



Phoenix College

Visitors Policy

February 2026

This policy refers to ‘the organisation’ throughout and in doing so is referring to Phoenix Autism Trust.

February 2026 – Review February 2027

The Governing Body assures all visitors a warm, friendly and professional welcome to Phoenix College, whatever the purpose of their visit.

The college has a legal duty of care for the health, safety and wellbeing of all students and staff; this incorporates the duty to safeguard all students from subjection to any form of harm, abuse or nuisance including any extreme or radical views. All visitors should support and promote the ethos and values of the college.

Aim

To safeguard all young adults under this college's responsibility both during curriculum and extended college activities. Students must be able to learn and enjoy extracurricular experiences in an environment where they are safe from harm.

Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to the college which is understood by all staff, governors, visitors, parents and conforms to child protection and safeguarding guidelines.

Where and to whom the policy applies

The college has responsibility for students anywhere on the college sites) during normal college hours, during after college activities and on college organised off-site activities

The policy applies to:

- All staff employed by the college
- All external visitors (including peripatetic tutors, sports coaches, and topic related visitors)
- All college governors
- All parents and volunteers
- All students
- Other education related personnel
- Building and Maintenance and all other independent contractors
- LA bus drivers, escorts and independent contractors who may transport or escort students on buses, minibuses or taxis.

Protocol and Procedures

Visitors to the college

All visitors to the college may be asked to bring formal identification with them at the time of their visit. They must follow the procedure below.

- Once on site all visitors must report to reception.

- At reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be asked to register with the college's visitor management system and print out a visitor's pass with their name, photograph, organisation, person they are visiting and date. This pass must be worn visibly throughout the visit and returned to reception upon departure.
- Visitors will be asked to wear a coloured lanyard with the following key:
 - Green** – visitors
 - Yellow** – agency staff
 - Red** – contractors.
- Phoenix College shares a building with Phoenix School. Should any school staff or pupils be found in a college area of the building unescorted or without a visitor pass, they should be challenged politely.
- Long- and short-term agency staff are given a health and safety booklet and written information about adult safeguarding, including the Prevent Strategy, on their first day at college.
- Visitors are escorted to their point of contact OR their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site. The visitor must not be allowed to move about the site unaccompanied.
- All external speakers' materials, including weblinks, are assessed before being shared with learners.

The college will record visitors who frequently visit the college site to undertake work within the college (including contractors and supply staff) on the College's Central Record. To qualify the visitor must have demonstrated, prior to the visit that:

- a) They have a current clear enhanced DBS check and a copy of this has been registered on the College's Central Record
- b) A current clear DBS children's barred check has been undertaken

Visitors on the List MUST follow the same procedures on entry to the premises (i.e. come to reception and sign in the Visitors book or the visitor management system).

Visitors departure from college

On departing the college, visitors must leave via reception and return the identification badge to reception and sign out using the visitor management system.

Unknown/uninvited visitors to the college

Any visitor to the college who is not wearing an identity badge should be challenged politely to enquire who they are and their business on the college site.

They should then be escorted to reception to register with the visitor management system and be issued with a visitor pass.

In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the college principal or a member of senior management should be informed who will then decide if it is necessary to inform the police.

If an unknown or uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and be warned that if they fail to leave the college grounds, police assistance will be called for.

Governors and Volunteers

All governors and volunteers must comply with the visitors' policy. New governors will be made aware of this policy and made familiar with its procedures.

New volunteers will be asked to comply with this policy by staff on reception.

Staff development

As part of their induction, new staff will be made familiar with this policy for External Visitors and asked to ensure compliance with its procedures at all times.