visitors pass prior to leaving the building.

## 4.2 Reception Staff

- To ensure all visitors reporting to Reception are welcomed in a friendly professional manner.
- Provide necessary briefing of the College visitor procedure including:
  - (a) Fire Safety information
  - (b) First Aid and accident/incident reporting procedure
  - (c) Welfare facilities (i.e. toilets, washrooms etc.)
- Sign in with all required information:
  - (a) Date and time
  - (b) Name of Visitor
  - (c) Company they represent (where applicable)
  - (d) Whom they are visiting
  - (e) Reason for visit
- Inform visitor that they wear their visitor pass at all times whilst on campus.
- Collect visitors pass on completion of their visit.
- Ensure all contractors have first signed in at Estates Reception at Beacon on arrival, if not, they must be directed to Beacon B Building to sign in with a member of the Estates Site Team.

### 4.2.1 Woodbury Reception

Individuals wishing to visit the **Woodbury Centre, University Centre, A-Level Centre, or Health & Digital Centre**, must report into **Woodbury Centre Reception**.

- Staff from the A Level Centre should arrange to meet their visitors at Woodbury Centre Reception following the procedure as stated above in **Section 4.1**, and escort them to where they need to meet/visit.
- Following the conclusion of the visit, staff should then escort the visitors back to Woodbury Reception and ensure they sign out and hand their visitors pass into Reception.
- Staff who have arranged for visitors to the Enterprise Centre should follow the procedures as set out above in **Section 4.1**.
- University and Health & Digital visitors should sign in at Woodbury and can either wait in Woodbury Reception until their contact has come to greet them or wait at the security barriers at University and Health & Digital Centre entrances to be collected.
- Visitors must sign out at Woodbury Reception and hand in their visitor pass.

### 4.2.2 Millennium Reception

Staff arranging for visitors to **Aspire, Beacon, Construction Skills, Endeavour, Innovation, Millennium, Prospects**, and the **Sports Centres** should be made with

**Millennium Centre Reception** and following the procedures as set out in **Section 4.1** of this document.

- Visitors must wait in Millennium Reception to be collected by their contact.
- Visitors should be instructed to wear their visitors pass at all times on College campus and grounds, including between Bury College buildings.
- Security Staff will direct visitors to Millennium Reception on arrival at Millennium security hut/car park.
- Visitors must be escorted back to Millennium Reception on completion of their visit, signed out and return their visitor pass.

#### **4.2.3 Hair & Beauty Reception**

External clients to the Hair & Beauty department are by appointment only.

For day clients (before 5pm):

- Upon arrival they get ticked off the list from the diary and given a visitor lanyard.
- For those who are not on the list, they sign in as a normal visitor and given a lanyard. They are asked to wait in the foyer.
- All clients are then escorted across by a staff member from H&B, students are not allowed to escort their clients.
- After treatment they are escorted back to reception by a staff member.

For evening clients (after 5pm):

- Clients are able to park in the car park as the barriers are lifted for Power League customers and they will be buzzed in at the H&B Reception door, as the doors are put on 'exit only' after 4.45pm.

#### **4.2.4 Estates Reception**

**Contractors** carrying out works or surveys on college grounds must sign in at the Estates reception located within Beacon Building on arrival. Security should hold contractors at the guard hut while they contact the Estates Site Team to confirm that the contractor can be allowed onto site at that time.

- Once confirmed, security should direct the contractors to the dedicated contractor parking bays outside the Estates Reception.
- A member of the Estates Team must meet the Contractor at the Estates Reception to sign them in, complete any necessary paperwork and give each person a visitor lanyard.
- RESET member contractors must also sign in on the RESET access terminal located within the Estates Reception area.

#### **4.3 Power League and Fisherfields Nursery**

- Visitors to Powerleague and Fisherfields Nursery are the responsibility of the respective building managers. All Powerleague visitors should report to the Security Hut at Millennium car park entrance during the hours of 8am-5pm to sign in and will be directed to the building. Fisherfields Nursery visitors must access the Nursery via the rear gate from Westminster Street. Only in exceptional circumstances will they be permitted to enter via Millennium car park, where contact will be made directly with the Nursery to ensure safe passage of their visitor.
- Bury College cannot take responsibility for the behaviour of individuals visiting Powerleague or Fisherfields Nursery buildings but has the right to escort visitors off

the College car parks or grounds if there are reports of damages to College property and, if necessary, report any disturbance to the police.

#### **4.4 Staff Responsibilities**

- Staff are required to wear a visible lanyard at all times whilst on College campus.
- Staff have a responsibility to inform Reception at Woodbury or Millennium if they are expecting visitors.
- If parking is specifically required, requests must be emailed to the Deputy Principal or Assistant Principal (Personal Development, Vocational & Foundation).
- Staff expecting visitors should ensure that they adhere to the procedures as set out in this document in **Section 4.1** above.
- Staff are responsible for challenging any visitor on the College premises who is not wearing a lanyard or carrying a visitor pass – if someone is not in possession of a visitors or contractors pass and are on College premises, they should be escorted to reception or reported to Security.
- It is the responsibility of all staff to ensure the safeguarding of the College students and that this procedure is followed. Staff should inform their line manager if they feel this has been compromised.

