



# TBAC Visitor Policy

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## What is the aim of this policy?

The Bloomington Academy (TBAC henceforth) seeks to provide a warm, calm, purposeful and safe environment conducive to a positive learning experience and learning community for all stakeholders. Therefore, the wellbeing and safety of the children, staff and visitors is at the foremost of the agenda with regards to reception-visitor policies.

The aim of this policy is therefore to provide standard operating procedures that all reception staff, and wider school-staff are to follow, that allows the school to effectively monitor and manage visitors, limit inappropriate access while maintaining the calm, safe and welcoming environment conducive to a learning community that underpins the campus environment.

## Who are the types of visitors we may expect?

Visitors to the school may include:

- Government Officials
- School Inspectors
- Guest Speakers
- Parents
- Fellow Professionals from other Schools
- Paid Coaches / ASA Instructors
- Couriers and Delivery People
- Salespeople
- Outside Agencies such as School Photographers
- Prospective Parents
- Prospective Staff

## How we ensure we can account for all our visitors?

In-line with the School Safeguarding Policy, all staff, students, parents and visitors must always wear the colour-coded ID-LANYARDS. The system for this is:

Colour	Type	Access Restrictions
Green	Visitor Pass	Full-day access for a clear purpose.
Yellow	Parent visitor	Short-term access only.
Blue	Government Official / Inspector	Full-day access for a clear purpose.
Orange	Trial Staff and Interviewees	Full-day access for a clear purpose.
Red	Staff	Permanent access during school hours.

## How do we ensure the safety of our students, staff and fellow visitors?

- All prospective visitors are warmly welcomed and scrutinized at the front-gate by the site-security.
- All prospective visitors must show a valid ID, and purpose for visit to the security.
- If the visit is to complete maintenance work, or deliver items, all paperwork, prior-approvals and documentation should be provided. These visits / works should be done only after school-working hours.
- All prospective visitors have key details logged in, such as their EID Number, Mobile Phone Number and who they are visiting, including in/ out times.
- If the meeting is pre-arranged, the site-security will already be expecting the visitor and directing them into the reception area.
- We ask all parents who wish to have an appointment with respect to Heads of Department, Heads of Section, School Administration etc., to make their appointments after the school-working day (2:00 pm).



- If the meeting is impromptu, such as a critical-query or emergency, the site-security will coordinate with the reception and the appropriate school staff to decision-make on whether the required staff member (say Principal) is in a place to receive the impromptu visitor and hence, the visitor may be admitted at that time.
- All visitors agree to follow the visitor guidance in the Parent Agreement, which will be available as hard-copy with the site-security and at the reception to non-parents and as a poster in reception.
- The School Principal reserves the right and authority to determine admittance of any outside visitor to the school; the School Principal reserves the right and authority to make a decision to exclude any visitor at any moment from the school-site, if they provide any risk to our continued day-to-day maintenance of a warm, calm, purposeful and safe environment conducive to a learning community.
- The school reserves the right to work through the site-security and contact external agencies and law enforcement authorities if judged to be necessary to exclude a visitor from the site.

### **What do we ask of all visitors to our school?**

- To follow the visitor guidelines in the parent-agreement as communicated, and as a poster that can be reviewed in the reception area (see appendix A).
- To provide valid-ID at request at any moment.
- To always wear their appropriate lanyard-IDs on-site.
- To follow instructions of school staff.
- To follow the priorly-communicated agenda and purpose for their visit.
- To restrict their movements to only those areas priorly agreed according to the purpose of the visit.

