



# INTERNAL PROCEDURE

**Title: Visitor Process and Identity Cards (Students, Staff and Visitors)**

**Policy Holder: Assistant Principal Student Services**

**SMT Owner: Principal**

**Version No: 9**

**Last Reviewed: August 2024**

**Accessibility:** If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

**Further information:** If you have any queries about this policy or procedure, please contact the named policy holder.



Version Control Document				
Review date	Version	Originated by	Changes	Approved
March 2015	1	HRH		Exec and AMB
August 2015	2	HRH	Annual update - No changes, addition of point 5 has been confirmed by TEN Executive	
September 2015	2	HRH	Updates to Volunteers section and to 3 <sup>rd</sup> Party Associates 3a and 3b	Exec and AMB
October 2015	3	HRH	Updates to Volunteers section and to 3 <sup>rd</sup> Party Associates 3a and 3b and 4 Contractors Appendix added 22.10.15 added definition of open and extended opening hours to link with Site Safety Strategy	Exec 12.10.15 AMT 12.10.15 CMT 14.10.15  Exec 26.10.15
July 2016	4	HRH	Update to Visitors, 3 <sup>rd</sup> bullet point and change to appendix 1 re DSL nomenclature, and contractors point 3 Removal of extended opening hours Sent to Director NES HR for comment 19.07.16 Questions highlighted in yellow for DSL monthly mtg Added ID card procedure	With JD 21.07.16 Sent to DSL pack 25.07.16 Revised update sent to DSL monthly mtg pack on 09.08.16
Feb 2017	5	HRH	Updates to 3 <sup>rd</sup> Party Associates and contractors following meeting with Hilary Bright and Jacky Sturman	Approved by Exec and AMT 20.02.17
Aug 2017	5	HRH	No significant changes, annual update only	Exec pack in September 1718
Aug 2018	5	HRH	Removed Gym	Exec pack 03.09.18
Dec 2018	5	HRH	Following audit feedback	Email to CP
Aug 2019	5	HRH	No significant changes, annual update only	
Sept 2020	6	HRH	COVID-19 Control Measures highlighted in blue	
Sept 2021	7	HRH	COVID-19 Control Measures highlighted in blue	
Sept 2022	8	AW	Annual update: Removal of COVID-19 Control Measures. Removal of Associate colleagues in TEN Group	
Sept 2023	8	HRH	No changes	SMT
April 2024	8	HRH, JS	DSL update to 3 <sup>rd</sup> Party Associate guidance and process.	SMT
Aug 2024	9	JS	Update to Procedure when ID cards are not worn – to include Easton campus.	

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## 1. Visitor Protocol

The College's operating activity is defined as four categories; Closed, Extended Opening, Open and Out of Hours. Each category has detailed Security, Duty Principal, First Aider and Fire Marshal Personnel in operation according to the required legislation.

The Visitors Protocols outlined below are intended to operate during normal **College Open hours**<sup>1</sup> when most of our younger students aged under 18 years are on site.

We have identified 5 types of visitor to the College;

1. **Visitors (Accompanied)** - those who are booked to see a member of staff or group of students as a 'one off' or irregular event
  - Visitors must be pre-booked where possible and sign in and out at the appropriate reception area
  - Visitor passes must be worn at all times and returned to the reception before leaving
  - Visitors must be appropriately supervised when on site by a member of College staff. The College member of staff who is 'hosting' the visitor must meet and greet, check-in with them during their time on site and return them to reception at the end of their visit
  - Visitors wear WHITE badges
2. **Guest speakers (Accompanied)** operating on a 'one off' basis are classed as Visitors. See also 'Visiting Speakers and Fundraising Guidance' document.
3. **Volunteers (Unaccompanied)** – those who visit the College on a regular and voluntary basis and work with students or have unsupervised access to students (Regulated activity)
  - Volunteers must undergo full Safer Recruitment checks including, ID, DBS and Barred List (List 99) checks
  - Volunteers must be interviewed and references collected and all documentation should go to HR Services
  - You need to record the regularity of visits
  - You must let HR know when you stop using the volunteer so that they can be removed from our system
  - Volunteers wear PURPLE badges
4. **3<sup>rd</sup> Party Associates (both paid and not paid) by CCN in Regulated Activity** (Unaccompanied) – those who visit the College as part of their external job role on a regular basis and may see students or have unsupervised access to students as part of being on site (Regulated activity)
  - **Safer recruitment checks:**  
3<sup>rd</sup> Party Associates **must** undergo or have undergone\* full Safer Recruitment checks including DBS and Barred List
  - **Types of activity and roles:**  
This category includes people who hire facilities regularly and run activities that students can join in with e.g. enrichment teacher.  
Also classed as 3<sup>rd</sup> Party Associates are consultants we pay on a regular basis.
  - **Identification:**  
3<sup>rd</sup> Party Associates are required to wear their own professional ID badge and/or a WHITE visitor badge, so students and staff can clearly identify

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<sup>1</sup> Defined in the Site Safety Strategy as 8am-9pm Monday-Thursday, 8am-7pm Friday and 8:30am-1pm Saturday

them on site at all times.

