



Visitors Policy

September 2025

Next Review September 2026

1. Replenish Learning Visitors Policy

1.1 Replenish Learning is committed to providing a warm, professional and courteous welcome to all visitors, whatever the purpose of their visit.

1.2 We have a legal duty of care for the health, safety, security and wellbeing of our students and staff. This includes a duty to safeguard students from any form of harm, abuse or nuisance. The Board of Directors and senior leaders must ensure this duty is upheld at all times.

1.3 The Headteacher and Directors recognise that there can be no complacency in safeguarding and child protection. All visitors (without exception) must comply with this policy and the procedures below. Failure to comply may result in the visitor being escorted from the site.

2. Policy Responsibility

2.1 The Business Manager is responsible for the implementation, coordination and review of this policy, and will liaise with site/reception staff and the Designated Safeguarding Lead (DSL) as appropriate. All breaches must be reported to the Business Manager.

3. Aim

3.1 To safeguard all children for whom Replenish Learning is responsible during delivery hours and during any out-of-hours activities arranged by the provision.

4. Objectives

4.1 To maintain a clear, consistently applied protocol for admitting external visitors to the site—understood by all staff, Directors, visitors and parents/carers—and aligned with safeguarding guidelines.

5. Where and to Whom the Policy Applies

5.1 The provision is responsible for its students anywhere on the site during delivery hours, during after-hours activities, and on organised (and supervised) off-site activities. The policy applies to:

- All Replenish Learning staff
- External visitors attending during the day or for after-hours activities
- Directors of Replenish Learning

- Parents/carers and volunteers
- Students
- Other education-related professionals
- Building/maintenance and other independent contractors visiting the premises
- Independent contractors transporting students (e.g., minibuses, taxis)

6. Protocol and Procedures

All visitors must bring formal identification and follow the steps below:

- Report to reception on arrival. No visitor may enter via any other entrance.
- State the purpose of the visit and the name of the staff member who invited them; produce formal ID on request.
- Sign the Visitors' Record Book at reception, providing name, organisation, person being visited and vehicle registration.
- Wear the visitor identification badge visibly at all times.
- Be escorted to the point of contact, or have the point of contact collect them from reception. The point of contact is responsible for the visitor while on site.

7. Approved Visitor List

7.1 Replenish Learning will maintain an Approved Visitor List for frequent visitors (e.g., volunteers, mentors).

7.2 To be included, the visitor must have:

- a) A current enhanced DBS check, recorded on the provision's central record; and
- b) A current DBS children's barred list check.

Approved visitors must still report to reception and sign in on each visit. A copy of the Approved Visitor List is held at reception.

8. Visitor Departure

8.1 On leaving, visitors must exit via reception, sign out (recording departure time) and return their badge.

8.2 A member of staff should escort the visitor to reception.

9. Unknown or Uninvited Visitors

9.1 Any person on site without a visible ID badge should be challenged politely regarding their identity and purpose.

9.2 They should be escorted to reception to sign in and be issued with a badge; subsequent procedures in Section 6 apply.

9.3 If the visitor refuses to comply, they should be asked to leave immediately and the Programme Lead informed.

9.4 The Business Manager will assess whether the police should be informed.

9.5 If an unknown/uninvited visitor becomes abusive or aggressive, they will be instructed to leave immediately and warned that police assistance will be sought if they refuse.

10. Directors and Volunteers

- All Directors and volunteers must complete DBS clearance (or confirm an existing, current certificate via the office).
- Replenish Learning will check that DBS certification is current (typically within the last three years).
- New Directors will receive this policy as part of induction.
- New volunteers will be briefed on this policy by the Business Manager before undertaking any activity or class support.

11. Staff Development

11.1 As part of induction, new staff will be made aware of this Visitors Policy and must comply with it at all times.

12. Use of External Agencies and Speakers

12.1 See the Preventing Extremism and Radicalisation Policy for further guidance.

13. Monitoring, Evaluation and Review

13.1 This policy will be reviewed at least annually and whenever relevant legislation or guidance changes. Implementation and effectiveness will be assessed and the policy promoted and applied across Replenish Learning.