

**RNC Policy: Visitors**

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| Responsibility: | Director of Student Support Services |
| Reviewed by: | Residential Manager  Director of Business and Enterprise |
| Approved by SMT: | December 2023 |
| Approved by Governor Committee: | N/A |
| Date of next review: | December 2024 |
| EIA Completed: | May 2017. Reviewed Jan 2021 |
| Published on website: | No (separate briefing sheet is made available to all external visitors) |
| Uploaded on to Smartlog: | No |
| Available to: | RNC Staff and Volunteers |
| Other relevant policies and reference documents - held on the RNC Intranet: [Policies, Procedures and Resources - Home (sharepoint.com)](https://rncac.sharepoint.com/sites/policiesproceduresresources)   * Car Parking policy * Student Handbook * External Speakers and Events Policy * Protocols for signing in visitors screening | |
| **Commitment Statement**  RNC is committed to the fundamental values of equality, diversity, and inclusion, which creates a supportive environment for all members of our community to live, work and study. Our commitment to equality and diversity means that this policy has been screened in relation to the use of plain English, the promotion of the positive duty in relation to race, gender, and disability and to eliminate discrimination to other equality groups related to age, sexual orientation, gender identity, marital or civil partnership status, pregnancy or maternity and religion or belief. We believe that safeguarding has paramount importance and RNC recognises its responsibility and duties within the Government Prevent Strategy to be aware of and where appropriate act to ensure the safety of all students from radicalisation and extremism.  This document is available in alternative formats on request. If you think RNC can improve the fairness of this policy please contact the author who has responsibility for the review and update. | |

# Introduction

RNC extends a warm, friendly, and professional welcome to its visitors. The College understands that it has a duty of care for the health, safety, security, and wellbeing of all staff, volunteers, and students[[1]](#footnote-2). It is important for the safety and security of students, staff, and other visitors that all visitorsare effectively managed whilst on the campus. The College is therefore required to have in place a clear protocol for the admittance of visitors to the College. All visitors (without exception) are expected to comply with the following procedures. Failure to do so may result in the escorted departure of the visitor from the College premises.

# Types of Visitors

* Visitors to staff (this includes Pre-Entry Assessment candidates and accompanying support)
* Visitors to students (College residents)
* Visitors to commercial areas e.g. thePoint4
* Visitors staying as part of residential group bookings
* Visitors accessing the campus as part of a day or evening group booking
* Trades people

# Safeguarding measures

* 1. All visitors must be identifiable when on RNC campus by wearing a visitor badge and lanyard, excluding public areas. Visitor badges are issued at RNC Reception.
  2. All visitors are provided with ‘Safeguarding at RNC’ information.
  3. All visitors are to be escorted and supervised by a member of staff with designated responsibility during term time.
  4. For regularly used contractors required to work on campus in an unsupervised capacity, sight and confirmation of DBS and ID is required.
  5. All visitors not permanently with or under the management of a member of staff are to be informed of fire evacuation procedures and other health and safety procedures.
  6. All student learning and residential areas have restricted access by either access card or key.
  7. The College has electronic signing in and approval systems.
  8. All staff have access, via WOL (‘Who’s on Location’ - see Appendix 2), to information as to who is visiting the campus.
  9. The College has a publicised and overt CCTV system throughout the campus.
  10. The College provides clear signage of areas restricted to staff and students.
  11. The College has additional visitor safeguarding measures in place specific to residential areas.

3.12 All staff are expected to politely challenge anyone in the College who is not known to them and is not wearing a staff, volunteer, student or visitor’s badge. The person should be guided to Reception for the correct signing-in protocol or asked to leave the premises. Staff and students are required to display their photo-ID cards at all times whilst on the College premises, so an unauthorised person should be easily identifiable.

# Booking in Procedures

4.1 All scheduled visitors must be recorded on the WOL booking system to provide cross College information. All staff can access the WOL booking system. Guidance on how to book a visitor can be found on the RNC Intranet.

4.2 Staff wishing to book an external speaker or event must refer to the External Speakers and Events Policy and complete the relevant form which can be accessed through the RNC Intranet.

4.3 All unscheduled visitors are the responsibility of the member of staff they are visiting.

4.4 Procedures when inviting guests to campus buildings;

4.4.1 Staff must register any visitor on the RNC WOL system by opening their Outlook calendar and setting up a meeting, adding attendees. Once the attendee list is complete for that particular visit the staff must then add [rnc.visitor@rnc.ac.uk](mailto:rnc.visitor@rnc.ac.uk) and send to all attendees. All those invited to the meeting will then be added to the WOL system.

4.4.2 All those invited will receive an email confirming their visit and directing them to read through the RNC Visitor Information. If the visitor is an external speaker, their confirmation email will also cover Prevent.

4.4.3 On arrival, visitors need to register their attendance at Reception, checking in using the WOL system. Once they check in, the designated staff member meeting them will receive an email and/or text message confirming their arrival.