#### **4.5 Student responsibilities**

- Students are required to wear a visible lanyard at all times whilst on College campus.
- Visitors to students should wait at Reception until the student has been called/collected.
- Students should report to reception or security, if they suspect any suspicious behaviour from visitors or strangers on campus.

#### **4.6 Students/Staff bringing child visitors to site**

- All children below the age of 16 years visiting the College must be accompanied by an adult.
- Children should be signed in at reception (Woodbury or Millennium) by parent/carer
- To avoid risk of injury, children must be escorted through barriers, turnstiles, or speed gates by parents/carers.
- Children must be supervised at all times.
- Staff who are expecting visitors should be made aware that the visitor has a child or children with them – Reception staff should inform the staff member when visitors arrive with children.

#### **4.7 Security Staff**

- Security staff to ensure all visitors have been signed in at required reception prior to entering the turnstile/speed gates.
- Security to ensure that visitors are wearing visitor ID badge and to challenge anyone where it is not being displayed or not visible.
- Security staff have the right to refuse visitors entry to the College buildings if they are considered a threat or are known to be suspended, expelled or unwelcome.

### **5. Associated Documents**

- Bury College Safeguarding Policy

- Bury College Health & Safety, Welfare Policy
- Bury College Fire Strategy
- Bury College Accident First Aid Procedures
- Bury College Visible ID Policy and Procedure
- All other policies, procedures or documents pertaining to visitors to the College

## 6. Monitoring, Review and Evaluation

These procedures will be reviewed in 3 years and amended where applicable, or if there are any changes to the process and/or changes in legislation.

## 7. Appendix A – Visitor ID badge and safety information:

All visitors to the College will be provided with a temporary paper visitors badge and lanyard.

The badge will display the Bury College logo, date and state “VISITOR” on the front.

The reverse side of the badge will show the Emergency procedures as below:

### *Please read and observe the following:*

Security:	Visitors are requested not to enter classrooms unless with a member of staff.
Emergency:	In the event of emergency or evacuation, please follow the instructions of your host or follow the emergency signs to leave the building immediately by the nearest exit. Do not use lift.
Smoking:	Please observe our no smoking policy.
Accidents:	Please report any accidents or injuries to reception.
Evening Visitors:	If you are visiting us after 5pm please report any accidents/incidents (including any of a Safeguarding or Equality & Diversity nature) to Woodbury Reception where a duty manager can be called for assistance.

## 8. Appendix B – Visitor ID badge and safety information during any outbreak or pandemic, (including Covid-19) following the current government guidelines;

All visitors to the College will be provided with a temporary paper visitors sticky label.

The badge will display the Bury College logo, the visitor name, date and state “VISITOR” on the front.

There will be an A3 poster located at reception that they will be directed to read upon arrival, showing the Emergency procedures below:

### *Please read and observe the following:*

Security:	Visitors are requested not to enter classrooms unless with a member of staff.
Emergency:	In the event of emergency or evacuation, please follow the instructions of your host or follow the emergency signs to leave the building immediately by the nearest exit. Do not use lift.
Smoking:	Please observe our no smoking policy.
Accidents:	Please report any accidents or injuries to reception.
Evening Visitors:	If you are visiting us after 5pm please report any accidents/incidents (including any of a Safeguarding or Equality & Diversity nature) to Woodbury Reception where a duty manager can be called for assistance.

## 9. Appendix C Visitor Parking Arrangements

There is a small amount of parking available for visitors at the college, which is strictly limited. All authorised visitor parking is located within the Bury Athletic Club car park and is managed as part of the College's safeguarding and site security arrangements.

No parking is available for parents or students/prospective students. Parking is only available for visitors whose attendance has been approved through the process below.

All parking requests must be submitted at least 48 working hours in advance by the relevant College manager from the department being visited via the approved online system. Requests submitted by email or telephone will not be accepted. Requests made directly to members of the Customer Services or Reception team will not be accepted. The hosting department is responsible for ensuring that parking is requested only where necessary and that appropriate safeguarding considerations have been applied. Approval will be determined by the Deputy Principal and the Assistant Principal/Designated Safeguarding Lead. Submission of a request does not guarantee approval.

Visitors who have received approval must make contact with the College via the security buzzer located at the running track upon arrival. Access to the car park will only be granted once approval has been confirmed, and visitors will be directed to a clearly identified parking space.

Following parking, visitors must report immediately to Millennium Reception to sign in. Visitors will be issued with a visitor pass, which must be displayed clearly on the vehicle windscreen. Visitors must also wear their red visitor lanyard at all times whilst on site.

Visitors with an approved parking space are expected to drive safely and responsibly at all times and to remain vigilant and mindful of other vehicles and pedestrians, in line with the college's safeguarding responsibilities.

No visitor parking will be authorised in the Woodbury or Millennium car parks under any circumstances.

Visitors who arrive without prior approval for parking will not be granted access to the car park and will be redirected to the Council pay-and-display parking facilities on Trinity Street or street parking.

All visitors are required to comply fully with the college's Visitor Policy and all associated safeguarding, security, and site procedures at all times while on College premises.