

Ambitious College Visitors Policy – West Thames

1. Purpose and Scope

Ambitious College welcomes visits from all interested parties including parents and family members, carers, professionals, volunteers and students. In order for the visit to be successful for all concerned, we must ensure that there are procedures which are followed. Therefore the purpose of this policy is:

- To protect the learners' dignity and privacy
- To promote trust and confidence between all parties
- To ensure that disruption to the College is kept to a minimum
- To promote transparency of practice.

2. Procedure

Those wishing to visit the College should make arrangements in advance with the relevant College personnel stating clearly the reasons for the visit. Where appropriate, visitors will be encouraged to attend one of the organised visits such as an Open Day.

All visitors must sign in as a visitor at the main reception at West Thames College, Isleworth and wear a visitor's badge issued by the reception staff.

Visitor will be collected from the main reception and escorted to the Ambitious College entrance based in the Sir Joseph Banks building where they must also sign in the visitors book. It is the responsibility of the visitor's escort to ensure signing in/out procedures are adhered to.

Tours should be restricted to corridors unless pre-arranged (but can enter non occupied teaching rooms /offices).

On leaving the college the visitors must sign out at the Ambitious College front door and will then be escorted to the main reception where they will return their red lanyard.

3. Key information

Staff Guidance:

Visitors are asked to follow any direction given to them by Ambitious College staff during visits.

On rare occasions incidents may occur with learners, and staff will ask visitors to leave or redirect their route.

Appendix 1 for detailed guidance regarding behaviours that challenge.

Safeguarding:

Staff will not share personal information about learners without explicit permission.

Learner details must not be addressed in public areas. A confidential space should be found.

Visitors are not permitted to take recordings, photos or videos on to interact with social media such as twitter, when on Campus

If you have a safeguarding concern please ask for the designated Safeguard officer Viv Berkeley (Principal) or Linda Looney (Vice Principal).

Visitors should be accompanied at all times, and have a visitors pass. Staff are within their rights to, and are expected to, question unaccompanied visitors. Please do not take offence; it is important we adhere to our safeguarding policies and procedures. There is a copy of these on our website.

Food:

As a college we have people who have sever allergies, due to this we are a nut free college, please do not bring any nuts into the college.

We ask that food is not brought into and consumed within the main college area, we have designated areas where food can be consumed please ask a member of staff.

Fire Evacuation/ Health & Safety:

You will be informed if we are expecting a fire drill on the day of your visit. If you hear the alarm sound please exit the building and meet at the designated muster point.

If you are involved in an accident whilst on site please ensure a manager is informed.

If you have any health needs or concerns please speak with your host at the start of your visit.

Behaviour that Challenges

During your visit you will have an identified host who will accompany you and identify key health and safety information for your stay. In addition to this, please note the following important information:

- All Ambitious College learners are supported by a dedicated team of Learning and Behaviour Specialists (LABS). Each learner will be supported by at least one LABS
- Learners can sometimes engage in behaviours that appear unusual or 'challenging'. These may include:
 - Aggression (pulling hair, hitting, throwing objects)
 - Self injury (hitting, biting self)
 - Running (at speed without caution)
 - Not following instructions (e.g. getting stuck when moving from one room to the next; sitting on the floor)
 - Property destruction (pulling posters off the wall, grabbing items from you)
- We aim to promote a calm and orderly environment that minimises the likelihood of these behaviours occurring. However, if a challenge does arise our staff team are trained in how to resolve the situation as safely as possible.
- There is potential that any of the behaviours listed above may be directed towards you. It is important to follow the instructions and guidance given to you by your host (e.g. waiting for a moment before entering a room, positioning in a classroom, etc.)
- All behaviour is meaningful; our learners have behaviour support plans that explain why behaviour occurs, how to avoid it, and how to respond to it safely. LABS who support our learners lead in the implementation of the strategies in this plan.
- If a LABS or your host feel that there is potential for a challenge to occur they may ask you to move with them to another location. Please follow any instructions you are given
- Sometimes these challenges can occur quickly without warning signs. In the unlikely event that you are impacted by a challenge (e.g. hair pull, hit, etc.):
 - Know that your host and the LABS will help you and work to resolve the situation as quickly as possible
 - If you are physically engaged (e.g. hair pull) please remain as calm as possible and allow our staff to disengage the learner safely using trained strategies. Your host will bring you to a safer environment and the LABS will support the learner
 - We have trained First Aid staff to support if required

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