

## Guidance for visiting Schools

This guidance is intended to help Technodocs deal with schools, academies and colleges manage visitors in a way that ensures the safety of children and adults whilst on the school site. The responsibility for this lies with both Technodocs and the Head Teacher. It is based on Keeping Children Safe in Education 2019: The role of schools and college staff informs; All staff have a responsibility to provide a safe environment in which children can learn (KCSIE 2019-page 5 para 7)

The school, academy or college should nominate a member of staff to be the primary liaison between them and Technodocs. Wherever possible service calls should be booked by the school, academy, or college on Technodocs online portal where Technodocs will provide up to three authorised users.

Technodocs will when deal with a school, academy or college require the following procedures to be followed:

- At all times, visits to schools should be pre-arranged
  - We should call the reception or designated contact person to clarify the fault and establish if the fault can be dealt with by the user or remotely.
  - If we agree a date and time to visit the school on that call, we should confirm that arrangement by email before going to the premises
  - In the event that we cannot contact the school with 2 hours of a service call being booked We should send an email offering 3 alternative dates and times that are suitable for our schedule to visit. In the event that one of these events is confirmed by phone we should confirm a date and time by email.
- When visiting a member of our staff MUST report to reception first and not enter the school via any other entrance
- At reception, we must explain the purpose of our visit and who has invited them We should be ready to produce formal identification.
- We must sign the visitors' record book or equivalent such as an electronic recording system which may include a photograph of the visitor being taken.
- A visitor's badge should be worn and displayed prominently.
- We should not operate any phones or recording equipment on school premises and as a matter of course such devices should be left with the reception or, if safe to do so, in vehicles.
- Should a member of the schools staff not be available to escort us into an area that is used by children, or to be present whilst using a mobile phone then we should, if practicable, make the call from outside the school premises, or inform the reception that we will have to leave the premises to gather information and make another appointment to return.
- We should wait in the reception area until we are met by an appropriate member of staff to be escorted to our destination.
- We should expect to be accompanied by a member of staff. We should not be alone with pupils/children
- If We find We are alone with pupils/children We should report to a member of staff or reception.
- On departing the school, We should leave via reception, sign out of the building, return our visitor badge and be seen to leave the premises.

Schools and colleges may require that we work at the school or college has been subject to the appropriate level of DBS check. Schools and colleges should always check our identity of as a contractor. This document has been supplied to the school and should establish a formal agreement regarding access to specific areas of the building.

This policy is based on information supplied by Nottinghamshire Safeguarding Children's Partnership (Dec 2020) however Technodocs recognised that other authorities or academies may have different safeguarding criteria and it should be the school, academy or college responsibility to inform Technodocs if they wish to amend in anyway this policy.