


**UHL Apprenticeship and Development Centre
Visitors Policy**

Centre Lead	Judith George Centre Education Manager - UHL Apprenticeship and Development Centre	
Written By	Julie McCarthy Head of UHL Apprenticeship and Development Centre	
Checked and Approved by Board Director Lead	Clare Teeny Chief People Officer	<i>Signatures</i> 
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Document Amendment and Review Log

December 2022	V1.2 Change of name	JS
June 2024	V2 Review of policy and procedures V2.1 Safe Learning Environment Charter	JG

1. Rationale

- 1.1 The rationale underlying this policy is a commitment to protecting all apprentices and learners at the UHL Apprenticeship and Development Centre (herein after referred to as the Centre) during their learning activities in order to ensure a safe environment for study and for Centre staff.
- 1.2 This guidance is intended to help the Centre manage visitors in a way that ensures the safety of both young people and adults at the Centre.
- 1.3 The Centre has a responsibility for the safety and well-being of apprentices and learners during the educational elements of their programmes e.g. apprenticeships. In addition to this as employees of the health and social care community they will be protected and supported by their employer's policies and procedures during their role. Centre staff are also protected by their employer's policies and procedures.
- 1.4 Safeguarding, safety and well-being of apprentices and learners is the first priority of the Centre and this policy forms an essential part of the safeguarding portfolio.
- 1.5 The Centre describes in this document the protocol and procedures for admitting external visitors to the Centre rooms. This conforms to safeguarding guidelines and works to prevent unsuitable people from working or accessing young people in the learning environment.
- 1.6 It is noted that the Centre is part of a large acute Trust and that Trust has primacy on the health and safety of its environment which includes security of staff, patients and the public – this includes learners and apprentices. This policy covers the classroom environments that the Centre uses where apprentices and learners are known to be on set dates for planned learning activities across the 3 sites. However, it is recognised that there will be variations across the 3 sites and it cannot cover and monitor all the UHL hospital; classrooms are often part of bigger areas. The Trust is responsible for the 3 sites and all activities on them. Apprentices are all employees of a health care environment and as such have employment contracts that they have agreed to, that cover their wellbeing and safety at work.

2. Protocol and Procedures

- 2.1 Before a visitor is invited to the classroom / Centre, the Centre management team will be made aware. All visitors to the Centre will report to the administration team or the named point of contact at the site to sign in. They should state the person they are visiting, the reason for the visit and who invited them.

2.2 All visitors to the Centre, without exception, are expected to comply with this policy. This includes external assessors, guest speakers, volunteers. They will be made aware of this policy at the point of signing in.

2.3 When entering building or when moving between secured areas staff will avoid allowing anyone inadvertently following them into the area as per UHL procedures.

2.4 If a member of staff notices someone in a secured area that does not have a visible UHL name badge they will ascertain their requirements for being there

The member of staff should either

- a) taken to the administration office if they are visiting the Centre to check with their host they are an expected visitor. If they are they would then follow the sign in process. If they are known but can't be seen they would be politely asked to leave. Any concerns will be reported to Trust security
- b) raise a concern immediately with Trust Security if the response feels inappropriate. This will allow security to follow up the concern in line with UHL procedures.

2.4.1 If unknown visitors become uncooperative, abusive or aggressive Trust security should be called immediately as per Trust procedures. The Trust's policy on security will take effect at this point.

2.4.2 If apprentices or learners are in the Centre classrooms in this area, the member of staff must ensure they are accounted for and ensure any under 19's are supervised until the unknown visitor situation is concluded by the security team.

2.4.3 If apprentices or learners need to relocate, the member of staff in charge of the classroom will make this decision and ensure the Centre management team are made aware at the earliest opportunity. The Centre Education Manager will record this in the Centre's Health and Safety folder.

2.5 Visitors e.g. volunteers from UHL, college employees, end point assessment assessors, external verification assessors and members of NHS staff will be expected to present their name badge from their employing organisation.

2.6 External visitors on Centre business are required to wear a visitor ID badge during their visit. UHL staff can wear their UHL ID badge.

2.7 All visitors will be made aware of the visitor information re toilets, emergency evacuation points and meeting points should there be a fire alarm. The person hosting the visitor will be responsible for accounting for them in an evacuation procedure.

2.8 On departing all visitors will return the visitor badge and sign out.

- 2.9 While approved visitors are on the premises they will act in accordance with Trust and Centre policies especially in regards to confidentiality and privacy.
- 2.10 Visitors are not required to have a DBS check and should be under the supervision of a Centre member of staff or the apprentice's/learners line manager for e.g. end point assessment observations if the learner is under 19.
- 2.11 An assessment of DBS requirements will be made with the Trust recruitment team and the DBS provider for any guest teachers or volunteers who support the Centre for more than 3 days in any one month. A central log of DBS checks will be kept by the Centre Education Manager and reviewed annually. The requirements for Trust staff to have DBS checks will be based on their substantive role and the guidance from the DBS provider. Production of a UHL name badge is deemed confirmation that that role has had sufficient checks for the post they hold.
- 2.12 On the rare occasion that the police visit the Centre e.g. to speak with an apprentice/learner, the usual visitor procedure should be followed and ID seen. If the learner is under 19, parental permission should be sought for any other activity than continued professional development. The exception to this is in the case of a very rare child protection issue. If Centre staff are in doubt what to do they should seek guidance from the 24/7 safeguarding lead service on how to proceed.
- 2.13 The Centre operates a hot desk system for any bookings; these can be booked via a shared drive by UHL staff. Bookings must not be used beyond their booking time and, if applicable, cancelled in a timely manner. All UHL colleagues using Centre office space should sign in.

3. Raising Concerns

- 3.1 Apprentices, learners and Centre staff should know how to raise a concern about a visitor. This can be done through their immediate contact point. For learners it would be their Practitioner or Facilitator. For Centre staff it would be Trust security and their immediate line manager as relevant.
- 3.2 As an employee of the NHS all staff should have awareness of raising concerns and know who the Freedom to Speak Up contact is.
- 3.3 Should such incidents occur they will be recorded on the Trust's risk management system, Datix and followed up accordingly.

4. Monitoring

- 4.1 The effectiveness of this policy will be monitored through the Centre's Governance meetings.
- 4.2 The policy will be reviewed as scheduled or sooner if there are any recommended changes, or in response to any incidents.