- *\*this is evidenced through written confirmation from their Employer. Written evidence is:*
  - i. *A letter from their employer or completion of the electronic CCN Safeguarding Agreement confirming that they have undertaken full safer recruitment checks including DBS, Barred List and ID checks and that these checks have come back clear*
  - ii. *The employer confirmation letter will be stored in CCN Exec Office folder on SharePoint which can be accessed by CCN Executive Office and First Point teams – see the Appendices 1 and 2 for the template to use.*

## **5. Contractors**

- Contractors arrangements are dealt with by the Estates & Facilities Team.
- Contractors are Barred List (List 99) checked and a risk assessment is carried out as a minimum and they must present photo ID to HR Services
- Regular contractors who visit the site must also be DBS checked as part of their employment in advance of commencing work at CCN.
- Sub-contractors e.g. security, cleaning and catering undergo full safer recruitment checks by their employer (contact is Estates & Facilities Coordinator- Hilary Hawkins)

## **6. Commercial outlets**

**Our ethos is: 'An open campus that is safe, with robust visitor procedure, where everyone is clearly identifiable'.**

- **Debut restaurant**  
Visitors arrive with a pre-arranged booked appointment and are asked to sign in at reception (the Debut reception). Customers use the toilet facilities within the restaurant and customers park either on Ipswich Road or on site.
- **Solutions salon**  
Visitors are collected at the Solutions or Spa reception area where they have signed in. They are also escorted back to the reception desk where they pay. Customers park either on Ipswich Road or on site. Customers use the toilet facilities in the salon, which are also student facilities.
- **Debut Café**  
Most external visitors to the Cafe are waiting for their appointment at Solutions or they are purchasing a product from the School following a restaurant visit. The Debut café is a supervised area of the College where a member/s of staff are always present during opening hours.
- **Easton commercial outlets**  
Dog Grooming visitors have pre-booked appointments with the team and come on to site by appointment only.
- **The Tennis Centre** is an external facility based at Easton site and as such students need to be made aware that users of the Tennis Centre are members of the public. Students need to understand this when using the Tennis Centre or when they are in the vicinity of the facility.
- **The Easton Gym** is open to registered members with clear opening times that operate around the main College day.
- **Conferences and training events for external clients**  
Delegates should be treated as visitors and welcomed and supervised whilst on site.
- **Hiring facilities**  
The group leader of the booking must sign in and provide a list of attendees where possible. Attendees are visitors and must be supervised.

## 2. Wearing of Identity Cards by Students, Staff and Visitors

For the security of all College users, and in the interests of safeguarding, students, staff and visitors are required to wear the appropriate College identification at all times whilst on College sites.

All Staff are expected to challenge anyone that is not displaying a valid student, staff or visitors badge.

### 1. Student Identity Cards

**Students are required to wear their college student ID cards at all times whilst on college sites.**

The only exception to this is when students are directed to remove their cards by teaching staff for work in training areas where ID cards need to be removed for reasons of health and safety (such as kitchens, restaurants, workshops, dance studios, salons, sports hall).

This is for the safety and security of all students, helping the security team and any member of the college staff to quickly identify and challenge any individuals who should not be on college sites.

#### **Procedure when ID cards are not worn**

Any person not clearly displaying a valid ID card whilst on college sites will be challenged by either the security team or other college staff.

Any person without a valid ID card on Norwich, Ipswich Road campus will be escorted by a member of staff to either the Main Reception or D20 Reception to have their identity verified on EBS. At Norfolk House this will be done at the Reception desk located on the ground floor. At the Paston, North Walsham campus persons will be taken to the Reception desk in the Library/Advice Shop. At the Easton campus please escort to Jubilee Reception. Staff will record the name and student number of the individual not wearing an ID card and this information will then be passed on to the PA to the Vice Principal.

The PA to the Vice Principal will monitor non-compliance and will notify Heads of Area, through Management meetings, of any student found to be without their ID cards on three different days and this will then be dealt with through the College's **Student Disciplinary Procedure** as appropriate (stage 2: first written warning).

#### **Lost student ID cards**

If you have lost your ID card then you can obtain a replacement from the Advice Shop at either Norwich Ipswich Road or Paston, North Walsham. The College reserves the right to charge for replacement badges.

### 2. Staff Identity Cards

**Staff are required to wear their purple staff ID badges at all times whilst on College sites, other than where they should be removed for reasons of health and safety (such as work with machinery, handling chemicals and food hygiene).**

#### **Lost staff ID cards**

If you have lost your ID card then you can obtain a replacement from B40, Ipswich Road or the Paston Manager's Office, Griffon Site, North Walsham. The College reserves the right to charge for replacement badges.

Any staff who frequently do not wear/refuse to wear their ID badge will be referred to their Line Manager and this will then be dealt with through the College's **Staff Disciplinary Procedure** as appropriate.

