



## VISITOR PROTOCOL

SLT Responsible Person: Headteacher

Date of Policy: January 2026

Date to be reviewed: January 2027

Published: Website/Staff Intranet

**To be read in conjunction with:** Child Protection and Safeguarding Policy (TPAT)  
Parent and Visitor Code of Conduct Policy (TPAT)

**Appendix 1: Child Protection and Safeguarding Children**

## Introduction

The College takes its responsibility for the safeguarding of students and staff very seriously. It is therefore important that staff and visitors follow the protocols below. 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.

The College's procedures and protocols apply to:

- Visitors
- Staff

## Visitor Protocols

A visitor is defined as any person seeking to enter the College premises, who is not a student currently enrolled at the College or an employee of the College. This will therefore include governors, contractors, volunteers, work experience placements and student placements.

All visitors to the College are requested to comply with the following:

- Report to a Reception on arrival, show some form of ID (preferably photo ID) and sign in using the iPAD.
- Read and acknowledge the College's safeguarding statement (**Appendix 1**).
- Be made aware of the fire evacuation procedures.
- Wear a College Visitor's Pass throughout their visit (Members of the Local Monitoring Committee should wear their College ID badge).
- 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). Visitor passes will have **red lanyards** for accompanied visitors; **green lanyards** will be used for those visitors who are authorised to be unaccompanied.
- Use designated staff toilets only.
- Return the Visitor Pass to, and sign out at, a Main Reception on completion of their visit.

## Exemption to Visitor Protocols

Parents/carers or visitors who have been invited to visit the College as part of a scheduled open house, special event, scheduled performance by students or adults in organised and College approved activities during out of College hours are exempt from these requirements.

## Staff Protocols

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

- Wherever possible, if a member of staff is expecting a visitor, they should inform Reception as early as possible.
- Visitors should be made aware of emergency procedures by the member of staff supervising their visit.
- Visitors whose purpose is to work with students in some capacity must have an enhanced DBS check 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, Prevent and Equal Opportunities legislation.
- Visitors who are parents/carers of prospective students are to provide the name and age of the prospective students, and the purpose of their visit, when signing in at a Reception.

- Visitors whose purpose is to conduct maintenance, repairs etc to the College site must follow the visitor protocols listed above.
- Visitors not wearing a Visitor's Pass should be politely challenged (if considered safe to do so), to ask who they are, their business at the College and to be accompanied to a Reception, where appropriate, to sign in.
- If it is not considered safe to challenge the person, staff must report the situation to a senior member of staff immediately.
- Students from Years 7-11, who are acting as guides or ambassadors, should always work in pairs.
- Students should be encouraged to direct visitors to Reception and to report immediately any visitor who is not appropriately 'badged'.

#### **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 prior to formally agreeing the visit, to discuss arrangements. The Designated Safeguarding Lead 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 protocols above are complied with, as they apply equally to all visitors.
- Any visitor who is not 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.

#### **Reception Protocols**

##### *Protocol for all Visitors*

- Ensure all visitors, including parents/carers, report to a Reception.
- Check the identity of the visitor and purpose of their visit.
- Issue the Visitor's Pass.
- Request car registration details, if using the College car parks.
- Ask the visitor to wait in the seated area of Reception.
- Contact the respective member of staff who will be meeting/hosting the visitor.

##### *Protocols for Large Groups*

If an event / meeting is organised by a senior member of staff to be attended by more than 10 visitors within the normal College session times, the member of staff will:

- contact the expected attendees and agree to meet them at a specified location, which will most likely be reception or, on occasions, the event venue
- provide reception with the list of expected attendees, well in advance of the visit, and inform reception that those visitors will not be required to follow the normal sign in procedures
- take a register of those present and retain it in the event of the need to evacuate the site
- return the register of attendees to Reception upon their departure

### 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 a Reception, irrespective of the reason for their visit, and not enter the main building.

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 Arbor. The parent/carer must then wait for their child in the seating area of a Reception.

### Protocol for visiting sports teams

- Reception will be informed of the fixture prior to the visit
- The lead host PE Teacher/Member of Staff will sign in and out and will be issued with a visitors badge. The host PE Teacher/Member of Staff will keep a register of the group visiting.
- Visiting staff/children needing toilets etc will be escorted to the North Site Reception and use the "easy access" toilets in the foyer. They will not enter the main building.
- Procedures in the event of a fire alarm will be explained by the host PE staff.

