



Management of Visitors Policy and Procedure

Myerscough College and University Centre recognises the importance of providing an open, safe and welcoming environment for all who work and live at and visit our College.

The College acknowledges the value and contribution of visitors to the College and our responsibility to maintain the health, safety and welfare of all students, staff and visitors.

This policy provides a clear protocol and procedure for the admittance and management of external visitors.

This policy applies to:

- All staff employed by the College including volunteers
- All external visitors
- All students
- All parents, carers and external agencies
- All contractors
- All members of the sporting facilities and visitors to all commercial provision

1. Policy Statement

Visitors are defined as guests who attend a College site for a temporary period of time, and who are not employed by or enrolled at the College. Visitors would include external contractors, representatives of external organisations, potential students and their parents, employers and volunteers.

The College provides a range of services and facilities which are open to the general public and through membership. We also arrange and host large scale events as part of College activity and through Community Partnerships.

Visitors are welcome to the College and can make a significant contribution to the life and work of the College. The learning and development, opportunities and experiences they bring are encouraged and appreciated to support the progress and experiences of our students and staff.

The College must ensure that the health, safety and welfare of the students and staff is not compromised at any time. The College is equally responsible to the whole College community for ensuring that visitors comply with the guidelines.

All staff and students have collective and individual responsibility to be vigilant when on College sites and adhere to all expectations and procedures for the safe and effective management of visitors and to report any concerns to create a safe and welcoming environment.

All staff and students have the responsibility to ensure that any individual who is not displaying an ID badge, or any unaccompanied visitors in areas prohibited to visitors and members of the public, is challenged or reported to a member of staff.

Visitors should not attend a site without a member of staff taking full responsibility for their welfare and safety.

2. Procedure

- All visitors must be confirmed, where possible, prior to the visit.
- The host should inform Reception with advance notice of the visitor and company, if appropriate, prior to the visit.
- The visitor should be advised to park in the visitor car park or identified visitor car parking spaces for each site.
- All visitors are asked to report to and sign in at Reception or an identified visitor registration or reception area.
- Where appropriate, visitors will be asked to provide identification on arrival.
- With the exception of Reception and other identified visitor registration areas, at no time should visitors enter student and staff only areas and buildings unaccompanied.
- Visitors will be given an identifiable visitor ID badge. The visitor badge and lanyard must be visible at all times.

- Information will be provided for the visitor, if possible before and / or on arrival to cover health, safety and safeguarding information. These will include first aid, emergency evacuation, health and safety and safeguarding.
- When the visitor arrives at Reception or other identified area, the member of staff will notify the host or nominee who will go and collect their visitor.
- At the end of the visit, it is the responsibility of the host to accompany the visitor to sign out and hand in their ID badge.
- All guest speakers or guests who will be working with students, must have been approved as a guest speaker prior to the visit (see section 4).
- Consideration must be given to all visitors to ensure the College fulfils our Equality duty and providing reasonable adjustments when informed of any requirements.

There may be times, in certain circumstances, the host may arrange to meet a visitor in another area or make specific arrangements. In this extreme case, the visitor should be informed in advance, and carry personal or employment ID with them, be accompanied at all times by a College member of staff and be issued with a College visitor ID badge if possible. Examples of these may be or include: vets for animal welfare, transportation / deliver of animals or equipment.

Different coloured lanyards depict the status of the person. Yellow lanyards are used for visitors. There are 'approved' visitors who undergo additional safer recruitment checks who will be issued with purple lanyards.

Non approved visitors must not have any access to student or staff areas unsupervised. Appropriate supervision is the responsibility of the host.

2.1 Centre Arrangements

The procedures above are generic procedures for all centres however we acknowledge that different sites may require specific arrangements.

Blackburn Centre: Witton Park

- All visitors to the Witton Park site should report to and sign in and out in the Staff Office Building (located in the ILA Office).

Cumbria Centre: Ullswater Community College

- All visitors to the Ullswater Community College site should sign in at the school main reception and will sign in using the school electronic sign in process.
- The Myerscough College member of staff will collect the visitor from reception and ensure they are fully supervised at all times wearing identifiable visitor ID badge and lanyard.
- The visitor must not enter any prohibited school area unless accompanied by a member of school or College staff.
- At the end of the visit, the visitor will be accompanied by the host and return to the school main reception to sign out.

Liverpool Centre: Croxteth

- All visitors should sign in at Reception in the Head Gardeners Cottage.
- Unaccompanied visitors must not enter any of the Myerscough College areas of the site including all College buildings and outdoor areas.

Manchester: Old Trafford

- All visitors should sign in either with Myerscough College staff or in the Reception area
- All visitors with vehicles are permitted entry to the Car park by Old Trafford staff and are directed where to park.

Preston Centre: Bilborrow

- All visitors should report to the main Reception as the primary Reception Area.
- All visitors should be advised to park on the dedicated visitor car park unless directed otherwise for other events.
- All Contractors that are coming on site to carry out a service should sign in at the Estates Office (located at the entrance to the College) using the electronic sign in system.

Warrington: Walton Hall

- All visitors to the Walton Hall and Gardens site should report to and sign in and out in the Staff Office Building (the Long Office).

Community Settings

- Any Myerscough College visitors to any other setting including community venues should follow the guidance of the venue with the same expectations that they must be accompanied by a member of Myerscough College at all times.

Residential Village (Preston Centre)

- No visitors are allowed to enter any of the Residential Village Halls or buildings.
- Any parents who request entry to the Halls must report to and sign in with the Residential Support team who will arrange appropriate levels of supervision.
- Residential students are aware that they are not permitted to allow any non-resident students to any Hall or external visitors to any Hall or the College site.
- External support agencies, when required, and in partnership with the College and University Centre, such as Shared Lives staff work with students to provide care and support packages. Those staff will work in line with the Service Level Agreement between the College and Shared Lives. All Shared Lives staff will sign in using a specific sign in book.

