



Volunteer and Visitor Policy and Code of Conduct 2025-2028

This policy is reviewed every two years and was agreed by the Governing Board of Moira Primary School in November 2025 **and will be reviewed again in November 2028.**

Signed: _____ Chair of Governors

Date: _____

Non- Statutory Policy

Purpose and Scope

This policy and Code of Conduct sets out the procedures and standards of behaviour expected of all visitors and volunteers at Moira Primary School. It aims to ensure a safe, respectful, and welcoming environment for pupils, staff, families, and the wider school community. All visitors and volunteers must adhere to this code during their time on school premises or when representing the school externally.

Core Values and Principles

At Moira Primary School, we embrace our vision: *"The adventure begins as all are welcomed through the doors of Moira Primary School."* Our values guide everything we do:

- **Kindness:** Treat everyone with warmth, respect, and empathy.
- **Health:** Promote a safe and healthy environment for all.
- **Curiosity:** Encourage questions and learning in a supportive way.
- **Creativity:** Support and celebrate imaginative and innovative approaches.
- **Adventurousness:** Be open to new experiences and challenges with a positive attitude.

Visitors and volunteers are expected to uphold and model these values in all interactions.

Policy

This policy will enable our school to:

- Safeguard and protect the welfare of pupils and staff members.
- Prevent unnecessary disruption to lessons and other educational activities.
- Protect our grounds and facilities from vandalism and misuse.
- Engage with the community and outside educational influences in a structured and productive manner.

Authorisation

- Individuals who would like to visit the school but are not in contact with a member of staff regarding this, should arrange their visit through the school office, who can be contacted on 01283 217450.
- The office will record the date and time of the proposed visit, reason for the visit, name of the visitor(s), and the name of the organisation they belong to where applicable.
- The school office will be contacted about a proposed visitation at least one week in advance.
- The school office will pass all details on to the Headteacher for a final sign-off before getting back to the visitors and confirming the details of their visit.
- Teachers or other staff members, arranging visitors to the school for educational purposes will collate all the above required information and pass this on to the school office for the Headteacher's authorisation.
- Visitors who arrive at the school without a prior appointment may be permitted to meet with the Headteacher /other staff members where these members of the school staff are happy to do so. The visitor will not be allowed into the school without the supervision of a teacher, member of the office staff or member of the senior leadership team.
- Parents are discouraged from visiting the school during school hours unless for a school event or emergency. Where a parent arrives at the school, they must follow the visiting procedures outlined below.

All visitors to the school, including parents, will comply with the following procedures:

- Immediately report to the school office reception area on arrival
- Provide their details to the office staff, including:
 - Name
 - Purpose of visit
 - Name of pupil the visit pertains to/staff member who arranged the visit
 - Expected length of visit
- Sign-in using the visitors' book and confirm that the health and safety / safeguarding / emergency procedures have been read and understood
- Display ID badges provided at all times while on school property
- Sign-out using the visitors' book upon departure
- Return visitor badges to the school office before departure
- Visitors are made aware of relevant school policies, including that in relation to health and safety, reporting a concern and emergency procedures.
- Visitors are advised that our school is a non-smoking area and smoking is not permitted anywhere within school grounds.
- Prior to the visit, all visitors are made aware of any specific parking arrangements, which the school has in place.
- Unless they have undergone the necessary DBS check, visitors to the school will not work in regulated activity and will be supervised at all times.

Exceptions

- Visits to the school by contractors follow the same principles as set out above but also include compliance with other policy and procedures such as site maintenance and Asbestos for example. Some visits may also take place with a shorter notice period of attendance.
- Parents/caregivers/friends/relations, etc. attending scheduled open days, sports events or other 'by-invitation' school activities will be exempt from the visiting procedures outlined above.
- Anyone attending school events should keep to the areas of the school grounds where the events are taking place (for example the school field, school hall, etc.).

Unidentified individuals

- It is the responsibility of all staff members to politely question any individual who enters the school premises unaccompanied and/or without a clearly displayed name badge.
- Any such visitors will be challenged and taken to the school office where they can sign-in or a member of SLT will be alerted to their presence.
- If a visitor refuses to report to the school office, or becomes aggressive or abusive, they will be asked to leave the premises and the police may be called to assist.

Outside Agencies and Theatre Groups

If it is necessary for an agency to drive onto school premises and/or unload resources, this must be done with great care. Parking should always be in designated areas (never obstructing fire exits) and vehicles should be kept locked at all times. The school has no responsibility for cars parked on school grounds.

Outside agencies and theatre groups should always carry out a health and safety check (and risk assessment if appropriate) of the intended area/performance space and present possible hazards to the Headteacher. Whilst the working area is being prepared, pupils must not be present.

