

## Visitors Policy - The Pears Campus at CoNEL

Ambitious College welcomes visitors, including parents and family members, carers, professionals, volunteers, and young people interested in attending our college. Our college is a busy, thriving community so it is important that visitors are aware of the procedures to ensure everyone stays safe and disruption to learners and staff is kept to a minimum.

### Making an appointment:

Those wishing to visit the college should make arrangements in advance with the relevant college personnel stating clearly the reasons for the visit. The parents/carers of the young people who are interested in enrolling at the college are encouraged to attend one of the monthly Open Days. You will find the dates and details on our [website](#).

All visitors must make themselves known with the Ambitious College reception, by pressing the intercom, access is via the entrance on Town Hall Approach Road, N15 4RU.

Visitors will be collected from the entrance and taken to the Ambitious College reception office where they will be signed in and issued a visitor's badge/lanyard. It is the responsibility of the visitor's escort to ensure signing in/out procedures are adhered to.

On leaving the college visitors must sign out at Ambitious College reception office and will then be escorted to the building entrance/exit.

There is no onsite parking at the college, however there are a number of public parking facilities, close to the college. Details of which can be found on our website.

### Key information

- Tours of the college are usually restricted to corridors unless pre-arranged. This is to ensure minimum disruption to the learners.
- 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.

### Safeguarding:

- Staff will not share personal information about learners.
- Visitors are not permitted to take recordings, photos or videos. We also ask that visitors do not interact with social media such as twitter, when on Campus.
- If you have a safeguarding concern, please ask for the designated safeguarding officer onsite.
- 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:

- Some of our learners have life threatening food allergies. Due to this we are a nut free college, please do not bring any nuts or nut products 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.
- Hot drinks should not be carried in the corridor

Policy Owner	Head of College	Review Date:	April 24
Policy No.	107a(2)	Version No.	4.0

**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.
- Fire marshals will direct you to the fire exits
- If you are involved in an accident whilst onsite 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.
- There is access to a trained first aider on site

This policy should be read alongside the following Ambitious College and Ambitious about Autism policies and procedures:

- Child Safeguarding and Protection Policy and Procedures.
- Adult at Risk Safeguarding and Protection Policy and Procedures.
- Healthcare Policy

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## Appendix 1

### Behaviours of Distress

During your visit you will have an identified host who will accompany you and identify key health and safety information for your visit. 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 (breaking windows, , 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 positive 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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