

INTERNAL

MPCTTM

MPCT Visitors Policy & Procedures



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e.g. 0.1 is the first draft of this document. Subsequent amendments are indicated by 0.2, 0.3 etc, until the document is live.

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Document and policy version number starting with the number 1 or above indicate that they are live.

e.g. Version 1

Subsequent amendments are indicated by an increase in this number.

Visitors to MPCT Head office or Colleges'

1. MPCT extends a warm, friendly and professional welcome to its visitors.

1.1 MPCT understands that it has a duty of care for the health, safety, security and wellbeing of all staff and learners, including any visitors which also incorporates the duty to safeguard all learners from subjection to harm, abuse or nuisance. In performing this duty MPCT recognises there can be no complacency where child protection and safeguarding procedures are concerned. MPCT is therefore required to have in place a clear protocol for the admittance of visitors to MPCT locations which include parents, volunteers and contractors. All visitors (without exception) are expected to comply with the following MPCT policy and procedures. a. This also includes any local procedures specific to the Centre visiting, for example if visiting one of our Centres within a Military Camp and complying to their policies and procedures. Failure to do so may result in visitor being escorted from MPCT premises.

1.2 The ultimate aim is to ensure that MPCT Learners are safe and can learn and enjoy curricular and extra-curricular experiences, in an environment where they are safe from harm or potential harm.

2. Visitors

2.1 It is not always necessary to obtain a DBS check for visitors who will only have contact with young people on an ad hoc or irregular basis for short periods of time (less than 3 days in a period of 30 days). However, the designated member of staff at each location must ensure that such visitors sign in and out and collect an MPCT visitor's pass to be worn at all times whilst on the MPCT premises. Such visitors should be escorted by a member of staff and not be left alone with any of the learners or allowed to walk around without an escort (remain supervised) throughout the visit time. This is to ensure that MPCT places Safeguarding our learners at the highest priority.

2.2 All staff should be sufficiently confident to politely challenge anyone in MPCT locations who is not known to them and not wearing a staff or visitor's pass. The person should be escorted to a member of staff for the correct signing-in protocol or asked to leave the premises.

2.3 MPCT staff are required to wear/carry their photo-ID cards at all times whilst on MPCT premises, and especially worn by any visiting MPCT staff when visiting colleges.

3. Policy brief & purpose

3.1 Our Workplace Visitors policy outlines MPCT rules for receiving visitors at our premises. We want to ensure that visitors will not:

- a) Pose threats to our learners.
- b) Pose threats to our premises and property

- c) Distract employees from their work
- d) Be exposed to danger

4. Scope

4.1 This policy applies to all MPCT employees. “Workplace visitors” may refer to employees’ friends and family (referred to as personal visitors) contractors, external vendors, stakeholders and the public.

4.1 This policy does not refer to remote employees or employees from other company locations. To ensure safety at work, employees who are on parental leave may enter our premises with visitor passes.

5. Policy elements. The following rules apply for all kinds of visitors:

- a) Visitors should sign in at the [*Centre reception/ gate/ front-office*] and show some form of identification if required.
- b) Visitors will receive passes and return them to [*reception/ gate/ front-office*] once the visit is over.
- c) MPCT Employees must always tend to their visitors while they are inside our premises.

6. **Our internet usage**, data protection and confidentiality policies temporarily cover our visitors while they are on MPCT premises. They must not misuse our internet connection, disclose confidential information or take photographs of any restricted areas or of learners without prior permission. If they don’t conform, they may be escorted from the premises and reported.

7. What is the policy for personal visitors in the workplace?

7.1 As a general rule, employees may not allow access to our buildings to unauthorized personal visitors. We can make exceptions on a case-by-case basis. Employees may bring visitors to company events or after obtaining authorization from [*HR/ Security Officer/ Office manager.*] To avoid confusion or misunderstanding, authorization should be in writing. [*HR/ Security Officer/ Office manager*] may also give verbal authorization, when appropriate, but must also inform reception.

7.2 We advise our employees to only permit visitors in cleared areas and supervised by the staff responsible for the visitor.

7.3 Contractors and service vendors. Contractors, suppliers and service vendors, like IT technicians and plumbers, can enter our premises only to complete their job duties. Front-desk employees are responsible for providing contractors and vendors with badges and for instructing them to wear those badges at all times on our premises and abide by H&S and security as briefed on site and given evacuation brief as required.

