

Visitor Code of Conduct

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1. Purpose and aims

The Rose Learning Trust is committed to providing a safe, welcoming and respectful environment in which pupils can learn and staff can work. Visitors are an important part of school life: they may include parents and carers, volunteers, contractors, professionals, prospective families, community partners and representatives of public bodies.

This policy sets out the standards of conduct expected of anyone visiting Trust premises or taking part in a Trust school activity. It explains how visitors are welcomed, supervised and supported, and how the school will respond to conduct that may compromise safety, safeguarding, dignity or the effective running of the school.

The policy aims to:

- safeguard pupils and staff and promote their wellbeing;
- make expectations clear and consistent to visitors;
- support positive, respectful relationships between the school, families and wider community;
- protect the privacy, dignity and rights of pupils and staff;
- provide clear procedures for entry, identification, supervision, reporting concerns and responding to incidents;
- ensure that reasonable adjustments are made so that visitors can access the school where practicable;
- support the school's vision, values and improvement priorities

This policy applies alongside the school's safeguarding and child protection, health and safety, site security, complaints, data protection, online safety, equality and emergency procedures.

2. Scope

This policy applies to all visitors, whether attending by invitation, appointment or as part of their work. It covers visits to school buildings and grounds and school-organised activities held elsewhere.

Visitors include, but are not limited to:

- parents, carers and family members;
- volunteers, governors, trustees and members of committees;
- contractors, delivery personnel and maintenance workers;
- supply staff, agency workers and visiting tutors;
- health, social care and other professionals;
- inspectors, auditors and representatives of public bodies;
- prospective pupils and families;
- community groups, event participants and hirers of school facilities;
- members of the press or other media;
- any person attending a school event or activity.



A visitor who is also employed by the Trust must follow the relevant staff policies when acting in that capacity. The school may apply additional procedures to particular groups, such as contractors, volunteers, event attendees or people requiring regular access.

This policy does not replace statutory requirements or the terms of any court order, safeguarding plan, contact arrangement or other lawful restriction. Where these apply, the headteacher or delegated leader will ensure that relevant staff know and follow the required arrangements.

3. Legal and guidance framework

The school will apply this policy consistently with the law and statutory guidance relevant to its location and status. This may include:

- **Keeping Children Safe in Education (KCSIE)**, the current statutory guidance for schools and colleges in England;
- **Working Together to Safeguard Children**, where applicable;
- the **Education Act 2002** and relevant safeguarding duties;
- the **Children Act 1989** and **Children Act 2004**;
- the **Safeguarding Vulnerable Groups Act 2006**, the **Protection of Freedoms Act 2012** and relevant Disclosure and Barring Service requirements;
- the **Counter-Terrorism and Security Act 2015**, including the Prevent duty where it applies;
- the **Equality Act 2010**;
- the **Health and Safety at Work etc. Act 1974** and relevant regulations;
- the **Data Protection Act 2018** and UK GDPR;
- the **Human Rights Act 1998**;
- the **Education Act 1996**, including section 547 provisions on nuisance or disturbance on school premises where applicable;
- applicable fire safety, premises, security and public order legislation.

4. Principles and standards of conduct

Visitors are expected to:

- treat pupils, staff, other visitors and members of the community with courtesy and respect;
- follow reasonable instructions given by authorised staff;
- respect the school's safeguarding, security, health and safety and emergency procedures;
- communicate concerns calmly and through the appropriate channels;
- respect the privacy, dignity, identity and rights of others;
- use inclusive, non-discriminatory language and behaviour;
- maintain appropriate professional boundaries with pupils;
- protect confidential information and use personal information only for its intended purpose;
- use school premises and equipment only as authorised;



- avoid behaviour that disrupts teaching, learning or the safe operation of the school.

The school will make expectations clear and apply them fairly. It will consider relevant circumstances, including disability, communication needs, distress, language needs and reasonable adjustments, while maintaining its duty to protect pupils and staff.

