

VISITOR REGULATIONS

Introduction to the Visitor Regulations

We are proud of the campus and buildings of Newbold College of Higher Education (NCHE) and are keen for visitors to appreciate them. We recognise that you may well wish to visit the campus as well as our staff and students. You are very welcome. However, you will appreciate that an open campus such as ours can present a range of security risks. In order to protect you, as well as our staff and students, we request that you familiarise yourself with these regulations to ensure that adequate protections and security measures are in place to safeguard the grounds, the buildings and their users.

Summary

- Please sign in as a visitor
- Please abide by safety signs, including those for car parking
- In the event of emergencies, please follow instructions provided by staff members
- No alcohol, tobacco or recreational drugs are permitted on any part of the campus
- Thank you for conducting yourself in a professional and respectful manner.

Who is Covered by these Visitor Regulations?

These Visitor Regulations provide for the safety, wellbeing and security of our staff and students, and of visitors who are members of the public.

There is no public right of entry into or through NCHE premises. We ask that you abide by these Visitor Regulations. If you do not comply with any part of these regulations, you may be asked to leave NCHE premises (see regulation 4.2).

During normal business hours, all visitors should report to the main reception desk in Salisbury Hall, sign in and receive a visitor's pass.

1. Admission

- 1.1. We aim to treat visitors with respect at all times, and to help them to access facilities and activities that they are entitled to use.
- 1.2. We regret that it may be necessary, for example in the interests of security or public safety, for us to alter NCHE opening hours or to close specific areas of NCHE at any time, with or without prior notice.

- 1.3. If it should be necessary to close all or part of any NCHE building temporarily for any reason, we may direct you to leave by certain routes, or prevent you from leaving by certain routes.

2. Bag Searches and Other Searches

- 2.1. We regret that it may be necessary, for example in the interests of security or public safety, for us to conduct bag searches at any time, and without prior notice.
- 2.2. If asked, you must allow designated staff to search your bags when you enter NCHE premises or when you enter a particular event.
- 2.3. At our discretion, and subject to elevated security concerns, we may ask designated staff to carry out 'pat down' searches as a condition of entry to NCHE premises. The reason for such a search will be explained and such searches will be conducted by a designated staff member of an appropriate gender for the visitor who is to be searched.

3. Alcohol, Tobacco and Recreational Drugs

NCHE is an alcohol-, tobacco-, and recreational-drug-free campus. We would ask visitors to respect these criteria that provide a healthy and safe environment for our staff and students. Accordingly, we must refuse any person entry (or ask any person to leave), if our staff believe a visitor to be carrying or using any of the above, or to be intoxicated or behaving antisocially as a result of using any of the above.

4. Visitor Conduct

- 4.1. All visitors are expected to conduct themselves in a professional and respectful manner, showing respect for our staff and students and consideration for our residential neighbours.
- 4.2. NCHE does not tolerate any form of harassment, victimisation or discrimination in any form, including where it is verbal, physical, or on the basis of age, disability, ethnicity, gender reassignment, marital status, pregnancy or maternity, religion or belief, sex, or sexual orientation. This includes negative comments made against NCHE or its staff or students in any way via social media. Those transgressing these regulations will be at risk of exclusion from the campus, either temporarily or permanently.
- 4.3. You are asked to be mindful of signs requesting silence outside of rooms where indicated, and to turn your phone to silent during speaker events and in the Library.

- 4.4. Designated staff are identifiable by their NCHE identity passes. They are authorised by NCHE to require you to comply with these visitor regulations or any directions given under them. If they believe that you are behaving antisocially or that your conduct causes or is likely to cause risk or disturbance to other visitors, to our staff or to property, you may be refused admission to the NCHE campus, you may be asked to leave, and/or you may be escorted from the premises.
- 4.5. Please be aware that we will not tolerate violence or abuse to any member of our staff, students or other visitors. Failure to cooperate with the lawful directions of our staff may put you at risk of committing an offence.

5. Parking of Vehicles and Provision for Disabled Visitors

- 5.1 Vehicles must not be parked on the grass or block any rights of way.
- 5.2 If you have a disability and wish to park on campus, please display your Blue Badge. You and anyone accompanying you may park your vehicle within the parking spaces designated for those displaying a Blue Badge.

6. Health and Safety

- 6.1 In the event of an accident, please contact the Receptionist or a member of our staff who will help to arrange assistance.
- 6.2 In the interests of health and safety, you must not:
 - smoke anywhere within or at the entrances to NCHE premises (and this extends to the use of electronic cigarettes and vaping products)
 - sit on any stairs or on parapet walls
 - block or obstruct entrance doors in any way
 - leave any children in your care unattended, or allow them to behave antisocially
 - climb on any part of the buildings, including walls, barriers and columns
 - disregard any safety signs or barriers put in place for public protection
 - disregard fire alarms or any directions for the evacuation of NCHE premises
 - follow any member of staff into a restricted area.

