

Juniper



TRAINING

VISITOR POLICY

November 2025

This policy will be updated as our business changes and in line with new legislation. It will be reviewed and updated as necessary, a minimum of once a year. Where you see reference to the term 'student' in this policy, this applies to all 16-19 study programme students, students on traineeships and apprentices.

Review Date	01.11.2025	Next Review Date	01.11.2026
Plan Owners	Triona O'Donnell Student Support Manager	Tara Hughes Director of Quality	
Governance Sign Off Date			
CEO Signed		CEO Print	
Date policy signed off by CEO			

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1. Policy Statement

Juniper has an open and friendly learning environment whereby visitors are welcomed. Juniper has a duty of care to protect visitors in the same way that staff and students are protected, to ensure the health, well-being and safety of all.

Juniper will:

- Provide an inclusive environment, achieving equality for all and valuing diversity.
- Keep students safe and protect them from physical or mental harm.
- Prevent students from being radicalised; ensure that students have a balance of views and protect students from information that could be deemed to promote extremist views and ideologies.

We expect all visitors to work in accordance with the same guidelines and principles to protect students.

This Policy and Visitor Protocol has been produced to ensure that all visitors comply with Juniper's Code of Conduct and policies including:

- Health & Safety Policy
- Safeguarding & Prevent Policy
- Prevent Duty Statement
- Equality, Diversity and Inclusion Policy

2. Visitor Protocol

- All visitors must report to reception and sign the visitor log.
- Visitors will be expected to provide ID to confirm their identity where possible.
- Visitors will be issued with a visitor's badge, and this shall be worn and be visible at all times – this must be handed back to reception at the end of the visit and the visitor should sign out.
- **Visitors will be accompanied by a Juniper staff member at all times whilst on the premises and should not be left alone with students,** the only exceptions are one-to-one interviews – **see section 4 Protocol for Mock Interviews Carried Out by External Visitors** **or** visitors that have been approved by Juniper to provide professional services directly to learners (e.g. social workers and support workers from external support agencies) – **see section 3 Different Types of Visitors and the Vetting Checks Required**
- Juniper will endeavour to make reasonable adjustments and provide access to visitors where possible, in accordance with the Equality Act 2010.
- In the event of an emergency, the visitor will be escorted to the emergency assembly point.
- It is not expected that a visitor will have cause to complain. However, should the visitor wish to make a complaint regarding their visit then they should ask to speak with the centre's Performance Manager, or Sports Performance Manager. Alternatively, they can put their complaint in writing to the Director of Foundation Learning, Director of Apprenticeships or Director of Quality.

3. Different Types of Visitors and the Vetting Checks Required

People visit Juniper for a range of reasons; social workers, support workers from external support agencies, building contractors, external guest speakers such as employers or employees from external support agencies (e.g. sexual health, substance misuse, mental health support and NHS) and parents/carers are just some examples.

When we have visitors to Juniper centres and sports sites, who are not employed directly by us (whether paid or unpaid), it is important that we consider the safeguarding measures that should be put in place. Appropriate vetting and screening checks must be carried out according to the nature and purpose of the visit.

Vetting and screening will examine and seek to capture the following information:

- Date(s) of visit (all visitors except parents/carers)
- Organisation contact name
- Purpose of visit (& topics to be discussed)
- Identification check (contractors, teachers and teaching assistants from external agencies and visitors that are visiting in a professional capacity/providing professional services to learners e.g. social workers or support workers from an external support agency)
- Assurance that a professional who is providing professional services directly to learners has the appropriate DBS check (social workers, support workers from external agencies). If their employer has confirmed that they have the appropriate DBS check then you do not need to ask to see their DBS certificate.
- Assurance that teachers and teaching assistants have had the appropriate DBS check (Triona O'Donnell/Victoria Cleary or Juniper's HR Department will confirm this).
- You may note a person's DBS number or obtain confirmation from their employer for visitor's providing professional services in centre/on site for example, social workers and support workers. In these instances, you should make a note of their DBS number on the 'External Visitors Vetting Log' (professionals - social workers, support workers from external agencies and agency staff only)
- Social media/Google check (external guest speakers only)
- Review of presentation and/or materials (external guest speakers only)
- Other forms of evidence of suitability for example reference or testimonial (external guest speakers only)

All Visitors, apart from parents/carers, **MUST** sign the Visitor Guidelines and Declaration and a copy retained electronically or paper based alongside any appropriate documentation/information as stated above.