5. Roles and responsibilities

The Trust Board

The Trust Board will:

- approve and review the policy in line with its delegated responsibilities;
- ensure suitable oversight of safeguarding, site safety and visitor management;
- receive information about significant or recurring visitor-related risks and incidents.

The Headteacher and Senior Leadership Team

The Headteacher and Senior Leadership Team will:

- implement this policy and ensure staff know their responsibilities;
- ensure visitor access, sign-in, supervision and emergency procedures are in place;
- decide how to respond to conduct concerns, including whether access should be restricted;
- ensure concerns about a visitor's conduct towards a pupil are referred through safeguarding procedures;
- make sure relevant incidents are recorded and escalated;
- communicate any necessary restrictions or safety arrangements to relevant staff.

The designated safeguarding lead (DSL)

The DSL will:

- advise on safeguarding concerns involving visitors;
- ensure allegations or concerns about a visitor's conduct towards a pupil are handled under the school's safeguarding procedures;
- liaise with children's social care, the police, the local authority designated officer (LADO) or other relevant agencies where required;
- ensure information is shared lawfully and on a need-to-know basis.

All staff

Staff will:



- treat visitors courteously and direct them to reception or the designated check-in point;
- challenge or report unauthorised access and unsafe conduct promptly;
- avoid leaving visitors unsupervised with pupils unless the visitor has been authorised to work independently under the school's safer recruitment and safeguarding procedures;
- report concerns, incidents or breaches of this policy to the appropriate leader;
- follow emergency instructions and help visitors understand them.

Visitors

Visitors must:

- behave in a professional and courteous manner at all times
- follow the procedures in this policy and any reasonable site-specific instructions;
- give accurate information when signing in and provide identification when requested;
- wear and display the visitor pass as directed;
- remain in authorised areas and comply with supervision arrangements;
- report safeguarding, safety or security concerns immediately;
- return passes and sign out when leaving.

6. Entry, sign-in and identification

All visitors must enter through the designated entrance and report to reception or the stated check-in point. Visitors must not enter through another door, follow pupils into the site or attempt to bypass access controls.

Unless an authorised alternative procedure applies, visitors must:

1. state the purpose of their visit and identify the person they are meeting;
2. sign in using the school's visitor system or register;
3. provide identification where requested, in accordance with the school's risk-based procedures;
4. read or acknowledge relevant site safety and safeguarding information;
5. wear the visitor pass visibly for the duration of the visit;
6. remain with their host or designated staff member unless authorised otherwise.

The school may refuse entry where identity or purpose cannot be established, required checks have not been completed, or there is a safety, safeguarding or security concern. Any decision will be made by an authorised member of staff and recorded where appropriate.

Routine deliveries should be handled through the school's designated delivery arrangements. Delivery personnel must not access pupil areas unless specifically authorised and supervised.



7. Safeguarding, supervision and appropriate boundaries

The safety and welfare of pupils are paramount. Visitors must not:

- be alone with a pupil unless this has been specifically authorised and appropriate checks and arrangements are in place;
- initiate private, personal or inappropriate contact with a pupil;
- exchange personal contact details or communicate with pupils through personal accounts, messaging services or social media;
- give gifts, offer lifts or make arrangements to meet a pupil outside school without explicit school authorisation and appropriate consent;
- question a pupil about a safeguarding concern or promise to keep a disclosure secret;
- use physical contact with a pupil except where necessary, appropriate and consistent with school procedures and the visitor's role.

If a pupil discloses information suggesting that they may be at risk of harm, the visitor should listen calmly, avoid leading questions, not promise confidentiality, and report the concern immediately to the DSL or another member of staff. The visitor should not investigate the matter or contact the pupil's family about it unless instructed through the school's safeguarding procedures.

The school will ensure that visitors undertaking regulated activity or other regular work with pupils are subject to the relevant safer recruitment, vetting, supervision and safeguarding requirements. A visitor must not assume that a previous check or professional status automatically authorises unsupervised access.

