INTERNAL PROCEDURE

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

POLICY HOLDER: Vice Principal Safeguarding, Inclusion and Student Services

APPROVAL BOARD: College Leadership Team

VERSION NO: 10

LAST REVIEWED: September 2026

REVIEW PERIOD[1]: 1 Year

1 The Review Period refers to our internal policy review process. The published policy is current and is the most recent approved version.

Summary: Sets out the College's procedure for managing visitors and the use of identity cards, providing guidance for staff, students, volunteers, contractors and visitors on visitor protocols, safeguarding requirements, identification and security arrangements, safer recruitment checks, and reporting concerns to maintain a safe and secure learning environment.

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.

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Amendments Log

DATE	VERSION NO	REASON FOR CHANGE	AUTHOR	APPROVED BY
December 2018	5	Following audit feedback	Helen Richardson-Hulme	Corrienne Peasgood
August 2019	5	No significant changes, annual update only	Helen R-H	SMT
September 2020	6	COVID-19 Control Measures highlighted in blue	Helen R-H	SMT
September 2021	7	COVID-19 Control Measures highlighted in blue	Helen R-H	SMT
September 2022	8	Annual update: Removal of COVID-19 Control Measures. Removal of Associate colleagues in TEN Group	Helen R-H	SMT
September 2023	8	No Changes	Helen R-H	SMT
April 2024	8	DSL update to 3rd Party Associate guidance and process.	Helen R-H	SMT
August 2024	9	Update to Procedure when ID cards are not worn – to include Easton campus.	Jacky Sturman	Helen R-H
September 2025	9	Added that Employer letters need to be sent directly to HR (and not to a DSL.)	Helen R-H, Samara Castro	SMT
September 2026	10	Annual review no substantive changes – but a full and complete update in line with KCSiE 2026: Replace references to "DBS and Barred List checks have come back clear" with confirmation that checks have been completed and assessed as satisfactory. Replace "List 99" with children's barred list (List 99 no longer exists). Clarify when a barred list check is required (where the individual is engaging in regulated activity). Ensure references to employer assurances align with Part Three of KCSiE and focus on suitability to work with children. Distinguish between visitors who are supervised and those who may work unsupervised. Include a requirement that safeguarding concerns arising after appointment are communicated to the College.	Helen R-H	Helen R-H, Jacky S, Heidi Ray, Charlotte Williams, Matt Poll.

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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[1] when most of our younger students aged under 18 years are on site.

We have identified 5 types of visitors 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 appropriate safer recruitment checks in accordance with Keeping Children Safe in Education 2026. Where the volunteer is undertaking regulated activity with children, this will include an Enhanced DBS check and a children's barred list check. Identity verification, references, and other relevant pre-engagement checks must also be completed.
- 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

[1] Defined in the Site Safety Strategy

4.Third Party Associates (paid or unpaid by CCN) undertaking regulated activity (Unaccompanied)

Those who visit the College as part of their external employment or organisational role on a regular basis and may work with students or have unsupervised access to students whilst on site.

Safer recruitment checks

Third Party Associates must either:

- Have undergone appropriate safer recruitment checks by their employing organisation; or
- Undergo appropriate checks through the College where required, including Right to Work and proof of ID.

Where the role constitutes regulated activity with children, this must include an Enhanced DBS check and a children's barred list check. The College must be satisfied that all required safeguarding and suitability checks have been completed and assessed by the employer.

Types of activity and roles

This category includes individuals who regularly deliver activities attended by students, hire College facilities to provide activities involving students, deliver enrichment activities, provide consultancy services on a recurring basis, or otherwise undertake work on behalf of or alongside the College.

Identification

Third Party Associates are required to wear their own professional identification and/or a College visitor badge so that students and staff can identify them whilst on site at all times.

