

# VISITORS POLICY

## 1.0 GENERAL

- 1.1 This policy details MRG Services UK Ltd approach to dealing with visitors in our offices and delivery sites but other policies should be considered in conjunction with its guidance. These include areas such as Safeguarding and Health & Safety,

## 2.0 INTRODUCTION

- 2.1 This policy seeks to ensure that staff are aware that visitors can make an important contribution to the life and work of the company and visitors themselves can benefit from contact with the learners and staff.
- 2.2 Visits from agencies or external workshops etc should be made available to all relevant groups of learners wherever possible
- 2.3 Visitors to workshops for specific purposes of contribution to topics, relating experiences etc are to be encouraged and welcomed. In arranging such visits, delivery staff should consult with the relevant manager prior to finalising arrangements and should try to ensure that the visit causes minimum disruption or inconvenience.

## 3.0 PROCEDURES

- 3.1 Visitors must report, in the first instance, to reception and sign in.
- 3.2 All visitors who are not known should be asked to produce satisfactory evidence of their identity and the purpose of their visit.
- 3.3 All visitors must always be issued with a 'visitor lanyard' and wear this whilst in the centre.
- 3.4 Instructions are given to contractors that they should report to the relevant manager, and contractors' staff should know that this is expected of them.

Ref No:	PY28	Originator:	Quality
Section:	Safeguarding	Reviewer:	SLT
Date:	11/19	Approved:	CEO
Revision:	2.0	Page:	1 Of 2

### 4.0 **MANAGING EDUCATION DELIVERED BY VISITORS**

- 4.1 When involving external contributors in the education of learners, MRG Services UK Ltd ensures that:
  - 4.1.1 They are clear about the desired learning outcomes
  - 4.1.2 The external contribution is integrated into the company's programme, rather than being an isolated event
  - 4.1.3 The external contributors are competent educators and facilitators and do not provide input outside their area of expertise
  - 4.1.4 Where possible, learners are involved in the preparatory and follow-up work, e.g. writing invitation and thank you letters
  - 4.1.5 The content of sessions is negotiated to ensure that it meets the needs of learners and is consistent with the overall aims of the relevant education programme
  - 4.1.6 The contribution is grounded in a learner-centred approach to learning, which may involve assessing educational needs
  - 4.1.7 All external contributors are fully aware of MRG Services UK Ltd values and approach to education, the relevant policies, including those covering confidentiality, disclosure and safeguarding, are discussed where appropriate to ensure that their approach is consistent with that of the company
  - 4.1.8 All external contributors are aware of their roles, responsibilities and boundaries, i.e. that they work to the professional boundaries of the delivery team when taking part in curriculum activities
  - 4.1.9 The value of the external contribution is assessed through learner feedback and evaluation. This information is shared and used to inform future work.

Ref No:	PY28	Originator:	Quality
Section:	Safeguarding	Reviewer:	SLT
Date:	11/19	Approved:	CEO
Revision:	2.0	Page:	1 Of 2