The Farm

- All visitors and contractors to the farm should report to and sign in and out of the Farm Office.

Commercial Services, Lettings / Hiring of College Facilities and Specific Areas Accessible to Visitors and Partners

There are a number of sites on the Preston Campus where members of the public access College facilities and events. Each area have control measures in place to manage visitors. Some areas have agreed terms and conditions including information and expectations about access to areas of the College, health and safety and safeguarding.

In line with Keeping Children Safe in Education, the terms and conditions and due diligence process in collaboration between the College and University Centres, checks that any lettings procedures confirms that the hirer complies with child protection and safeguarding practice. This includes ensuring that any organisation working with children on our sites, have appropriate arrangements in place to keep children safe, such as, child protection and safeguarding policies and practices, appropriate safeguarding leads and understand their responsibility when responding to allegations related to incidents occurring when an individual or organisation uses a school's premises.

These areas are:

- Animal services – within the Animal Centre
- Conference Facilities – both on the Bilborrow educational centre campus and the FITT Centre.
- Golf course
- International Equine Arena and Equine facilities
- Plant Centre
- Sports Centre and Sports Facilities
- Incubator partnerships within the Rural Business Centre.
- Hiring (free or paid) of other College facilities, grounds, buildings and other spaces.
- Residential Accommodation

All Visitors

Visitors to the College who are accompanying others for a specific purpose, such a parent / guardian of students attending for interview, may use the Reception or areas open to the general public, such as the Garden Centre (Preston) in line with the area's management of visitors.

These visitors must not enter any student or staff building unless under the supervision of the host or College member of staff.

At the end of the meeting, the host should ensure that all visitors are signed out.

3. Guest Speakers

When guest speakers are invited to attend the College, a member of staff must:

- Plan and prepare for the visit, providing relevant information to the visitor prior to the visit.
- Know, in advance, the broad content of the presentation, information (including any links to other organisations or information), activity or event to ensure it is in keeping with the College's values, including FREDIE and Safeguarding practices.

- Complete risk assessments if appropriate.
- Complete the online guest speaker request process, evidencing the appropriate checks and planning, and ensure approval has been granted prior to the visit.
- Provide full details of the visitor/s and event including completed checks.
- Arrange for guest access to the College Wi-Fi system.

The above apply both if the guest is on site or delivering a virtual presentation.

This does not include Guest lecturers who have been commissioned by the College to deliver planned educational provision and have completed safer recruitment checks.

4. Contractors

When working on site, Contractors are subject to the Contractors terms and conditions and are subject to the required health, safety and safeguarding checks and supervision by the Estates team.

5. Cross College / Large events (such as Open Days and Graduation ceremonies)

Myerscough hosts cross-College and large-scale events. Each event will be planned and risk managed. In these areas and at these events it may not be possible to sign in all visitors, therefore other control measures are to be implemented, such as increased staff and vigilance, students and staff in key areas.

6. FREDIE

Care and consideration must be taken when arranging and planning for visitors to College and engage an equality assessment of the visit, event or activity to ensure the College can execute the requirements of the Equality Act (2010).

Any visitors acting inappropriately will be asked to leave and the Police may also be informed.

7. Data Protection

All personal information related to visitors will be managed in line with the College's Data Protection and Data Retention Policies and Procedures.

8. Review and Monitoring

This policy will be reviewed and monitored by the Safeguarding Strategic Group.

Documents Associated with this Policy

Internal Documents:

- Child Protection and Safeguarding Policy and Procedure
- First Aid Procedure
- Data Protection Policy and Procedure
- FREDIE Policy and Procedure
- Health and Safety Policy and related Procedures
- Prevent Risk Management Plan

External Documents and Related Guidance:

- Equality Act 2010
<https://www.gov.uk/guidance/equality-act-2010-guidance>
- Data Protection Act 2019
<https://www.gov.uk/data-protection>
- Keeping Children Safe in Education
<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- The Prevent Duty Guidance.
<https://www.gov.uk/government/publications/prevent-duty-guidance/prevent-duty-guidance-for-further-education-institutions-in-england-and-wales>



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Quality Assurance			
This Policy and Procedure maps to the following external quality assurance frameworks			
Framework		Framework Section Reference(s)	
Education Inspection Framework			
MATRIX			
QAA		QAA UK Quality Code for Higher Education	
QIA			
ESFA			
Key Changes to Document			
February 2022: New policy September 2023: Reviewed Sept 23 in line with KCSIE Addition of approved visitors, staff – purple lanyards Additional of additional safeguards for organisations who use College Facilities			

All Myerscough College Policies are subject to screening for Equality Impact Assessment

Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, marriage or civil partnership, sex or sexual orientation

Myerscough College not only fulfils its legal position in relation to current and future equality legislation, but additionally goes beyond compliance in providing and promoting “Opportunities for all to succeed”, free from any aspect of discrimination, harassment or victimisation.

All staff have a duty of care to look after the interests of and support their colleagues. This policy takes account of our commitment to eliminating discrimination, identifying and removing barriers and providing equal opportunities for our learners, staff and visitors to ensure that no one feels excluded or disadvantaged.

Safeguarding, Learner Protection and Prevent

All staff have a responsibility to support and promote the College’s commitment to providing a safe environment for students, staff and visitors. Additionally, all staff have a responsibility to report any safeguarding or Prevent issues to the Designated Safeguarding Lead for Safeguarding and Prevent.