Information should be entered on to the centre's 'External Visitors Vetting Log' stored in the Safeguarding Team on Office 365. Vetting and screening evidence should be stored **securely** either in the centre's safeguarding folder in the Safeguarding Team on Office 365 if electronic **OR** if paper based, this must be kept in a locked cabinet/drawer in the Performance Manager's office.

Visitors will be re-screened a minimum of once every 2 years. All previous data held will be destroyed or deleted – see section 6 Protocol for Storing/Handling Visitor's Data.

Most Visitors will be accompanied and supervised at all times whilst in centre or on site, and as such they are not engaged in 'regulated activity' (See Appendix 3 for the Definition of Regulated Activity, from Keeping Children Safe in Education). Therefore, you do not need to ask

to see their DBS and **you must not** take a photocopy (taking a photocopy of a person's DBS contravenes the General Data Protection Regulations (GDPR)).

External Guest Speakers

Vetting and screening of external speakers/visitors, who will be delivering sessions or working directly with students on Juniper premises or off-site, should always be carried out prior to the start of the session. This is to safeguard students to ensure that the content of the session/activity is appropriate, and they are not exposed to extreme views or radical ideologies.

Vetting and screening checks will be carried out by the centre Performance Manager, Sports Performance Manager or a staff member designated by the Performance Manager. Juniper will ensure that documentation remains private and confidential – see .

- The Performance Manager, or Sports Performance Manager (or a designated staff member) will find out details and information of the sessions to be delivered and will request a copy of any materials or resources.
- All external speakers working with students will be issued with the 'Visitor Guidelines' (See Appendix 1), which outlines key information relating to: Health and Safety, Safeguarding, The Prevent Duty, Promotion of British Values and Equality and Diversity.
- Guest speakers must sign Juniper's Visitor Guidelines and Declaration and a copy retained in the External Visitors Vetting Folder (electronic or paper based) – **see section 6 for Juniper's Protocol for Storing/Handling Visitor's Data.**
- A staff member must be present at all times during the session/activity and the external visitor **must not** be left alone with students.
- Once the vetting and screening checks have been carried out, the Performance Manager, Sports Performance Manager (or designated person) must confirm whether the activity/session is authorised on the 'External Visitors Vetting Log'.
- If the external speaker delivers subsequent sessions/activities then there is no need to carry out another check **but** the Performance Manager, or Sports Performance Manager should review any new materials/resources and record the date that they vetted the new materials on the 'External Visitors Vetting Log'.
- If staff consider the content, views expressed contravenes Juniper's code of conduct, policies and/or 'duties', then they should immediately stop the session/activity. Staff should inform the Performance Manager, or Sports Performance Manager and the 'External Visitors Vetting Log' should be updated to reflect that the visitor in question is no longer authorised to run activities/sessions in the centre.

If there is any doubt over the visitor's suitability, then the session/activity **must not** be authorised.

Parents/carers

We do not need to vet or screen parents/carers that are meeting with Juniper staff members and professionals in centre or on site. For example, a parent/carer attending an intervention meeting alongside their child, or a parent/carer attending a child in need meeting alongside their child, Juniper staff member(s) and professionals. However, we should show/issue parents/carers a copy of Juniper's Visitor Guidelines and Declaration, so they are aware of Juniper's expectations of visitors and what to do if they need to report a safeguarding concern.

Professionals providing a professional service directly to Juniper students

Juniper must obtain assurance that a professional who is providing professional services directly to learners in centre or on site has the appropriate DBS check (social workers, support workers from external agencies). If their employer has confirmed that they have the appropriate DBS check, then you do not need to ask to see their DBS certificate. You may note a person's DBS number on the 'External Visitors Vetting Log' but **do not** take a copy.

All appropriate vetting/screening checks should be carried out, as stated above, prior to the first visit and a copy of Juniper's Visitor Guidelines and Declaration to be stored (electronic or paper based) - **see section 6 for Juniper's Protocol for Storing/Handling Visitor's Data.**

Once approved, professionals may be permitted to meet with students without supervision

Building contractors

Building contractors must be supervised by a Juniper staff member at all times whilst working in centre or on site. All appropriate vetting/screening checks should be carried out, as stated above, prior to the commencement of any work in centre or on site and a copy of Juniper's Visitor Guidelines and Declaration to be stored (electronic or paper based) - **see section 6 for Juniper's Protocol for Storing/Handling Visitor's Data.**

Teachers or teaching assistants supplied through an agency approved by Juniper

If centres/sport sites have a teaching assistant or teacher who is supplied by an approved external agency, then the agency is responsible for carrying out the same level of Safer Recruitment checks as Juniper, including enhanced DBS check with children's barred list information. Juniper will obtain written confirmation of this, and the details of these individuals will be added to Juniper's Single Central Record by HR. **However**, on the teacher's or teaching assistant's first day in centre or on site, the Performance Manager, or Sports Performance Manager **must** ask to see their ID and **must** add the appropriate details as stated above to the 'External Visitors Vetting Log'. This is to ensure that the person presenting themselves for work is the same person on whom the checks have been made.