Staff must be aware if there is a requirement to store materials or if work is required in an area, so that appropriate arrangements can be made.

Pupils should not help visiting agencies in setting up or clearing away. However, if pupils are to be supervised by a teacher and there is no foreseeable risk it may be acceptable for them to assist in clearing up/moving materials, etc. There must be a risk assessment in place for this.

Staff and visitors in schools should only use staff toilets.

A visitor or volunteer that uses prescribed medication and is aware of any possible side-affects it may have, must assess if it would be appropriate to re-schedule their visit. Any prescribed medication should be locked away and out of reach of the pupils.

Whilst working in school or off-site with a group of pupils it would be unacceptable for a person to be affected by alcohol or illicit drugs. No alcohol or illicit drugs are not to be brought on or consumed on school premises.

Code of Conduct

- Visitors to the school will be required to act in accordance with the school's Code of Conduct and other relevant school policies at all times.
- Moira Primary School reserves the right to escort individuals from the premises who act in an aggressive or threatening manner towards staff members, pupils, governors, parents or other visitors.
- Under section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on school premises; therefore, the police may be contacted to assist in the removal of individuals from the premises, where necessary.
- In the event of persistent occurrence of unacceptable behaviour on the school site, the governors of Moira Primary School may ban an individual from entering the school premises for the safety and welfare of the pupils and staff.
- Visitors to school may receive a greater amount of attention and be seen as a role model by the pupils. Anyone working with pupils and young people should value and respect the different racial origins, religions, cultures and languages so that each young person is valued as an individual without racial or gender stereotyping. Personal political and/or religious beliefs should not be promoted.
- Modelling acceptable behaviour and appropriate language is essential whilst working with pupils in school. At all times the principles of equality and anti-discriminatory behaviour must be adhered to.

Volunteers and Visitors must:

- Act in a polite, courteous, and professional manner at all times.
- Respect the school's ethos and support its vision and values.
- Follow instructions given by staff and cooperate fully with school procedures.
- Dress appropriately for a primary school setting, maintaining a professional appearance.
- Refrain from any behaviour that could cause distress or harm to pupils, staff, or others.

Relationships with Pupils

- Treat all pupils with dignity, respect, and kindness.
- Maintain appropriate boundaries and avoid any behaviour that could be misinterpreted.
- Never engage in physical contact with pupils except where it is necessary and appropriate for safety, and only with prior consent from a member of staff. Pupils may be drawn towards a visitor. Parent helpers, volunteers or students are in school in a 'semi-professional capacity' and that over familiarity with pupils is not appropriate. Pupils must not sit on laps, hold hands, cuddle. This can be discouraged by offering alternatives such as sitting side by side, being a special helper etc. Any uncomfortable feelings regarding the behaviour of a young person must be discussed with the teachers / staff present.
- Avoid giving personal contact details or engaging in personal communication with pupils outside the school setting.
- Report any safeguarding concerns or inappropriate behaviour observed immediately to a member of staff.

Relationships with School Staff

- Work collaboratively and respectfully with all school staff.
- Follow the guidance and direction of staff members, particularly regarding pupil welfare and health and safety.
- Raise any concerns or issues about the school or pupils through the appropriate channels, Headteacher or not via informal or public means.

Confidentiality and Data Protection

- Respect the confidentiality of all information.
- Not share personal information about pupils, staff, or families with anyone outside the school.
- Comply with data protection laws and school policies regarding the handling of sensitive information.
- Seek guidance from a member of staff if unsure about sharing any information.

Health and Safety

- Follow all health and safety instructions and procedures, including fire alarms and evacuation routes.
- Report any hazards, accidents, or incidents immediately to a member of staff.
- Ensure own health and safety and that of others by behaving responsibly and not engaging in risky behaviour.

Use of School Resources

- Use school resources and equipment only as authorised and for the intended purpose.
- Take care of school property and report any damage or malfunctions promptly.
- Refrain from using school technology or devices without permission.
- Do not remove any school property or pupil work from the premises without prior approval.

Communication and Social Media

- Communicate respectfully and professionally with all members of the school community. Any information gained from a visit to school should remain confidential and not be posted on social media.
- Do not post images, videos, or information about pupils, staff, or school activities on social media without explicit permission.
- Avoid making negative or inappropriate comments about the school, pupils, or staff on any platform. Any information posted that should bring the school into disrepute will result in the withdrawal of services to the school.
- Use social media responsibly and in a manner that reflects positively on the school's values.
- Please be aware that permission must be sought from teachers before any photographs are taken. Some pupils should not be photographed due to child protection issues. Images must not be reproduced or made available publicly without permission. In any event, photographing pupils must be checked with the teacher/school first and **not in any circumstances should you use a personal mobile/technology to take the image/video.**
- On sites such as Facebook, it is not advisable to be 'friends' with pupils of the school. Being 'friends' with members of staff should also be considered carefully and avoided if possible.

