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Visitors Policy

1. Introduction

Learn to Shine Education Ltd is committed to providing a safe and secure environment for students, staff, and visitors. This policy outlines the procedures for managing visitors to the premises to support safeguarding, security, and the smooth operation of the provision.

This policy is informed by:

- Keeping Children Safe in Education 2026 (where applicable; otherwise used as a good-practice reference).
- The Health and Safety at Work etc. Act 1974.
- The Child Protection and Safeguarding Policy.
- The Health and Safety Policy.
- The Fire Safety Policy.

This policy applies to all visitors, including parents/carers, contractors, professionals, volunteers, and members of the public.

2. Visitor Procedures

All visitors are expected to:

- Report to the main entrance upon arrival.
- Identify themselves and state the purpose of their visit.
- Sign in using the visitor recording system.
- Wear a visitor badge where provided.
- Follow staff instructions whilst on site.
- Sign out when leaving the premises.
- Remain with a member of staff at all times.
- Provide a copy of their DBS when on a prolonged/regular visit whilst students are on site.
- Follow policies and procedures.
- If you are a parent / carer, staff will be aware. Students are always allowed to leave the premises in the company of a staff member where this has been agreed prior to sessions with the parent/carer/commissioner or where a staff member is escorting them back to a parent / carer.

Visitors should not enter the premises without authorisation and they should be aware the door will remain locked during the hours of 09:00-21:00 Monday - Sunday. Visitors should not expect to gain access during these hours.

3. Safeguarding

The safety and welfare of students is paramount.

Visitors:

- Must respect the privacy and wellbeing of students.
- Should not have unsupervised access to students unless appropriate safeguarding checks have been completed and authorised.
- Must report any safeguarding concerns to a member of staff immediately.
- Are expected to follow Learn to Shine Education Ltd safeguarding procedures whilst on site.
- Should expect to have to provide a copy of their DBS and allow staff to check the status of their check on the Update Service where the safeguarding of students is concerned. This is an Learn to Shine Education Ltd procedure in keeping children and staff safe.
- Should not assume access into the building without identification or a prior appointment.

Staff will challenge any unidentified or unauthorised persons on the premises where it is safe to do so.

4. Health and Safety

Visitors are expected to:

- Follow health and safety instructions.
- Take reasonable care for their own safety and that of others.
- Comply with emergency evacuation procedures.
- Report accidents, hazards, or incidents to staff.
- Follow any site-specific safety requirements.

Visitors will be informed of emergency arrangements where appropriate.

5. Professional Conduct

Visitors are expected to:

- Behave respectfully towards students and staff.
- Maintain appropriate professional boundaries.
- Use mobile phones and electronic devices responsibly.
- Respect privacy and confidentiality.
- Follow instructions given by Learn to Shine Education Ltd staff.

Learn to Shine Education Ltd reserves the right to refuse entry or ask a visitor to leave where behaviour compromises safety, safeguarding, or the wellbeing of others.

6. Monitoring and Review

Learn to Shine Education Ltd maintains visitor records and regularly reviews visitor procedures to support safeguarding and site security.

This policy is reviewed annually or sooner if required by changes in legislation, statutory guidance, or operational needs.

Information will be managed confidentially and in accordance with UK data protection requirements.

Key Contacts

Role	Name / Organisation	Contact Details
Director	Katie McDonough	07312276588
AP Lead	Gabrielle Nicholson	07817520183
Centre Manager	Shannon Crooks	07930527109
Data Protection	Carol McDonough	07988909563
Police (non emergency)		101
Emergency Services		999
Derbyshire Starting Point	Derbyshire County	01629 533190
Derbyshire LADO	Local Authority	01629 533190

This policy was approved by:

Katie McDonough