7.4 Other kinds of visitors

Our company may occasionally accept the following types of visitors:

- MPCT Learners
- Customers
- Job candidates
- Business partners
- Contractors and service vendors.
- Deliveries and Post employees

7.5 They should always be accompanied by an employee while on company property.

7.6 Deliveries. Anyone who delivers orders, mail or packages for employees should remain at the building's reception. Reception are responsible for notifying the employee who expects the delivery. If that employee is unable to receive their order, front office employees may accept the order on the employee's behalf upon request. Front-office personnel must sign for and disseminate all business orders and mail.

7.7 Unauthorized visitors. Staff who spot unauthorized visitors may ask them to leave. Visitors who misbehave (e.g. engage in hate speech, cause disruption or steal property) will be asked to leave and prosecuted if appropriate and police called if required. Employees who spot unauthorized visitors may refer them to any manager on site for appropriate action.

8. Disciplinary Action. MPCT Employees who violate this policy may face disciplinary consequences in proportion to their violation. HR will determine how serious an employee's offense is and take the appropriate action:

8.1 For minor violations (e.g. bringing in personal visitors without authorization), employees may only receive verbal reprimands).

8.2 For more serious violations (e.g. bringing in unauthorized visitors who rob or damage company property), MPCT employees may face severe disciplinary actions up to and including termination.

9. Visitors Invited to the MPCT/Centre (including prospective parents, agents and educational tour operators)

9.1 MPCT Staff, organising a visit, must never assume that someone has DBS clearance.

- a) All visitors will be asked to sign in and will be expected to wear a visitor's pass. If there is any doubt regarding the visitor's identity or the purpose of the visit, then ID should be checked. Visitors will then be escorted to their point of contact OR their point of contact will be asked to receive the visitor. The contact will then be responsible for them while they are on site.
- b) On departing MPCT/Centre, visitors should sign out and return their pass. A member of staff should escort the visitor and wait until they have left the building.
- c) Checking the identity of visitors by asking to see their ID badge and/or making a phone call to verify the identity of that person. If not satisfied with the verification, then refuse them entry into property until verified.
- d) Ask all visitors to sign the Visitor's Record, stating:
 - The date and time of arrival.
 - Full name and address of the visitor.
 - The purpose of the visit. The time of departure.
 - The visitor's signature.
- e) Preventing unauthorised persons entering the premises, and ensuring that no one can enter the premises without authority.

10 Volunteers. All volunteers should be cleared through DRM or HR Directors to ensure correct procedures in place.

10.1 Volunteers are people who enter the college/MPCT to support the work of the College. They should not be left alone with students and must be escorted to sign in and out and issued with a visitor's pass. A DBS check will be required for any post involving regular contact with students.

e.g. more than 3 days in a 30-day period and it should be recorded on the Single Central Register.

10.2 Volunteers must be clear of their level of interaction with MPCT Learners and confidentiality must be respected at all times. And briefed on H&S and Safeguarding procedures including reporting any issues to staff and whistleblowing policy.

11. Contractors

11.1 Contractors who are in college on a regular basis (more than 3 days over a 30 day period) should have a relevant DBS certificate and this should be recorded on the Single Central Register. Contractors should sign in and out and be issued with a visitor's pass. Contractors who are not DBS checked must be escorted at all times by a member of staff.

12. **Sports Coaches.** Sports coaches must have been DBS checked by the College or the organisation for which they are employed, and confirmation of these checks should be obtained by the college. Proof of identity should be presented when signing in and a pass should be issued.

13. **Social Services and Police Officers.** These personnel will have been checked by the relevant authority but if not in uniform, they should be asked for proof of identification. All officers should sign in and out of the building and be issued with a visitor's pass.

13.1 On rare occasions, police officers request interviews with learners to assist them with police enquiries. They will be granted access once parental permission has been given. The only exception to this will be in rare child protection cases when police and social services personnel may be granted access by the Principal or other authorised person without parental consent being sought.

14. **Staff Development.** As part of their induction, new staff will be made conversant with this MPCT policy and asked to ensure compliance with its procedures at all times.

15. **Other Related Policies.** This policy and procedures should be read in conjunction with other related college policies, including:

- a. Safeguarding and Child Protection Policy
- b. Health and Safety Policy
- c. Whistleblowing Policy