Compliance with Policies and Procedures

- Adhere to all relevant school policies.
- Comply with the school's safeguarding procedures, including undergoing any required checks before commencing at school.
- Understand that failure to follow this Code of Conduct may result in removal from the premises and/or cessation of the volunteering role.
- Recognise that the school maintains high standards of conduct and safeguarding in line with statutory guidance.

- It is possible that whilst working with young people, they may disclose sensitive information. The general response to this situation should be to inform the young person that any concerns that may endanger them, or others or which relates to the wellbeing of that young person will be shared with a staff member (DSL). **If any pupil discloses information to you, you should report this immediately to the Designated Safeguarding Lead (DSL). At this school, this is Mrs V Santy, or one of the deputy designated safeguarding leads, Mrs R Hobbs, Mrs S Johnson, Mr T Clamp or Mrs S Marriott.**

Child Protection and Disclosure Checks

In April 2002, the Disclosure and Barring Service (DBS) was established to process these checks, often referred to as a disclosure. It is a requirement that anyone who is employed or engaged to work with pupils, young people or vulnerable adults must have the highest-level disclosure completed which is enhanced. This disclosure must be sought by a registered body – usually through the school (paid or voluntary). Volunteers are also required to complete a Childcare Disqualification Form.

School Rules

Our school has a set of rules that the staff and pupils follow. Please ask the staff to make sure that you are made aware of these rules so that you can be fully informed whilst working in school.

- All visitors must sign in and out of the premises
- Wear a visitor's badge
- Read and acknowledge on the sign in iPad that they will follow the Health and Safety / Safeguarding / Emergency procedures whilst visiting the school site
- Follow guidelines on moving around the school
- Smoking is not permitted on school premises
- Eat and drink in designated areas at set times
- Report accidents and/or breakages
- All hot drinks to be kept away from pupils and not taken onto the playground
- All cups/plates returned to the staffroom
- Personal mobile phones should be turned off/on silent and kept out of sight (in bags, etc.) at all times. If you do need to accept a personal telephone call, please ask for permission from the class teacher and move to a suitable office space away from pupils
- It would be inappropriate to develop a personal relationship with any of the pupils encountered during working in school.

Practical issues

When working in school or off-site, there should be no opportunity to be alone with a pupil or group of pupils unless in an open area. It is reasonable to expect a teacher and support staff to always be actively available during time spent with pupils.

By following this Code of Conduct, visitors and volunteers at Moira Primary School actively contribute to a safe, supportive, and inspiring environment where every member of the school community can thrive.

Monitoring and review

- This policy will be monitored and reviewed on a three yearly basis by the Headteacher and governing board.
- Amendments to the policy will be communicated to all members of the school community.



Moira Primary School

VOLUNTEER / VISITOR Registration Form

NAME: _____

I confirm that I have been made aware that the school has clear policies and guidelines for the following and that I am familiar with the contents of these policies/guidelines and where they are located:

- Safeguarding & Child Protection
- Whistleblowing
- Health and Safety
- Emergency and Business Continuity Plan
- Data Protection
- Behaviour
- Anti-bullying
- Volunteer and Visitors policy / code of conduct
- Complaints (for parents)
- Online Safety
- Supporting Children with Medical Conditions
- I am aware of the location of the 'Asbestos Register,' its contents and the procedures relating to visitors to school and the disturbance of asbestos.
- I have been made aware of the designated person for Safeguarding Children (child protection) and Health and Safety and the deputy person in the designated person's absence.
- I know how to report accidents and violent incidents involving pupils and staff.
- I know what to do if a pupil makes a disclosure to me or I have concerns about a pupil.
- I am aware of the schools' procedure for Emergency Evacuation.
- I am aware that the use of mobile phones and personal cameras or video cameras are NOT permitted in school.
- I am aware that if I use any personal electrical appliances from home they must be PAT tested.
- I know that I must inform the Headteacher of any substances hazardous to health (such as personal medication) that I have on me and that I have a mini safe available on request for safe storage.
- I agree to inform the Headteacher of any issues, medical or otherwise which may impact on my safety and or effective working with pupils.
- I have read the Online Safety Policy, which includes the acceptable use for ICT in school, and will adhere to it.
- I understand that CONFIDENTIALITY must be maintained at all times in respect of the staff as well as pupil's attainments, attitudes and behaviour whilst operating in school. Any matter that is of concern I will discuss with the Headteacher immediately in order for any misunderstandings or difficulties to be addressed.
- I understand that if I demonstrate I am unable to be confidential in helping in school I will be asked to relinquish my support. (Volunteer Helpers only)

Signature: _____

Date: _____