4. Protocol for Interviews Carried Out by External Visitors

It is recognised by Juniper that one-to-one interviews are a valuable learning activity and as such, students benefit from real life interview experience from employers or apprenticeship providers.

All protocols for vetting and screening must be carried out in line with **Section 3 - Different Types of Visitors and the Vetting Checks Required.** However, the interview **must** be carried out in an interview room/training room in clear view of other staff members within the training centre i.e. a room that has glass windows. A Juniper staff member must be present in any virtual 1-1 interview sessions with students.

5. Protocol for Virtual Sessions

All of the above protocols apply equally to visitors delivering sessions virtually, with the additional requirement that Juniper staff retain control of the virtual session to enable them to shut the session down immediately if staff consider the content, views expressed contravenes Juniper's code of conduct. Virtual speakers should not attempt to contact students directly, nor should they provide students with their personal contact details.

6. Juniper's Protocol for Storing/Handling Visitor's Data

Handling Visitor Data

Juniper will capture and access information on visitors for the sole purpose of ensuring that we are safeguarding learners and will only access data that is necessary according to the nature and purpose of the visit.

In accordance with Juniper's Visitor Policy and the Data Protection Act 2018, any data or information captured will be handled sensitively and will be kept secure at all times. Your data will be kept for a period of 2 years and will be securely destroyed or deleted after that time. If visitors have concerns around this, please ask to speak to the Performance Manager or a Juniper Safeguarding Lead

7. Safeguarding Concerns Raised by any Visitor

If any visitor has a safeguarding concern, they will need to complete a Visitor Safeguarding Concerns Form (See Appendix 2) – which is a first-hand account of factual information that the visitor wants to make Juniper aware of. They should ask to speak to the Designated Safeguarding Prevent Officer or can contact Juniper's Safeguarding Leads – Aaron Squires, Triona O'Donnell, Victoria Cleary or Tara Hughes. Contact details can be provided by the centre or alternatively, visitors can call Head Office on 01902 864194 and ask to speak to one of Juniper's Safeguarding Leads.

8. Related Policies and Procedures

- Health & Safety Policy
- Safeguarding & Prevent Policy
- Prevent Duty Statement
- Equality, Diversity & Inclusion Policy

Staff Declaration

Centre Name: _____

I have read and fully understand the Visitor Policy V1.8 11.25 TOD:

Name	Signature	Date

This must be scanned and saved in the 'Policy Declarations' folder in the PM Team using the following format:

Name of Policy Declaration, Version Number – Centre, Date Uploaded

Example: Visitor Policy Declaration V1.8 11.25 TOD – Leicester 16-11-2025

Appendix 1: Visitor Guidelines & Declaration

Juniper has an open and friendly learning environment whereby visitors are welcomed. Juniper has a duty of care to protect visitors in the same way that staff and students are protected, to ensure the health, well-being and safety of all. Therefore, please read the following information below and upon request you may access Juniper's policies should you wish to do so.

Juniper will:

- Provide an inclusive environment, achieving equality for all and valuing diversity.
- Keep students safe and protect them from physical or mental harm.
- Prevent students from being radicalised; ensure that students have a balance of views and protect students from information that could be deemed to promote extremist views and ideologies.
- Comply with Martyn's Law (Terrorism Protection of Premises Act 2025). This may mean that you will be asked to follow instructions during drills or live incidents, including evacuation, lockdown, or invacuation procedures.

We expect all visitors to work in accordance with the same guidelines and principles.

Equality, Diversity & Inclusion Statement

Juniper is wholly committed to achieving equality for all students, staff and visitors, always ensuring diversity is valued and providing an inclusive environment for all staff, students and stakeholders.