Employer Assurance

Evidence that appropriate checks have been completed must be obtained through written confirmation from the individual's employer. Acceptable evidence includes:

i. A letter from the employer, or completion of the College Safeguarding Agreement, confirming that:

- all safer recruitment and pre-employment checks required by Keeping Children Safe in Education 2026 have been completed and assessed as satisfactory;
- identity and right to work checks have been completed;
- an Enhanced DBS check and children's barred list check (where required by the role) have been completed;
- there is no information known to the employer that would make the individual unsuitable to work with children and young people.

ii. The employer confirmation should also confirm that the College will be informed without delay should any safeguarding, disciplinary, DBS, barred list or suitability concerns arise which may affect the individual's suitability to work with children and young people.

iii. Employer assurances will be securely retained within the College's safeguarding records and be accessible to authorised staff as required.

iv. Employer assurance letters should be sent directly to HR@ccn.ac.uk.

5. Contractors

- Arrangements for contractors are managed by the Estates and Facilities Team.
- The College will undertake an appropriate risk assessment before contractors commence work on site. This will consider the nature of the work, the location, whether students may be present, and the level of supervision required.
- All contractors must sign in and out of the College, wear appropriate identification whilst on site and, where requested, present photographic identification.
- Contractors must undergo Right to Work and proof of ID
- Where a contractor's work provides an opportunity for regular or unsupervised contact with children and young people, the College will seek assurance that appropriate safer recruitment checks have been completed by their employer. This may include an Enhanced DBS check and a children's barred list check where the role constitutes regulated activity.
- Contractors who are not appropriately checked or where satisfactory assurances have not been obtained may be supervised at all times whilst on College premises or restricted from working in areas occupied by students.
- The College reserves the right to request evidence of suitability checks where this is considered necessary to fulfil its safeguarding duties.

Sub-contractors

Sub-contractors, including security, cleaning and catering staff, are subject to safer recruitment procedures undertaken by their employer. The College will obtain appropriate written assurance from the employer that all checks required under Keeping Children Safe in Education 2026 have been completed and assessed as satisfactory and that there is no known information that would make the individual unsuitable to work with children and young people.

The Estates and Facilities Coordinator is responsible for coordinating these assurances and maintaining records in accordance with College procedures.

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

1. Student Identity Cards

Students are required to wear their College identification card whilst on College premises and produce it upon request by a member of staff.

The only exception is where students are instructed by staff to remove their ID card for health and safety reasons within designated learning environments, such as kitchens, restaurants, workshops, salons, dance studios and sports facilities.

The wearing of identification cards supports the College's safeguarding, security and health and safety arrangements by enabling staff to readily identify students and challenge individuals who may not have legitimate access to College premises.

Procedure where identification cards are not worn

Any individual who is not clearly displaying a valid College identification card may be approached by a member of staff or the Security Team and asked to verify their identity.

Students who are unable to produce a valid identification card may be escorted to the appropriate reception area where their identity can be confirmed using College records.

- Norwich (Ipswich Road): Main Reception or D20 Reception
- Norfolk House: Ground Floor Reception
- Paston College: Library/Advice Shop Reception

- Easton College: Jubilee Reception

Where a student is not carrying their identification card, details may be recorded and monitored to support compliance with College security and safeguarding procedures.

Repeated failure to carry or display a College identification card may be addressed through the College's Student Engagement Procedure, where appropriate.

Any member of staff who identifies an individual on site who is unable or unwilling to verify their identity, or whose presence causes concern, must report the matter immediately to the Security Team and/or the Duty Principal in accordance with the College's safeguarding procedures.

2. Staff Identity Cards

All staff are required to wear their College-issued staff identification card whilst on College premises and to produce it upon request by students, staff, security personnel or authorised visitors.

Staff identification cards support the College's safeguarding, security and health and safety arrangements by enabling students, visitors and colleagues to readily identify staff members and challenge individuals who may not have legitimate access to College premises.

Staff may remove identification cards where this is necessary for health and safety reasons, including when working with machinery, chemicals, food preparation activities or other identified operational hazards.

Lost staff ID cards

Any lost or stolen staff identification card must be reported immediately to the relevant College office so that appropriate action can be taken, including deactivation where applicable.

Replacement identification cards can be obtained from – please report to line manager and college reception. The College reserves the right to charge for replacement cards.

