

VISIBLE ID PROCEDURE

The Colleges Group operates a visible ID procedure for all staff, student and visitors across the Group. This enables each College to ensure that only authorised persons are admitted to the buildings to maintain a safe and secure environment.

All students and staff must wear their College lanyards around their necks at all times to confirm at a glance that they are a registered member of the Colleges Group community. This promotes a positive and professional image of the Colleges Group and reflects the working practice of most employers in business and industry.

This procedure is a key measure to support our Safeguarding and Prevent strategies and in preparing students for the working environment.

2. Scope

The procedure applies to all staff, students, contractors and visitors to any Group premises. The procedure details the type of identification required and the procedures for staff, student and visitor groups.

3. Staff ID and Lanyards

The HR department are responsible for authorising the issue of all staff ID cards and lanyards. Staff lanyards are **Black**, printed with white text – '**STAFF**'. Staff must wear their lanyards at all times acting as role models for our student body. The only exception is while engaged in practical activity where entanglement or other risks have been identified.

4. Students ID and Lanyards

Student lanyards and ID card holders are issued to all enrolled students at the time of their enrolment. There are different lanyard colours used to aid identification of FE and HE students

5. Lanyard wearing

All staff are required to implement this procedure and the following guidelines are illustrative, although not exhaustive, of expected actions:

- Staff should wear their lanyard and ID at all times, except when engaged in practical activity where entanglement or other risks have been identified
- The wearing and displaying of lanyards and ID on Group premises must be enforced by all staff at all times
- Teaching staff should not permit any student into the classroom who is not wearing their lanyard or temporary pass.
- Students who wish to use the services of the Learning Centre, Student Services, the Common Room, College Canteens, Admissions or the College Front Desk/Reception, must be wearing their lanyard in order to be served
- Students must always remove their lanyards when undertaking practical tasks where entanglement or other risks have been identified by the tutor. Lanyards must be put on again before leaving the teaching space in compliance with Health & Safety procedures

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- All staff are expected to challenge those students not complying with the wearing of lanyards
- Managers are expected to ensure that their staff comply with the wearing of lanyards.

6. Replacement ID Cards for Students

Each student will be given an ID card, lanyard and card holder when they have fully completed their enrolment.

6.1 If a student loses or forgets their ID card they will be issued with a 'TEMPORARY' day pass and this will be logged on student database (EBS). Their original card is temporarily deactivated to stop any unauthorised individuals accessing the premises. If the student returns with the original card the following day, Reception/Admissions will reactivate the card.

6.2 If a student loses or forgets their ID card more than 3 times, they will not be allowed into the College unless:

- They return home to get their ID **or**
- They pay for a new ID
- The cost for replacement ID cards is £5

6.3 Exceptions to this Procedure may be made for students with extenuating circumstances such as School Link students or those with a disability, for whom returning home to collect their ID may present difficulties. A reasonable adjustment should be made to accommodate their particular circumstances at the discretion of the Front Desk/Reception/Admissions/Security Staff. This would normally result in the issuing of a temporary pass.

6.4 For students who forget their ID cards for a fourth time but are attending an examination:

- Front Desk/Reception/Security staff will contact the relevant Curriculum Manager/Head of School/Head of Exams to confirm if the student has an examination
- The student will be issued with a temporary day pass
- An appropriate member of staff will collect the student from the relevant College Front Desk and escort them back as soon as the examination is over.

6.5 Other reasons why a card may be temporarily deactivated include:

1. Suspension
2. Outstanding fees
3. Outstanding enrolment documentation
4. Compliance with College procedures

7. Staff who forget their ID cards

Staff who forget or lose their ID will be required to sign in as a visitor and will be issued a temporary day pass. If lost, a replacement card must be obtained as soon as possible, so that the original card can be deactivated.

8. Contractors

Authorised contractors' lanyards and ID passes will be issued at the reception desk.

Contractors' lanyards are printed with black text '**VISITOR**'. Contractors should be accompanied by a member of staff at all times. Trusted contractors who work with the Colleges Group on a regular basis are free to access the building unaccompanied. The Director of Facilities will approve all trusted contractors and inform Customer Services. A list of trusted contractors will be kept by Facilities who will inform security.

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9. Visitors

Visitor lanyards and ID passes will be issued at the relevant College Front Desk/ Visitors Reception. Full visitor details must be provided, in advance of the visit, to the reception via the relevant system by the member of staff they are visiting. The system will automatically inform the member of staff when their visitor has arrived via email (excepting Kingston College where Reception/Security inform the relevant staff member by telephone).

Details required:

- Visitor's name and the organisation they are representing
- Name of person visiting
- Contact telephone number of the staff member and location

Visitors must be collected from and escorted back to the relevant College Front Desk and should be accompanied by a member of staff at all times (except at Kingston). Trusted visitors who work with the College on a regular basis will be issued with a lanyard. These visitors are free to access the building unaccompanied. Members of the Group Leadership Team will approve those considered as trusted visitors and inform the relevant College Front Desk/Visitors Reception. Clients of the hair and beauty salons, training restaurant customers and visitors to the theatre, who have appointments/tickets will not be issued with a pass and are recognised as a limited risk.

10. Visible ID for those who wear coverings which obscure their face

Some staff or students may wish to wear head, body or face coverings for religious or medical reasons i.e. skull caps, Niqab (face veil), Burka (full body covering) or a hat for those who are suffering hair loss due to a medical condition and the Colleges Group aims to accommodate their preferences wherever possible. However, staff and students have no absolute right for their wishes to be met and the needs of the College to implement a procedure which ensures visible identification of all on its premises must be balanced with the beliefs of the individual.

10.1 Wearing headwear for religious or medical reasons

Staff or students must make a request to the Head of School for headwear to be worn. i.e. skull caps, Niqab (face veil), Burka (full body covering) or a hat for those who are suffering hair loss due to a medical condition. Once approved, the photograph on their pass must be updated to one wearing the chosen covering. This indicates to staff who may challenge the individual that they have approval to wear it.

10.2 Wearing a Niqab or Burka. For those staff or students who wear a Niqab or Burka, the ID photograph for employment or enrolment should be taken in a private area by female staff. The photograph will be kept on the system but not printed onto the ID pass, which will just record their name (for staff) or name and student number (for students). The individual should be made aware that they may be required to remove their face covering if required for the purpose of security checks and for identity confirmation before examinations. A private area and female staff will be made available at their request.

11. Access to the Procedure

This procedure will be published on the Group website.

12. Review

The procedure will be reviewed subject to subject to change in legislation/guidance.

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13 Roles and responsibilities

The Colleges Group Management Team will monitor the implementation of the Procedure and:

- ensure staff are aware and comply with the procedures
- actively promote this procedure
- take corrective actions when issues for improvement are identified.

14 Procedure Distribution and Communication

A copy of this procedure is posted on the College Group website.

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