



South East Cornwall Multi Academy Regional Trust

Visitors Policy

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Introduction

At SMART Nurseries, we take all reasonable steps to ensure the safety of children in our care. This includes making sure any visitors to the nursery are properly identified and supervised at all times.

All visitors must sign the visitors' book on arrival and departure.

Visitors may include prospective parents / carers, other professionals e.g. local authority workers, Ofsted inspectors, people in the community that may come to talk to the children e.g. librarians, contractors to complete work, deliveries etc.

Where applicable, we ask visitors to book in advance, so arrangements can be made to accompany them. The identity of any visitors attending in a professional capacity e.g. Ofsted inspectors, speech and language therapists is checked.

All visitors are informed of any relevant policies, including the fire evacuation procedure and Acceptable Use policy, including use of smartwatches.

We give each visitor a visitor's badge to wear to identify themselves to staff and parents within the nursery. A member of staff must accompany visitors to the nurseries at all times while on the premises: at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Security

- Staff must check the identity of any visitors before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitors' Book and accompanied by a member of staff at all times while on the premises;
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to leave the nursery unattended;
- Staff, parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery;
- The nursery will, under no circumstances, tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

Work Placement

At SMART Nurseries, we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our nursery. We will accept **2** students at a time as more students than this places undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

We will only offer placements to students who are associated with a recognised child-related course or, on occasions, pupils from local secondary schools on work experience. We offer placements only after discussions with the appropriate tutors and the establishment of close links with the college, training provider or school.

We expect all students to visit the nursery for an interview, followed by their student induction and nursery tour. At this time, students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook and sign their contract in readiness for their first day.

Our policy for those on placement is as follows:

- All students will have an enhanced Disclosure and Barring Service (DBS) check before their placement begins
- All students are assigned to a senior member of staff who will supervise their work and explain the health, safety and fire requirements of the nursery;
- Students will be supervised at all times by the member of staff assigned to them and will not be left alone with the children. They may only change nappies if the manager is satisfied they are competent, responsible and know the children well enough and always under close supervision;
- Students will be supported to understand nursery policies and procedures including Safeguarding, Health and Safety, Counter Theft, and Whistle blowing policies;
- All students are required to keep to our Data Protection policy;
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Student coordinator to receive feedback about the student's progress;
- Students will be offered support and guidance throughout their placement and given constructive, honest feedback in respect of their performance. Staff will respect individual students' needs and abilities;
- An accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed;
- To maintain parent partnerships, parents will be informed when students are present in the nursery e.g. via the parent noticeboard. Wherever possible this will be accompanied by a recent photograph of the student;
- All students on placement must adhere to the same codes of conduct as permanent staff including timekeeping and dress codes;
- All students are encouraged to contribute fully to the nursery routine and to spend some time in every area.

In some cases, we may include students (aged 17 and over) on long-term placements and staff working as apprentices (aged 16 and over) in early education in our staff: child ratios. This will be the discretion of the manager and will only occur when the manager is satisfied; that the student / apprentice is competent and responsible.

Young Worker

At SMART Nurseries, we support young workers and apprentices as we foster and shape the workforce of the future. At times there may be students on placement within the nursery.

The EYFS (2021) sets out the requirements for young people working in a setting and we will adhere to these requirements at all times.

Suitable students on longer term placements and volunteers (aged 17 or over) who are attending our setting for 1 year or more will be monitored and assessed to determine their competence levels. If we believe that they are suitable and demonstrating the high levels of competence and responsibility we expect from our staff, then we may consider including them in our staff ratios.

Apprentices (aged 16 and over) in early education who are attending our setting on a long-term placement of 1 year or more, will be monitored and assessed to determine their competence levels. If we believe that they are suitable and demonstrating the high levels of competence and responsibility we expect from our staff, then we may consider including them in our staff ratios.

Any young person under the age of 18 in the setting is considered a child by law; therefore, we will be vigilant towards their safety and well-being. We will provide each young person with a mentor / buddy within the setting that can support their well-being. Any safeguarding concerns will be dealt with according to our safeguarding policies procedures.

Within our nursery we expect our young staff to:

- Read, understand and adhere to all policies;
- Take part in our ongoing staff suitability procedures. Declare any reasons why their suitability to work with children may change during their placement;
- Share any safeguarding concerns they may have with their mentor or the safeguarding officer;
- Maintain a high standard of work, behaviour, appearance and attendance whilst with the nursery;
- Undertake a full induction, conducted by the nursery;
- Access training as required by the management;
- If studying whilst with the setting, undertake all tasks required by the tutor to keep up to date with the course. If your coursework falls behind at any point, your placement in the setting will be at risk;
- Ensure that the nursery environment is safe and secure for all children at all times and report any issues as they arise;
- Help with the day-to-day running of the nursery by undertaking tasks as determined by the supervisors and management;
- Take part in staff meetings and all staff training as required by the nursery.

Volunteering

(To be read in conjunction with SMART's Safeguarding and recruitment policies)

At SMART Nurseries, we recognise the immense benefits that volunteers bring to the nursery. In return, we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

Status of volunteers

A volunteer is not an employee and will not have a contract of employment with the nursery. We will, however, insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

Enhanced Disclosure and Baring Service (DBS) check

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the nursery and will also include two written references.

Training

Volunteers will be offered training and / or support as appropriate. We will provide any training and support required for the role, including safeguarding and child protection, paediatric first aid (where applicable) and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

Policies and procedures

Volunteers are expected to comply with all the nursery's policies and procedures.

The volunteer's induction process will include an explanation of this.

Confidentiality

Volunteers should not disclose information about the nursery, staff, children and families as stated in the confidentiality policy and should follow the nursery confidentiality procedure at all times.

Volunteers' induction pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery;
- A copy of the volunteering policy;
- A confidentiality statement which will require reading, signing and returning to the nursery manager;
- Details of access to all nursery relevant policies and procedures;
- During the induction period, volunteers will read the main policies of the nursery including safeguarding, health and safety and promoting positive behaviour. The designated member of staff will discuss the policies to ensure the volunteer understands and adheres to this.

Volunteer support

The nursery has a designated officer who will take the volunteer through their induction, and support and advise them throughout their time in the nursery.

Our designated officer for volunteers is **Rachel Sharman**.