As an educational provider, Juniper has produced an Equality, Diversity & Inclusion Policy, which aims to avoid discrimination in accordance with the nine protected characteristics:

- | | | |
|----------------------|----------------------------------|---------------------------|
| • Race | • Sex | • Sexual Orientation |
| • Disability | • Marriage and Civil Partnership | • Pregnancy and Maternity |
| • Religion or Belief | • Age | • Gender Re-assignment |

Safeguarding Statement

Juniper is committed to the safeguarding and wellbeing of all of our students and fully recognises its responsibilities for protecting vulnerable groups from abuse and from inappropriate and inadequate care. Our Safeguarding & Prevent Policy applies to all staff, students, visitors, contractors and volunteers working on behalf of or in conjunction with Juniper. As a visitor working in conjunction with students, we would like to inform you of the following information:

- You must not work unsupervised with individuals or groups of students unless you are a professional providing professional services for a student and have been approved to do so (e.g. social worker or support worker from an external support agency)
- It is prohibited for you to access the personal information of students
- You are prohibited from contacting/communicating with students outside of the activities planned by Juniper, including communicating with students via social media
- You must not have/form any kind of relationship with students other than in a professional capacity

If you are concerned about the safety or wellbeing of a Juniper student please speak to a Designated Safeguarding/Prevent Officer immediately and complete a Visitor Safeguarding Concerns Form.

Prevent Duty Statement

We recognise that safeguarding against radicalisation and extremism is no different from safeguarding against any other forms of vulnerability. We agree to uphold and promote the fundamental principles of human rights and British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

We will ensure that we are vigilant about radicalisation and extremism; that we overcome any professional disbelief that such issues will happen here and ensure that we work alongside each other, professional bodies and external agencies to ensure that our staff and students are safe from harm.

British Values Statement

It is the policy of this organisation to uphold British values which are defined by government as "democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs", and we (the visitor) will encourage students to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

Health & Safety Statement

We owe a duty of care to all staff, students & visitors. In order to discharge this duty, we take steps to ensure working and learning environments are safe with risks to health being reduced to a minimum or eliminated.

Handling Visitor's Data

Juniper will capture and access information on visitors for the sole purpose of ensuring that we are safeguarding learners and will only access data that is necessary according to the nature and purpose of the visit.

In accordance with Juniper's Visitor Policy and the Data Protection Act 2018, any data or information captured will be handled sensitively and will be kept secure at all times. Your data will be kept for a period of 2 years and will be securely destroyed or deleted after that time. If visitors have concerns around this, please ask to speak to the Performance Manager or a Juniper Safeguarding Lead.

Hostile Attack Preparedness

All staff are trained in basic emergency response and first aid. Visitors must follow staff instructions during any emergency and avoid obstructing emergency services. As part of emergency response protocol, in the unlikely event of a hostile threat:

- **RUN** – If safe to do so, leave the area quickly.
- **HIDE** – If escape is not possible, find a secure place to hide. Silence your phone.
- **TELL** – Call 999 when it is safe to do so and provide clear information.

Visual signage and staff guidance will support you during any incident.

As a visitor, I agree to comply with the above and work in accordance with the parameters as set out in Juniper's Visitor Policy – please ask at reception to view this policy.

Signed: _____ Print Name: _____ Date: _____

Appendix 2: Visitor Safeguarding Concerns Form

Please provide a first-hand, written account detailing your safeguarding concern. Ensure that you provide as much factual information as you can. Once complete please ask to speak to the Designated Safeguarding Prevent Officer in centre or on site. Alternatively, please contact one of Juniper's Safeguarding Leads – Aaron Squires, Triona O'Donnell, Victoria Cleary or Tara Hughes. Contact details can be provided by the centre or alternatively, visitors can call Head Office on 01902 864194 and ask to speak to one of Juniper's Safeguarding Leads.

Date of Concern	
Name and Contact Details of the person raising the concern	
Organisation	
Details of Concern	

DSPOs – please upload a copy of this to CPOMs when reporting the safeguarding concern and securely destroy the original version

Appendix 3: Definition of Regulated Activity

This is the definition of regulated activity from Keeping Children Safe in Education 2025

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

Regulated activity includes:

- a. teaching, training, instructing, caring for (see (c) below) or supervising children if the person is unsupervised, or providing advice or guidance on physical, emotional or educational well-being, or driving a vehicle only for children;
- b. work for a limited range of establishments (known as 'specified places', which include schools and colleges), with the opportunity for contact with children, but not including work done by supervised volunteers.

Work under (a) or (b) is regulated activity only if done regularly. Some activities are always regulated activities, regardless of frequency or whether they are supervised or not. This includes:

- c. relevant personal care, or health care provided by or provided under the supervision of a health care professional:
 - personal care includes helping a child with eating and drinking for reasons of illness or disability or in connection with toileting, washing, bathing and dressing for reasons of age, illness or disability;
 - health care means care for children provided by, or under the direction or supervision of, a regulated health care professional.

Regulated activity will not be:

- paid work in specified places which is occasional and temporary and does not involve teaching, training; and
- supervised activity which is paid in non-specified settings such as youth clubs, sports clubs etc.