



Name of Policy: **The Royal Guests**

Date Approved: August 2025

Date for Review: August 2027

INTRODUCTION

The Royal British International School welcomes many visitors during the course of the day who often make an important contribution to the life and work of the school in many ways. Visitors include:

- Parents/Guardians
- Prospective Parents / Guardians
- Previous Students & Volunteers.
- External Agencies / Third-Party Service Providers

It is the intention of the Royal School that every visitor is treated with courtesy and respect, and made to feel welcome whilst on the premises. The school is responsible for ensuring the security, wellbeing and safeguarding of our students at all times and is equally responsible for the wellbeing of the whole school community and we take this responsibility seriously.

This policy is therefore designed to value all visitors whilst simultaneously safe-guarding students and staff.

RESPONSIBILITY

The School's Director of operations is the member of staff responsible for the implementation, coordination and review of this policy. This person will also be responsible for liaising with the School's Designated Safeguarding Lead.

AIM

To safeguard all children and staff under the school's responsibility both during school hours curriculum and out of school hours activities which are arranged by the school. The ultimate aim is to ensure the Royal School students can learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

VISITORS PROTOCOL

Regular Visitors or Volunteers:

The Royal School has regular visitors to the school who satisfy all safeguarding criteria, which include:

- External Agencies / Third-Party Service Providers.
- Academy and ECAs coaches and/or instructors.

Visitors will be allowed access to the school unaccompanied and access to students as appropriate. The school will keep a list of the names of these regular visitors who have access to our students with the Director of Operations and Logistics. The security will refer to this list to authorize admittance to the school site and they will be provided with a photographic identification badge for the Royal School with a clearly identified lanyard. Badges are to be visible at all times.

- All visitors will be given the Safeguarding brochure in reception; information detailed on the Brochure will outline their responsibilities in meeting our safeguarding procedures. (Appendix 1)
- Any visitor delivering a lesson or assembly must agree the content and tone of that with the member of staff responsible for the visit, prior to the visit taking place. The content and tone must be in line with the school ethos, be fully compliant with all school policies and take into account the age and ability of the students.
- Regular visitors and/or volunteers to the school should be registered on the Schools Single Central Record and have completed the necessary Safeguarding checks. The Personnel and Director of Operations will be responsible for this. Regularly reviewing the list of named regular visitors and that the protocols are consistently actioned.

Visiting procedures apply to Parents/Guardians when collecting and/or delivering a student to the school reception. Parents will be given a Visitors Identification Badge with a clearly identified lanyard on the gate and national IDs are to be shown to security.

On these occasions a student leaving or returning to school must be signed out or in via the

appropriate signing in and out procedures, and will meet/leave their Parents/Guardians in main reception.

Unknown Visitors:

All unknown visitors must enter the site via the main entrance to reception. Those arriving by car should ideally park in the allocated spaces at the front of the school.

- First, visitors must report to the security guards on the gate. All visitors will be asked to show their national ID at all times.
- Security will be responsible to record into the Visitors Record Book the name, national ID, date and time.
- Visitors will be given a Visitors identification badge with a clearly identified lanyard on the gate.
- At reception, all visitors must state the purpose of their visit and who has invited them.
- Visitors will wait in the reception area until collected by the nominated member of staff.
- The member of staff will then be responsible for their visitor while they are on site.
- The Badge will be returned to the security guards on the gate when signing out at the end of the visit.
- At sign out, security should log the exact sign-out time.

If the security guards on the main gate or receptionist have any doubt regarding the authorisation of admitting a visitor, they will contact a member of the Steering Committee as a priority. Authorisation for a visitor to enter the school grounds or buildings is dependant on the nature of their visit.

Maintenance contractors who will primarily be engaged to work during term time will be accompanied by the site team at all times. All contractors carrying out emergency work during term time will be accompanied by site staff at all times.

Unacceptable Behaviour by Visitors

The school maintains a zero-tolerance policy towards any form of disrespect, verbal or physical harm directed at staff members or members of the school community. Should a prospective parent, walk-in enquirer, or any visitor engage in inappropriate conduct—whether by crossing behavioural boundaries, using threatening language, or exhibiting aggressive behaviour—they will be immediately reported by the member of staff to their line manager. The line manager is to decide the action required.

- If a visitor becomes abusive or aggressive, they will be asked to leave the site immediately by a senior leader and warned that if they fail to leave the school grounds, security will be asked to escort them off the school premises.
- The senior leader will consider each situation and decide if it is necessary to inform the police of the concerns.
- A copy of the individual's identification will be circulated to all school entry points. The Director of Operations must be informed without delay. Such individuals will be permanently barred from re-entering the school premises to prevent any future incidents and to uphold the safeguarding and wellbeing of our entire school community.
- Students who have a concern regarding any visitor should contact a member of staff as a matter of urgency. They should not approach the 'visitor' independently.
- They should then be escorted by a member of staff to reception to have their visit processed according to the procedures outlined above.
- It is the responsibility of ALL employees to verbally and respectfully challenge any individual on the school premises who is not wearing The Royal School Visitors' Pass.

Alumni Visits

Alumni wishing to visit the school must be granted permission from a relevant member of Staff. The visit must be well-planned with the time of their arrival and departure, and their purpose for visiting determined prior to their visit. All visitors to the school should be guided on appropriate dress by the individual coordinating their visit; smart/casual is appropriate.