

INTERNAL PROCEDURE



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

POLICY HOLDER: Helen Richardson-Hulme

EXECUTIVE OWNER: Corrienne Peasgood

VERSION NO: 6 (2020)

DUE DATE FOR REVIEW: August 2021

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 name policy holder or the College's marketing team on 01603 773 169.

1. Visitor protocol

COVID-19

update 09.09.20

The Visitor Protocols have been strengthened by the College's Control Measures for COVID-19 Risk Assessment.

The key principles that underpin the Visitor Protocols are as follows:

- Visitors should only come onto our sites if their visit is essential and can't be done remotely
- COVID secure meeting protocols must be followed
- The visitor must be booked in at the appropriate reception to ensure controls 1-4 are followed for track and trace

Control measures 1-4

1. Visitors will be asked to confirm they have no symptoms when booking in at any of our reception areas
2. Expectations, including maintaining hand hygiene, are communicated to visitors in Visitors Pocket Guide given to all visitors/contractors at the first visit
3. Ensure that visitors who develop COVID-19 symptoms during the day are sent home, avoiding public transport and advised to follow the relevant Government guidance on self-isolation and testing
4. Promote the 'catch it, bin it, kill it' message through the Visitor Pocket Guide
5. Enhanced cleaning schedule in place and visitors will be expected to maintain appropriate levels of hygiene when using college facilities such as toilets.

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 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

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

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 RED badges
4. **4(a) 3rd Party Associates paid by CCN** (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)
- 3rd Party Associates must undergo or have undergone* full Safer Recruitment checks including DBS and Barred List checks
 - Examples are External Examiners
 - Also classed as 3rd Party Associates are Consultants we employ on a regular basis
 - 3rd Party Associates wear RED badges with the label Approved College Visitor.
- 4(b) 3rd Party Associates not paid by CCN** (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)
- 3rd Party Associates must undergo or have undergone* full Safer Recruitment checks including DBS and Barred List checks
 - This category includes people who hire facilities regularly and run activities that students can join in with e.g. Yoga teacher
 - Also classed as 3rd Party Associates are Consultants we employ on a regular basis
 - 3rd Party Associates wear RED badges with the label Approved College Visitor along with their own company ID badge.
 - *evidenced through written confirmation from their Employer. Written evidence is:
 - i. A letter from their employer 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. HR Services should be notified in advance that a 3rd Party Associate will be coming in with this information by the team manager who is taking on their services in their area. If HR Services are not advised this may cause a delay in processing checks for that individual – please use the non-staff starter form in Appendix 3 and complete columns 1-6

- iii. The employer confirmation letter will be stored in HR Services – see the Appendices 1 and 2 for the template to use

5. Contractors

- Contractors arrangements are dealt with by the Estates & Facilities Team NES Colleagues.
- 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 Contract Services Coordinator - Hilary Hawkins)

6. Associate colleagues in TEN Group

- TEN Group employees are permitted to access school and college sites in the TEN Group on the basis that;
 - i. All TEN Group employees have undergone a satisfactory DBS and Barred List check in line with Keeping Children Safe 2016
 - ii. Principals of TEN Group institutions have written to each other to confirm that all employees have had a satisfactory safer recruitment check and this is on file in their single central record
 - iii. TEN Group employees visitors have a degree of flexibility in that they are not escorted on site, because TEN Group has confirmed that full safer recruitment checks have been carried out and these can be accessed on request
 - iv. Parameters of TEN Group visitors need to be set in an overarching policy statement
 - v. We can argue that this is a sensible policy statement that responds to the requirements for checking visitors as set out in Keeping Children Safe and that is a robust and workable approach within our formal Federation of schools

7. Commercial outlets

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

COVID-19

update 09.09.20

This year we have made significant changes to how our facilities and commercial outlets are operating. There are local arrangements in place in each academic area. Staff must contact the individual areas to find out the most up to date information about what control measures are in place in each departmental area.

For each area there are enhanced control measures in place in the departmental risk assessment.

- 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 pay and display 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 pay and display 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 Southwell building Reception to have their identity verified on EBS. At Norfolk House this will be done at the Reception desk located on the ground floor and at Paston, North Walsham campus persons will be taken to the Reception desk in the Library/Advice Shop. 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 red 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 NES 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. VISITOR 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.

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 are able to 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:

Hilary Bright
Director of HR Services
Norfolk Education Services
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 2016 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



CITY
COLLEGE
NORWICH



PASTON
COLLEGE



EASTON
COLLEGE

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, 3 rd Party Associate, Contractor or Governor	Volunteer <input type="checkbox"/> Third Party Associate (CCN Paid) <input type="checkbox"/> Third Party Associate (Not CCN Paid) <input type="checkbox"/> Contractor <input type="checkbox"/> Governor <input type="checkbox"/>
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 <input type="checkbox"/> Barred List Check <input type="checkbox"/> Enhanced DBS Check <input type="checkbox"/>

		<p>References (please attach) <input type="checkbox"/></p> <p>Child Protection Declaration <input type="checkbox"/></p> <hr/> <p>Third Party Associates (CCN Paid)</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>Child Protection Declaration <input type="checkbox"/></p> <hr/> <p>Third Party Associates (Not CCN Paid)</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>Child Protection Declaration <input type="checkbox"/></p> <hr/> <p>Contractors (Regular)</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>Child Protection Declaration <input type="checkbox"/></p> <hr/> <p>Contractors (Ad Hoc)</p> <p>ID Check <input type="checkbox"/></p> <p>Barred List Check <input type="checkbox"/></p>
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		Risk Assessment (Please Attach) <input type="checkbox"/>
		Governors ID Check <input type="checkbox"/> Barred List Check <input type="checkbox"/> Enhanced DBS Check <input type="checkbox"/>
17	Signed: (Non-Staff Starter)	Date:
18	Signed: (Line Manager)	Date:
19	Confirmation that All Checks are Satisfactory Signed: (HR Business Partner)	Date:

Version control document:

Date	Version	Owner	Changes	Approved
March 2015	1	Helen Richardson-Hulme		Exec and AMB
August 2015	2	Helen Richardson-Hulme	Annual update - No changes, addition of point 5 has been confirmed by TEN Executive	
September 2015	2	Helen Richardson-Hulme	Updates to Volunteers section and to 3 rd Party Associates 3a and 3b	Exec and AMB
October 2015	3	Helen Richardson-Hulme	Updates to Volunteers section and to 3 rd 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	Helen Richardson-Hulme	Update to Visitors, 3 rd 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 17	5	Helen Richardson-Hulme	Updates to 3 rd Party Associates and contractors following meeting with Hilary Bright and Jacky Sturman	Approved by Exec and AMT 20.02.17
Aug 17	5	HRH	No significant changes, annual update only	Exec pack in September 1718
Aug 18	5	HRH	Removed Gym	Exec pack 03.09.18
Dec 18	5	HRH	Following audit feedback	Email to CP
Aug 19	5	HRH	No significant changes, annual update only	
Sept 20	5	HRH	COVID-19 Control Measures highlighted in blue	