

## Visitors Code of Conduct

### Purpose and scope

1. South Thames Colleges Group is the organisation that manages and is responsible for the provision of education and other associated services to a large number of students attending our campuses and colleges across South London.
2. It is important our interactions with anyone visiting the Group creates a safe, respectful and inclusive environment for students, staff and visitors. This contact should be a model of appropriate behaviour for our students at all times.
3. To help us do this, we have set clear expectations and guidelines on behaviour for all members of our community to ensure that our students, staff and visitors are treated with respect and dignity at all times. For staff this is done through the Staff Code of Conduct and students through the Student Code of Conduct. This code of conduct applies to everyone else that we have contact with.
4. As well as visiting one of our college sites we use the term 'visitor' to also mean those visiting or meeting with our staff or students virtually online. We also use the term 'visitor' to include:
  - Anyone with parental responsibility for a student
  - Anyone caring for a child (such as grandparents)
  - Staff from external agencies supporting a student (such as a social worker)
  - Contractors
  - Delivery drivers
  - Staff from other organisations meeting with our staff or students
  - Hirers of our facilities
  - Those that use our facilities such as hair and beauty salons and training restaurant
  - Prospective students and those accompanying them
  - Anyone with a general enquiry who engages with the Group in person or on-line

### Our expectations of visitors

5. We expect visitors to:
  - Respect the ethos, vision and values of our Group
  - Work together with us in the best interests of our staff and students
  - Treat all members of our staff, students and other visitors with respect
  - Behave in a way that is conducive to seeking a peaceful resolution to all issues or concerns they may have
  - Approach the right member of staff to help resolve any issues of concern

**Behaviour that will not be tolerated from our visitors**

6. We do not expect our visitors to:

- Disrupt, or threaten to disrupt, college operations (including events on our grounds and at other locations such as sports team matches)
- Engages in communication that attacks, threatens, or insults a person or group on the basis of national origin, ethnicity, skin colour, religion, gender, sexual orientation, or disability
- Swear or use offensive language
- Shout at members of staff, students or other visitors
- Threaten or use aggressive behaviour towards another member of the Group’s community
- Send abusive or inappropriate messages to another member of staff, a student or another visitor, including via text, email or social media
- Post defamatory, offensive or derogatory comments about the Group, its college, staff or any member of its community on social media platforms
- Smoke (including vaping) or drink alcohol on any Group premises (unless alcohol has been allowed at a specific event)
- Damage our buildings, books or equipment
- Behave in a way that is unsafe and a poses danger to our students, staff and/or other visitors
- Possess or take drugs (including legal highs)

**Breaching the Code of Conduct**

7. If a member of staff, a student or another visitor believes a visitor has breached the expectations of this code they should:

- Not continue with discussions if the visitor continues to behave in an unacceptable manner once this has politely been made clear to them. A visitor behaving in such a manner may be asked to leave the college site or a telephone call terminated.
- Following the incident contact either:
  - i. The relevant Vice Principal of the College concerned
  - ii. The relevant Director of the Group service concerned
  - iii. A Head of School at the College concerned

and report the matter.

8. If it is alleged that a visitor has breached this Code of Conduct, the Group will arrange to gather information from those involved and will normally speak to the visitor about the incident. The member of staff investigating the allegation will not have been involved in any way with the incident that led to the allegation. In some cases it may be necessary to seek legal advice on how to proceed.

9. The outcome of the investigation will be considered by either a member of the Group Leadership Team (GLT) or member of the Senior Leadership Team (SLT).

10. Depending on the nature of the incident, the GLT or SLT member may then take one or more of the following actions:

- Send a warning letter to the visitor setting out the investigation findings and the consequences of repeating the behaviour or failing to comply with conditions associated with the warning
- Refer the matter to the Police
- Ban the visitor permanently or temporarily from the Group, or part of the Group or from particular facilities

11. A warning letter can only be issued by a member of the Group Leadership Team and a ban of any sort can only be issued by a member of the Senior Leadership Team.

12. Referral to the Police can be made after consulting with the Deputy CEO or in their absence the VP Student Services.

13. An appeal can be made against a ban and should be made to the Deputy CEO within 5 working days. The Deputy CEO will determine who will consider the appeal.