



Leeds Language College Ltd.

TEMPORARY VISITOR POLICY

1. This Temporary Visitor Policy applies to:

1. All potential learners visiting the college for information, their spouses, partners or members of their family,
2. All parents, spouses, family members and friends or acquaintances of staff and students,
3. All interns and volunteers,
4. All Contractors and Tradesmen,
5. All other education related personnel (e.g. Advisors, Inspectors, agents, publishers, sales representatives, etc.)
6. Members of the public including all other external visitors entering the school site during the school day or during out of school activities (e.g. social activities).

2. We would like to ask all visitors to the college to be aware of the following:

1. All visitors must use the doorbell to request access to the reception area. The Reception team and college staff should check who is ringing before allowing the visitor access to the premises. Once on site, all visitors must report to reception. No visitor is permitted to enter the building via any other entrance under any circumstances.
2. Language used at the college must be respectful at all times. We do not tolerate racist, sexist, homophobic or discriminating language or attitudes in any other way. If you use inappropriate or disrespectful language you will be reported to the college welfare team and if you yourself receive any racist, sexist, homophobic or discriminating comments, please report them to the reception desk.
3. We do not allow bullying, abuse, disrespect or intimidation of any kind, whether stated personally, in writing, by email, by phone or online. All such incidents will be dealt with through our disciplinary procedures and in serious cases the matter will be referred to the Police for investigation.
4. We encourage the use of English on college premises. Learners, staff and visitors are not permitted to use any language to deliberately exclude another student, member of staff or visitor.
5. At reception, all visitors must state the purpose of their visit and who has invited them. On visiting the college you may be asked for personal information and proof of identity to ensure Safeguarding, Health and Safety and Immigration regulations, policies and procedures are followed correctly and all appropriate checks are made by our staff. If you refuse to present the documents you are asked for or refuse to give the information required to deal with your query, we may not be able to help you and you may be asked to leave the premises.
6. Any person without a current DBS check cannot be left unsupervised with children, young learners or vulnerable adult learners.

7. All visitors with appointments will be asked to sign in on arrival at the college and to sign out on departure from the college.
8. Access codes to the building are given to staff only and are confidential. Codes must not be divulged to external visitors or students.
9. Under age learner cannot be taken out of class time by parents or family members. If it is necessary for an under-age learner to leave college premises early, only the designated guardian on file at the college will be permitted to collect the young learner and only after giving advance notice of this to welfare staff. The guardian will be asked to come to the college in person, show proof of identity and to write a note explaining why they are collecting their child. They will then collect their child under the supervision of a designated member of staff.

3. Contractors and Tradesmen:

1. All contractors and tradesmen must be supervised at all times by a member of staff.
2. No contractor or tradesman is permitted to work in, or move around the school, unsupervised when under-age or vulnerable learners are on site.
3. Cover teachers or temporary teachers will be employed on the same terms and conditions as permanent members of staff.

4. External Visitors

1. A member of staff inviting an external visitor to the college must ensure that the reason for the visit is clear.
2. The member of staff arranging the visit must meet the external visitor in the reception areas and not leave them unsupervised when under-age or vulnerable learners are on site.
3. Reception and administrative staff need to be informed of the presence and remit of the visitor.
4. The member of staff inviting the visitor must ensure their visit meets Health and Safety guidelines and that they are supervised at all times.
5. Each visitor coming for an appointment to the college will be issued with a badge. This must be visible at all times as their identification badge on premises. Visitors will then be escorted to their point of contact or their point of contact will be asked to come to reception to receive the visitor. The point of contact will be responsible for the visitor while they are on-site. Visitor who approach the reception desk for information purposes only will be supervised by administration staff.
6. The visitor must not be allowed to move around the school unaccompanied.
7. The visitor must not be given access to any confidential documents or resources at the college.
8. The visitor must not be left unsupervised in any of the offices or staff room.

Departure from the college:

1. All visitors must leave via reception.
2. All visitors must sign out on departure and return their identification badge at the reception desk.

5. Unknown and Uninvited visitors to the college

1. In a very small number of occasions, a visitor who is unfamiliar with the school may unwittingly gain access. The school will treat all visitors politely, but will ensure the safety of learners and staff.
2. Any visitor to the school site who is found beyond the reception desk and is not wearing an identity badge should be asked politely to enquire who they are and what the nature of their business is on the school site.
3. If the visitor has a valid reason for their visit they should then be escorted to reception to sign the Visitors Book and be issued with an identity badge.
4. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and either the reception staff or senior member of staff is then informed promptly. A decision will be made whether it is necessary to inform the police.
5. If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.
6. The presence of an unwanted visitor in a school or school grounds may be a criminal offence.

7. Linked Policies

This policy should be read in conjunction with other related school policies, including:

- Under 18's Safeguarding Policy
- Health and Safety Policy
- Data Protection, Broadcasting and Copyright Policy
- Safer Recruitment Policy
- Fire Drill Procedures

We would ask you to follow these guidelines. If you feel they have been breached, please do not hesitate to speak to your contact in the college, who will ensure that the matter is followed up. Leeds Language College Ltd., is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.