### **3. Visitors Badges**

**All visitors are required to wear their white visitor ID badges at all times whilst on College sites, other than where directed to remove them for reasons of health and safety.**

Any visitor not wearing a College Visitor badge should be escorted by a member of staff to Main Reception areas in order to be signed in and collect a Visitor Badge.

This procedure applies to all visitors to the College, including friends and relatives of staff and students.

## Appendix 1: Example letter from an employer

Dear xx

City College Norwich is totally committed to safeguarding and promoting the welfare of young people and vulnerable adults.

In my capacity of one of the Designated Safeguarding Leads for the College responsible for the promotion of a safe environment for young people learning within the College, I write to ask for your assistance.

Please can you confirm that xx xx within your organisation has undergone full safer recruitment and right to work checks and that they have a clear DBS and Barred List check, which are stored on file with you as their employer.

This request is in line with the guidance set out in Keeping Children Safe in Education 2024, Part Three pp 292-308.

If xx xx's DBS and/or Barred List check is not clear, then as a College we reserve the right to re-check them before they can work on our premises.

I would be grateful if you could sign the attached form and return to the address below at your earliest convenience:

Helen Richardson-Hulme  
Assistant Principal Student Services  
Executive Office, B40 Norwich Building  
City College Norwich  
Ipswich Road  
Norwich  
NR2 2LN

If you have any questions about this letter please do not hesitate to contact me on the telephone number below.

Thank you for your cooperation.

Yours sincerely

**Helen Richardson-Hulme**  
Assistant Principal Student Services  
01603 77 30 70



## Appendix 2: Form to be returned by employer

Dear Principal

[insert organisation name] is a registered body with the DBS (Disclosure and Update Service) and undertake enhanced level clearance on all new staff. Staff employed by [organisation name] and who work in your college are subject to xx's safe recruitment processes.

I confirm that [staff name] within my organisation [organisation name] is checked and cleared for their right to work in the UK and that full safer recruitment checks in line with Keeping Children Safe in Education 2024 have been undertaken and have come back clear.

Should you require a DBS number please contact xx xx as this is held as part of the single central record which can be accessed on request.

Signed by

Organisation name and address

Appendix 3: Non-staff starter form

## NON-STAFF STARTER FORM

Please complete lines 1 to 6 and forward to HR Services

**ALL CHECKS MUST BE CONFIRMED BY HR SERVICES BEFORE ANY  
WORK/VOLUNTEERING CAN BE UNDERTAKEN**

<b>1</b>	<p><b>Category of Starter:</b></p> <p>Lines 1-6 to be completed by line manager recruiting either a Volunteer, 3<sup>rd</sup> Party Associate, Contractor or Governor</p>	<p>Volunteer <input type="checkbox"/></p> <p>Third Party Associate (CCN Paid) <input type="checkbox"/></p> <p>Third Party Associate (Not CCN Paid) <input type="checkbox"/></p> <p>Contractor <input type="checkbox"/></p> <p>Governor <input type="checkbox"/></p>
<b>2</b>	<b>Name:</b>	
<b>3</b>	<b>Name of Organisation where appropriate:</b>	
<b>4</b>	<b>Start Date:</b>	<b>End Date (if known):</b>
<b>5</b>	<b>Department:</b>	
<b>6</b>	<b>Line Manager:</b>	
<b>7</b>	<b>Date of Birth:</b>	
<b>8</b>	<b>Address:</b>	
<b>9</b>	<b>Contact Telephone Number:</b>	<b>E-Mail Address:</b>
<b>10</b>	<b>Country of Citizenship:</b>	<b>Work Permit Number (if required):</b>
<b>11</b>	<b>Confirmation of Pre-employment Checks:</b>	<p><b>Volunteers</b></p> <p>ID Check <input type="checkbox"/></p> <p>Barred List Check <input type="checkbox"/></p> <p>Enhanced DBS Check <input type="checkbox"/></p> <p>References (please attach) <input type="checkbox"/></p>

Child Protection Declaration

**Third Party Associates (CCN Paid)**

ID Check

Barred List Check

Enhanced DBS Check

Child Protection Declaration

**Third Party Associates (Not CCN Paid)**

ID Check

Barred List Check

Enhanced DBS Check

Child Protection Declaration

**Contractors (Regular)**

ID Check

Barred List Check

Enhanced DBS Check

Child Protection Declaration

**Contractors (Ad Hoc)**

ID Check

Barred List Check

Risk Assessment (Please Attach)

**Governors**

		ID Check <input type="checkbox"/>  Barred List Check <input type="checkbox"/>  Enhanced DBS Check <input type="checkbox"/>
17	<b>Signed:</b> (Non-Staff Starter)	<b>Date:</b>
18	<b>Signed:</b> (Line Manager)	<b>Date:</b>
19	<b>Confirmation that All Checks are Satisfactory</b>  <b>Signed:</b> (HR Business Partner)	<b>Date:</b>