Failure to wear an ID card

Staff who are not visibly displaying a valid staff identification card may be challenged by colleagues or security personnel and asked to verify their identity.

Repeated failure to wear or produce a College identification card without reasonable justification may be managed through the College's management processes and, where appropriate, the Staff Disciplinary Procedure.

Any member of staff who encounters an individual on College premises who is unable or unwilling to verify their identity should report the matter immediately to the Security Team and/or an appropriate duty manager in accordance with College safeguarding and security procedures.

3. Visitors Badges

All visitors are required to wear their College-issued visitor identification badge at all times whilst on College premises, except where they are directed to remove it for health and safety reasons.

Visitor identification badges support the College's safeguarding, security and health and safety arrangements by enabling students, staff and security personnel to readily identify authorised visitors and challenge individuals who may not have legitimate access to College premises.

Any visitor not displaying a valid visitor identification badge should be politely challenged and escorted by a member of staff to the appropriate Reception area to ensure they are signed in, their identity is verified and a visitor badge is issued where appropriate.

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

Any concerns regarding the identity, behaviour or presence of a visitor on College premises should be reported immediately to the Security Team and/or the Duty Principal in accordance with College safeguarding procedures.

Appendices

Appendix 1: Example letter from an employer

Appendix 2: Form to be returned by employer

Appendix 3: Non-Staff Starter Form

Appendix 1: Example letter from an employer

Dear [Name]

City College Norwich is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all those working with learners to share this commitment.

As one of the College's Designated Safeguarding Leads, I am writing to request your assistance in supporting our safeguarding responsibilities.

Please can you confirm that [Name] is employed by your organisation and that appropriate pre-employment checks have been completed in accordance with statutory safer recruitment requirements. This should include confirmation that:

- identity has been verified;
- right to work checks have been completed;
- appropriate references have been obtained and considered;
- an enhanced DBS check, including a children's barred list check where required, has been completed and assessed by your organisation; and
- there is no information known to your organisation that would render the individual unsuitable to work with children and young people.

This request is made in line with the safer recruitment requirements set out in **Keeping Children Safe in Education 2026, Part Three**.

Where the College considers it necessary to fulfil its safeguarding duties, we reserve the right to undertake additional suitability checks before permitting the individual to work on College premises or engage with learners.

I would be grateful if you could complete and return the attached declaration form at your earliest convenience to:

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

If you have any questions regarding this request, please do not hesitate to contact me.

Thank you for your cooperation and support in helping us maintain a safe environment for all learners.

Yours sincerely

Helen Richardson-Hulme

Vice Principal Safeguarding, Inclusion and Student Services
Designated Safeguarding Lead

Appendix 2: Form to be returned by employer

Dear Principal

[Organisation Name] is a registered body with the Disclosure and Barring Service (DBS) and undertakes appropriate pre-employment screening and safer recruitment checks for all staff.

Staff employed by [Organisation Name] who work within your college are subject to our safer recruitment procedures.

I confirm that [Staff Name] is employed by [Organisation Name], has been verified as having the right to work in the UK, and that all appropriate pre-employment and safer recruitment checks required in line with Keeping Children Safe in Education 2026 have been completed and assessed by our organisation. This includes an Enhanced DBS check and children's barred list check where required by the role.

I further confirm that, to the best of our knowledge, there is no information known to [Organisation Name] that would make [Staff Name] unsuitable to work with children and young people.

Should any information come to light that may affect this individual's suitability to work with children or young people, we will notify City College Norwich without delay.

If you require confirmation of the DBS certificate number or further information regarding safeguarding checks, please contact [Name], as these details are maintained within our Single Central Record and can be made available upon request.

Yours sincerely

Signed: _____

Name: _____

Position: _____

Organisation: _____

Address: _____

Date: _____

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

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

		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 ☐

		Barred List Check ☐ Enhanced DBS Check ☐
17	**Signed:** (Non-Staff Starter)	**Date:**
18	**Signed:** (Line Manager)	**Date:**
19	**Confirmation that All Checks are Satisfactory** **Signed:** (HR Business Partner)	**Date:**