4.4.4 It is the responsibility of the supervising staff member to collect registration details if the visitor is using the car park.

4.5 RNC Reception normal opening hours;

Monday - Friday: 6.30am – 9.30pm

Saturday - Sunday: 8.30am – 5.00pm

4.6 Visitors for residential areas – refer to Appendix 1.

# Signing in procedures

* 1. Prior to arrival, all visitors will be provided with safeguarding and health and safety information, including fire evacuation procedure (attached to their invite).
  2. All visitors must check in at Reception, or out of hours to call Residential staff in the Hall that they are visiting (see Appendix 1). Residential staff can confirm arrival on WOL.

5.3 During times when Reception is closed, visitors should still be asked to arrive to Reception front doors, to be met by a member of Residential staff.

5.4 Visitors who are part of a larger group (e.g. for conferences or events) will be booked in by the organisers and host staff will be aware of the names and numbers and have suitable safeguarding procedures in place.

# Procedures when visitors are on campus

6.1 All visitors are hosted by a member of staff.

6.2 Visitors must take due regard and behave in a manner in line with safeguarding and health and safety guidance provided.

6.3 If trades people are to be working on campus, signed in but unsupervised for a period, RNC managers within the area where work is taking place should be notified, and staff working within the area should be made aware by the manager.

6.4 Staff hosting visitors should ensure that the visitor signs out on leaving the campus.

## Appendix 1: Visitors to Residential Accommodation

The following restrictions are active:

* Visitors for residential students are not permitted to be in any restricted area on campus until the finish of normal College activities during the College week.
* Visitors of residential students must leave all student accommodation areas by 11.30pm during weekdays and Sundays, by 12.30am on Fridays and Saturdays.
* All non-residential visitors must be signed (on WOL) in with the RSO on duty in the hall of the person they are visiting.
* All non-residential visitors will be issued with a visitor badge by the RSO/NRSO; this must be worn at all times when on the campus
* This badge must be returned to the RSO/NRSO on duty when the visitor leaves campus.
* No non-residential visitors are permitted in Campbell Hall unless they are direct family members of the student (parent, sibling, or guardian).

## Appendix 2: Who’s On Location (WOL) user guide

Who’s On Location (WOL) is our new visitor management system which will enable you to set up visitors to RNC from your outlook calendar, together with notifying you via email once they have arrived on site and signed in. Your visitor will receive the Visitor and External Speaker Safeguarding information as part of their calendar invitation. It is hoped that colleagues will find the WOL system easy to use.

thePoint4 team are fully trained in this system and can support you and visitors; this may include adding ad hoc visitors to WOL.

To register a visitor on the RNC WOL system; Open Outlook calendar, setup up a meeting and add attendees. Once the attendee list has been finalised add [rnc.visitor@rnc.ac.uk](mailto:rnc.visitor@rnc.ac.uk) to the attendee’s list and send. This process will add your visitor(s) to the WOL system. Please note once the [rnc.visitor@rnc.ac.uk](mailto:rnc.visitor@rnc.ac.uk) has been added to the invitation you cannot add additional attendees. Best practice would be to confirm all attendees first before adding the above email address to the invite.

If you need to amend your attendee list, please contact enquiries@rnc.ac.uk or one of thePoint4 team.

Please inform your visitor that they will receive an email – some email servers might filter the email to ‘spam’ or ‘junk’.

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| **Version** | **Date** | **Amendments** | **Author** |
| 1.0 | December 2018  February 2019 | Review of previously approved policy. Version control added.  Update to Section 1.  Addition of Appendix 1 – Visitors to Residential Accommodation  Approved by CMG | MKJ |
| 1.1 | November 2020 | Reference to Gardner Hall and the Hive removed throughout.  4.3.3: Reference made to introduction of procedures set out in protocols for signing in visitors screening guidance | EG |
| 1.2 | December 2020 | 3.3: Amended to reference that this is applicable in term time only.  3.12: Amended to ‘all staff are expected to’ politely challenge’.  6.3: Amended to include ‘in line with safeguarding and health and safety guidance’ after ‘clear criteria’.  Appendix 1: Reviewed and updated | SMT |
| 1.3 | March 2022 | Who’s On Location (WOL) visitor process introduced. | SMT |
| 1.4 | March 2023 | Reviewed by SMT ahead of WOL system being commissioned. | SMT |
| 1.5 | November 2023 | Section 3: Minor amends/points of clarity  Section 4: reference to External Speaker procedures  Section 5: Reference to Covid Screening removed.  Updated process for visitors to Halls  Section 6: Reference to instruction if visitor unsupervised updated.  Images removed as did not add clarity to booking process. | SMT |

1. For the purposes of this Policy the term ‘student’ relates to all students funded by local authority, Welsh Government and privately funded younger students. [↑](#footnote-ref-2)