8. Behaviour, communication and respectful conduct

The school does not accept behaviour that intimidates, threatens, harasses, discriminates against or abuses pupils, staff or other visitors. This includes conduct in person, by telephone, in writing, online or during school-related activities.

Visitors must not:

- use threatening, abusive, discriminatory, sexualised or persistently offensive language or behaviour;
- shout at, intimidate, harass or physically threaten any person;
- disrupt lessons, meetings, school events or the safe operation of the site;
- enter staff-only or pupil-only areas without permission;
- damage property, misuse equipment or bring prohibited items onto the premises;



- attend while under the influence of alcohol or illegal drugs, or behave in a way that creates a safety risk;
- use a school visit to campaign, solicit or promote an activity without permission.

Concerns about a pupil's education, care or treatment should be raised through the school's established communication and complaints procedures. Staff will seek to respond respectfully and constructively. Visitors should not attempt to resolve a disagreement by confronting a pupil or staff member in a manner that causes distress or disruption.

The school may ask a visitor to stop particular behaviour, leave the premises or communicate through another authorised channel.

9. Photography, recording and devices

Visitors must not photograph, film, record or livestream pupils, staff or school activities unless they have explicit permission for a specific purpose.

Permission to take photographs at an event does not authorise a visitor to photograph every pupil or to publish or share images. Visitors must follow staff instructions and respect the school's arrangements for pupils whose images must not be captured or shared.

Visitors must not:

- use a mobile device to record conversations or meetings without the informed agreement of those involved and the school's permission;
- photograph or record in toilets, changing areas, medical rooms or other private spaces;
- post identifiable images, names or information about pupils or staff online without appropriate authorisation and consent;
- use a device in a way that distracts pupils, compromises confidentiality or interferes with school operations.

The school may ask visitors to put away a device or stop recording. Any images or recordings made without authorisation may be managed under relevant safeguarding, data protection and school procedures.

10. Confidentiality, information and data protection

Visitors may become aware of personal or sensitive information about pupils, families, staff or the school. They must keep such information confidential and must not disclose, copy, photograph, remove or discuss it except where authorised or legally required.



Visitors must:

- access only the information needed for their authorised role;
- store and handle information securely;
- avoid discussing identifiable information where others may overhear;
- report any suspected loss, unauthorised access or disclosure immediately to the school;
- follow any confidentiality agreement, data protection instruction or professional obligation that applies to their role.

Confidentiality does not prevent a visitor from reporting a safeguarding concern or other serious risk through the appropriate channels. The school will handle personal information in accordance with its privacy notices, data protection procedures and applicable law.

11. Health, safety, accessibility and emergency procedures

Visitors must follow all reasonable health and safety instructions, including those relating to fire safety, first aid, site hazards, infection control where applicable, and restricted areas.

Visitors must:

- familiarise themselves with the relevant emergency instructions;
- report accidents, hazards, injuries or near misses to a member of staff;
- follow evacuation or lockdown instructions immediately;
- not obstruct exits, corridors, fire equipment or access routes;
- use equipment or facilities only with permission and appropriate instruction;
- comply with any sign-in, evacuation-accounting or visitor-lanyard arrangements.

The school will make reasonable adjustments for disabled visitors and consider other access, language or communication needs. Visitors are encouraged to tell the school about relevant needs in advance where possible. The school will explain any temporary limitations or alternative arrangements that are necessary for safety.

In an emergency, visitors must follow instructions from staff and emergency services. Visitors must not re-enter the site until authorised.

12. Contractors, volunteers and regular visitors

Regular visitors, volunteers and contractors may require additional checks, induction or written arrangements, depending on their role and access to pupils, information or school facilities.



