

## **Visitors Policy - The Pears Campus at West Thames**

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 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 to be worn throughout the visit. If you arrive via the carpark, please make your way to the main reception area at West Thames College.

Visitors will be collected from the main reception and taken to the Ambitious College entrance based in the Sir Joseph Banks building where they will also be signed into the Ambitious College area. 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 and will then be escorted to the main reception.

If you require parking at the college, please let your contact know, who will make the arrangements for you.

### **Key information:**

- Tours should be 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:**

Policy Owner	Head of College	Review Date:	April 26
Policy No.	107a(2)	Version No.	5.0

- Some of our learners have life threatening food 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.
- Hot drinks should not be carried in the corridor.

**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.
- Our staff are specially trained and will manage any situation that arises please take direction from them during the 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

### 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 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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