

# GREENACRES

Childcare at its best

## Visitors policy.

*Visitor is determined by any person not employed by Greenacres, visiting our premises, including students, tutors, Ofsted, Early Years, extra curricular teachers, viewings/parents, other professionals and persons reading utility meters ETC.*

### Visitors:

1. Any visitors to the premises must follow the strict procedures on entering the building, including viewings, delivery persons, tutors Etc.
2. No staff member must buzz a visitor through unless they are expected. If unexpected, the staff member must go out to establish the visitor's business and clarify their ID.
3. When buzzed through, the visitor must be received at the door. The person must show ID and sign into the visitors' book.
4. The visitor must never be left alone at any point of the visit with the children.
5. All visitors will be asked to keep their personal belongings, including mobile phones, on their person to safeguard the children at all times from accidentally obtaining anything unsuitable. We ask that pockets and bags are fastened to ensure this safety.
6. When leaving, the visitor must sign out and let a staff member know that they are leaving.

### Students:

1. Students should always be under the supervision of a member of staff and placed alongside a specific senior staff member (mentor) for support and guidance, they will go through our code of practice with the student.
2. It is the senior nursery officer who has been assigned to students' responsibility to liaise with the students' course coordinator. The student remains fully accountable to the senior staff and manager.

3. Students from local schools and training colleges must not be included in the staff ratio and must never be left alone with the children or go off into a room alone with a child.
4. Training sheets will be completed by the students and signed by senior staff where appropriate.
5. Students should conduct themselves in an appropriate manner at all times.
6. Gradually students will be encouraged to build on their experiences and extend their responsibilities as and when they are ready and as is necessary.
7. On the students first day, they will be provided with relevant information, EG hours, break times, fire exits, safeguarding, room routines and information and who their mentor is. Each student will receive a student pack with additional information in.
8. Students will be asked to complete personnel details and a next of kin for in the event of an accident, they will be asked to provide ID and a relevant CRB if applicable.
9. The place of study should provide Greenacres with the correct paperwork and contact details in the event of the student not turning up and who to discuss their performance with.
10. The assigned mentor should spend time regularly to liaise with the student.
11. A good example must always be set for students, especially conversations that are held, always maintaining the confidentiality of parents and children.
12. If a student is completing a work experience placement with us they will be encouraged to join in and take part in all duties alongside their mentor.
13. Students will be asked to store their personal belongings in the staff room, away from the children.

### **Short term/trial staff/volunteers.**

1. Short term/trial staff and volunteers should provide us with their personnel details, emergency contact details on their first day. They will be asked for ID and their DBS.
2. Ensure they are taken through the code of practice. They must be shown all of Greenacres basic procedures and information, including

safeguarding. If possible they should work alongside a senior member of staff. A new person should always be supervised.

3. Basic procedures, duties, policies, fire exits and routines are important and should be known by all members of staff including Short term/trial staff/volunteers.
4. The correct dress code must be known and adhered to.
5. The Short term/trial staff members' hours should be recorded down on the timesheet and rates of pay should be agreed before employment commences.
6. Hours for the next day or any future days should be informed in advance to the Short term/trial staff.
7. If the person is on trial for possible permanent employment with Greenacres, they will be asked to provide references, if agreed that they will become employed by Greenacres they will be placed on a 3 month trial period and be given a full induction and training.
8. Volunteers are under the guidance of management and will be instructed in what responsibilities they are allowed to take.
9. Volunteers and will be treated as visitors at all times.