Before work or activity begins, the school will determine, as appropriate:

- the purpose and location of the visit;
- whether safeguarding checks, identity verification, references, qualifications or other checks are required;
- whether the person may be left unsupervised with pupils;
- the required level of supervision and staff contact;
- relevant health and safety, confidentiality and safeguarding instructions;
- site-specific risks and any necessary permits or work controls;
- who is responsible for monitoring the person's compliance.

Contractors must follow site rules, including any restrictions on work near pupils, use of tools and hazardous materials, access to utilities and storage of equipment. They must secure work areas and report incidents or changes to their work that may affect safety.

A visitor must not treat a general invitation, previous visit or professional qualification as permission to enter any area or work independently with pupils.

13. Reporting concerns and responding to breaches

Any visitor who witnesses an unsafe, inappropriate or concerning incident should report it promptly to the headteacher, DSL or another senior member of staff. If there is immediate danger, the visitor should alert staff and emergency services as appropriate.

Staff receiving a concern must take it seriously and follow the relevant safeguarding, health and safety, complaints or incident-reporting procedure. Concerns involving possible harm to a pupil must be referred immediately to the DSL or deputy DSL. Where an allegation concerns a member of staff, volunteer or other person working with children, the school will follow its allegation-management procedures and consult the LADO or other relevant authority where required.

The school will:

- record relevant incidents factually and securely;
- consider the immediate safety and wellbeing of everyone involved;
- take proportionate action and seek advice where necessary;
- share information only with those who need it, subject to safeguarding and legal duties;
- consider whether further risk assessment, supervision or access restrictions are needed.

Visitors should not investigate an incident, interview pupils or witnesses, or make public statements on behalf of the school.



14. Refusal, removal or restriction of access

The school may refuse entry, ask a visitor to leave, or impose proportionate restrictions where this is necessary to protect pupils, staff, visitors, property or the effective operation of the school. Reasons may include:

- failure to follow sign-in, identification or supervision requirements;
- unauthorised access or refusal to follow reasonable instructions;
- threatening, abusive, discriminatory, harassing or seriously disruptive conduct;
- a safeguarding, security or health and safety concern;
- breach of a lawful restriction or failure to comply with agreed arrangements.

Where practicable, the visitor will be told the reason for the decision and how future contact with the school may take place. The school will consider individual circumstances and relevant legal duties, including equality duties, and will keep a record of significant decisions.

Restrictions must be authorised by the headteacher or delegated senior leader, except where immediate action is necessary to manage a risk. A visitor who refuses to leave or presents an immediate threat may be dealt with in accordance with the school's emergency and site-security procedures, including contacting the police where appropriate. Any statutory powers will be used only where applicable and by an authorised person.

A restriction on a parent or carer's access to premises does not, by itself, remove their parental responsibility or the school's duty to communicate appropriately about their child. Alternative arrangements should be considered where practicable.

15. Communication, implementation and training

The school will make this policy available to visitors through suitable channels, which may include the school website, reception, appointment communications, event information and visitor induction materials.

Implementation will include:

- clear entrance signage and a reliable visitor sign-in process;
- visitor passes and defined authorised areas;
- briefings for staff on challenging, reporting and recording concerns;
- safeguarding and site-safety information for visitors;
- appropriate accessibility and language arrangements;
- periodic checks that visitor records, supervision and emergency procedures are working effectively.



Staff should explain expectations politely and consistently. The school will seek to resolve misunderstandings through clear communication while prioritising safety and safeguarding.

16. Monitoring and review

The headteacher or delegated leader will monitor implementation, including visitor incidents, safeguarding concerns, access restrictions, feedback and any recurring site or process issues. Information will be reviewed in a manner that protects confidentiality and informs improvements.

The policy will be reviewed at least every year, and sooner if:

- legislation or statutory guidance changes;
- an incident or review identifies a need for change;
- school arrangements, buildings or risks change;
- feedback indicates that the procedures are unclear or inaccessible.

The review will involve relevant leaders and, where appropriate, staff, governance representatives, parents or carers and community partners. Any revisions will be approved under the Trust's governance arrangements and communicated to affected groups.