### **What do we ask of our staff, to ensure the safety of all students, staff and visitors?**

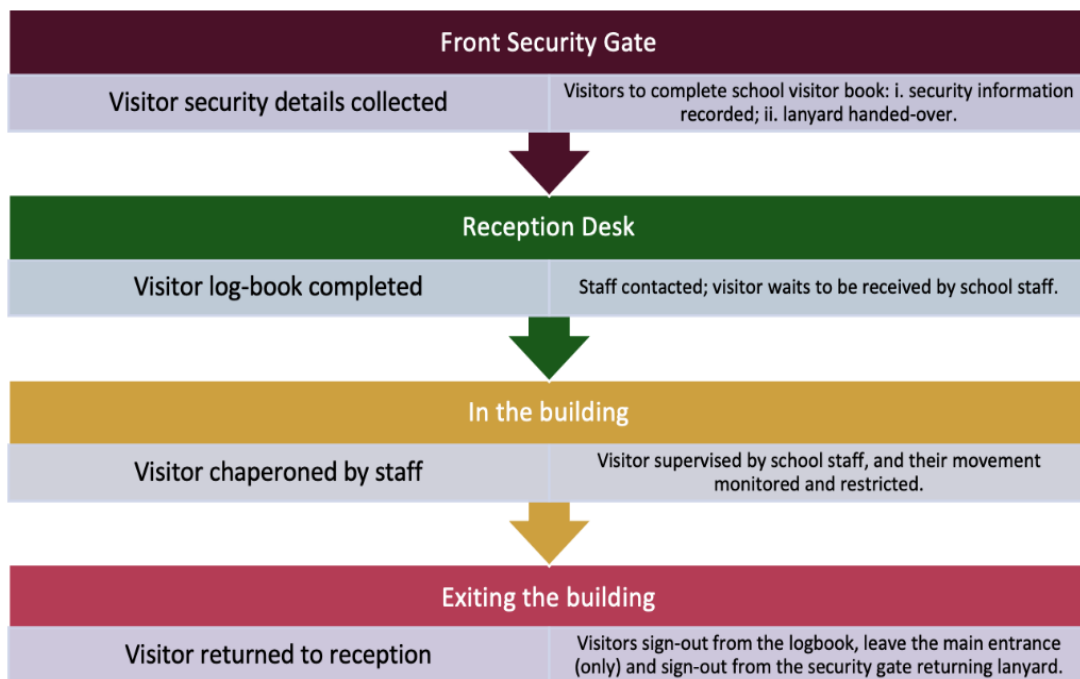
- To be trained, and to have read, and agree to follow this policy.
- To always wear their own lanyard-ID badges.
- To remain vigilant of visitors on school-site: all visitors should be warmly greeted around the building and any suspicious activities are to be reported at once to reception, security and school administration. A visitor should be able to articulate clearly:
  - Who they are?
  - What is the purpose of the visit?
  - That they have followed all previous steps of the process-flow for visitors.
- To challenge, and immediately report, any visitors not wearing their appropriate lanyard-IDs, and direct, and chaperone these visitors back to school reception to collect a lanyard and ensure compliance of this policy.



- All staff are to challenge, and immediately report, any visitors not in their appropriate area of the school-site given the purpose of their visit, and direct, and chaperone these visitors back to school reception.
- All staff are to be warm, courteous and professional to all visitors: we ask staff to point parents to this policy for its implementation to ensure the school learning community environment continues to be warm, calm, purposeful and safe.

What is the process-flow for visitors arriving at school?

## Visitor-Reception Process Flow Visual



How is access to the school-site managed for visitors?

- All visitors, once passing all ID and clarification checks, wait in the reception until met by their intended member of staff.
- All visitors are signed in / and out in the logbooks in the presence of a member of staff.
- All visitors are collected personally by members of staff, who then take them to their intended area of schools-site for their intended purpose.
- For visitors who require access to areas outside of reception, staff are to personally monitor and chaperone visitors as they move around the building.
- As a general policy, where possible, meetings with parents are to take place in the school conference room; in situations where this room is not available, the member of staff will use one of the available offices connecting to the reception area, and not beyond, the security-managed glass partitions.



### **How do we handle parents collecting children?**

- The reader is directed to our drop-off / dispersal policy (2:00 pm) in supporting documents.
- Student exit slips are to be completed if the parent is collecting the child outside of dispersal times (see Appendix B). Security ensures students do not leave the building unless accompanied by a parent and the student exit slip is fully completed by all stakeholders.
- Student exit slips are logged into the Student Out Pass Register at the Reception.
- Parent access to the reception area during drop-off / dispersal times is well-managed by the site-security and reception to ensure that parents are directed-clearly to the dispersal waiting areas to pick-up their children and avoid unnecessary disruption of the wider school-environment while classes and activities may still be ongoing.
- During dispersal times, the security may defer to reception as required.

### **How do we handle staff leaving early?**

- Staff are to complete an early leave request document, which is to be signed by line-managers and the Principal and submitted to reception.
- This ensures tracking of who is in the building in the event of fire.

### **How do we ensure compliance and application of this policy?**

- All staff on a yearly basis receive a basic refresher of this policy.
- As part of induction processes, staff are trained on this policy.



## **Appendix A – Visitor Agreement**

### **All visitors agree to the following:**

- Follow instructions of all school staff.
- Always wear their lanyard-ID.
- Provide ID as requested.
- Visit only agreed / permitted areas of the school-site.
- Play their part in conducting themselves in contributing to the warm, calm, purposeful and safe environment of TBAC.



## Appendix B – Student Exit Slip



### STUDENT EXIT SLIP

Student's Name:	Class/Section:
Parent's Name:	Phone number:
Date:	Time Pickup Time:
Mode of Transportation:	Bus No:
Teachers Signature:	HOS's Signature:
Receptionist's Signature:	Security/Transport:





## Appendix C – Visitor-Reception Process Flow Poster