### 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 the "all visitors" protocols above are complied with, as they apply equally.

### Protocol for Agency and supply staff

All Agency supply staff are to report to the North Site Reception and their photo ID and proof of names and addresses checked. The Reception staff will ensure that they follow the protocols for signing in and issue a Visitor's Pass, which they are to wear at all times (and return to the Reception when they sign out of the College). They will be issued with a pack containing information about the College procedures, site details, and information on the classes to be covered during the day.

### 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 interview candidates

The protocol for "all visitors" is to be followed for interview candidates. Reception will ask the candidates to wait in the seating area of Reception and notify the Personnel Officer of their arrival.

### Protocol for Members of the Local Monitoring Committee Visits

The protocol for "all visitors" is to be followed for visits by members of the Local Monitoring Committee with the exception of issuing a Visitor's Pass; all members of the Local Monitoring Committee should be in possession of College ID. Should a member not have their pass, they are to be issued a Visitor's Pass.

*Protocol for Truro and Penwith Academy Trust staff*

All staff within the Truro and Penwith Academy Trust visiting the College are required to swipe in and out using their ID badge if it contains a QR code or sign in manually via the iPad. QR code readers are available (within the iPad) at North Site and South Site Reception. Any staff not carrying this kind of ID will be required to register at North Site or South Site Reception with a member of staff via the iPad.

*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. Separate arrangements may be in place for individual inspectors and this should be confirmed with the Headteacher’s PA.



## Appendix 1

### CHILD PROTECTION & SAFEGUARDING CHILDREN

1. All children have a right to be safe no matter who they are or what their circumstances
2. Keeping children safe is everyone's responsibility.
3. We all need to listen to children even though we may not always be comfortable with what we hear.

- It doesn't matter if you are a paid worker, a volunteer or a member of the community, you have a responsibility to act if you are worried about a child.
- Each agency will have someone who has a responsibility for child protection and safeguarding issues - they have had training to know what to do next.
- It is not your responsibility to investigate concerns about welfare of a child, but you should tell the appropriate person within your organisation. It will be this person's job to decide how to respond to these concerns. If necessary, they will speak to Children's Social Care or the Police.
- In all cases, sharing concerns is critical, no matter how insignificant they may seem. The concerns that you have may make up part of a bigger picture which could help to prevent serious harm to a child. Giving families help at an early stage can prevent problems from becoming more serious, or recurring.

### PREVENT STRATEGY

Schools have a responsibility to ensure that children are kept safe from:

- Ideologies which sanction, encourage or require violence or hatred towards others
- People being drawn into terrorism
- Radicalisation leading to the above

Such views have no place in our college community or society as a whole.

### WHO SHOULD I TALK TO IF I HAVE CONCERNs ABOUT A CHILD?

Name: Mr Andrew Oates

Role: Designated Safeguarding Lead

Phone: 01326 572685 (Ext 274)

Name: Mrs Charlene Price

Role: Deputy Safeguarding Lead

Phone: 01326 572685 (Ext 329)

Name: Mr Anthony Squires

Role: Deputy Safeguarding Lead

Phone: 01326 572685 (Ext 357)

If the College staff are not available you can contact:

South West Child Protection Procedures [Welcome to the South West Child Protection Procedures \(trixonline.co.uk\)](http://Welcome to the South West Child Protection Procedures (trixonline.co.uk))

Our Safeguarding Children partnership (OSCP) website

<https://ciossafeguarding.org.uk/scp>

|  |               |
|--|---------------|
| Emergency Services                     | 999           |
| Devon and Cornwall Police              | 101           |
| Multi Agency Referral Unit (MARU)      | 0300 1231 116 |
| MARU out of hours                      | 01208 251300  |
| CIOS Safeguarding Children Partnership | 01872 324218  |

### EMERGENCY EVACUATION PROCEDURES:

On hearing the evacuation alarm, please leave the building by the nearest exit and do not re-enter the building until given clearance to do so. There are three assembly points depending on which site/building you are visiting, these are:

- **North Site:** In front of Reception on the path between the hardstanding courts.
- **South Site:** The tennis courts at the back of A Block by the BTEC buildings.
- **Post 16 Site:** The Post 16 car park.

Please report to the person (with the i-pad) who is responsible for checking all visitors are accounted for.

Please ensure that you sign in and sign out again when leaving the site.