7 Fire Alarms

- 7.1 Fire Action Notices displayed throughout NCHE premises explain how you should raise the alarm in the event of a fire or suspected fire.
- 7.2 A constant audible alarm signal means that you must evacuate the building and leave by the nearest fire exit immediately. Our staff will ensure that you are aware of the alarm and will direct you away from any fire-affected areas.

If you require help to evacuate NCHE premises, you should seek the assistance of a member of our staff.

- 7.3 In the event of a fire evacuation, you should not attempt to retrieve personal possessions if this will delay your evacuation. Our staff will help to retrieve your items from the premises as soon as possible after the building reopens.

8 Access to Restricted Areas

If you are found in a restricted or closed area without authority, you will be required to explain your presence and provide proof of identification. You may also be escorted from NCHE premises.

9 Unattended and Lost Property

- 9.1 Any unattended property on NCHE premises is left at your own risk. We reserve the right to have unattended property removed without warning in the interests of safety and security. We will not be held liable if we remove any property that you have left unattended.
- 9.2 If it is handed in to us, we will keep your lost property at the main reception desk located in Salisbury Hall for three months in accordance with our lost property operating procedure.

10. Film, Photography, and Audio Recording

- 10.1 Except where directed by our staff, where indicated by notices, or during commercial filming activities, you are permitted to use handheld cameras (including phones) with flash, and audio and film recording equipment not requiring a stand, solely for your own private and non-commercial purposes. This includes use in personal, non-commercial social media profiles, blogs and websites provided that no further commercial reuse of the content is permitted by the terms of use of the social media platform or website.
- 10.2 Some events may be photographed and/or filmed. NCHE will ensure they or the event organisers have provided advance warning and clear signage to indicate this. If you have any questions or concerns about appearing in images taken at an event, please speak to the event organisers. 'Safe spaces' will be provided where filming will not take place in public areas.
- 10.3 You must make arrangements in advance with our Chief Financial Officer if:
- you need to use a stand or special lighting or other equipment for filming, photography or audio recording within NCHE premises
 - you wish to take any commercial or professional film or photography.
- 10.4 If an individual complains that your photography is intrusive, you may be asked to stop or leave NCHE premises. Please be aware of regulation 4.2 above.

11. Personal Data

NCHE is committed to protecting your personal data, and being transparent about the information held about you. The NCHE Privacy Notice outlines how it handles and uses the data it collects.

12. Mobility Scooters, Bicycles and Scooters

12.1. Visitors using mobility scooters should contact the Receptionist in advance of travel for advice on how to access the event or function that they wish to attend. Information on accessibility is available on our website.

12.2 You are not permitted to cycle or ride a scooter (other than a mobility scooter where permitted) inside NCHE premises or on footpaths or lawns within NCHE grounds.

12.3 You may leave your bicycle in the racks provided at your own risk.

13. Animals

Animals are not permitted on the NCHE campus under any circumstances, unless visitors have a disability – in which case they may be accompanied by a guide, assistant or companion animal.

14. Closed Circuit Television

You should be aware that we operate a secure, closed circuit television system throughout NCHE premises in the public interest for the protection and safety of our visitors, students, staff, collections and property. NCHE maintains a CCTV policy in line with its data protection obligations.

15. Amendments

We may change our service provision or amend these Visitor Regulations from time to time and we recommend that you check the NCHE website for our latest visitor information before visiting.

16. Use of NCHE Facilities

Separate regulations may apply to your access and use of our facilities, such as the Roy Graham Library, the Halls of Residence, Murdoch Hall, Salisbury Hall, the Moor Close precinct, or the Sports Hall-Auditorium. Please check the NCHE website for this information before visiting.

17. Complaints Procedure

- 17.1. NCHE aims to provide excellent service to all the users of NCHE premises. However, we recognise that sometimes things can go wrong and we always try to resolve any issues as quickly and as smoothly as possible. This procedure sets out how you can make a formal complaint in relation to your visit to NCHE premises under these Visitor Regulations.
- 17.2 Separate procedures apply for academic complaints, Freedom of Information complaints or complaints associated with use of particular facilities within NCHE premises, including the Roy Graham Library.
- 17.3 If you are a contractor, supplier or other individual or organisation which conducts business with NCHE, please refer to the dispute resolution procedure in your contract with us.

How to Make A Complaint

If you wish to complain about your experience in visiting NCHE premises, please speak to a NCHE staff member on duty who will try to assist you directly.

A. Formal Complaint

1. If it is not possible to speak to a NCHE staff member on duty, or if you have spoken to them and you are still not satisfied, please email info@newbold.ac.uk. Please set out as much relevant detail as you can and include the outcome that you are hoping to achieve.
2. We will acknowledge your complaint within three working days of receiving it. The respective head of area will look into your complaint and will offer the option of a meeting or phone call if they believe that this would be helpful.
3. A response will normally be sent to you within ten working days. It will include an explanation of how to take matters forward if you are still dissatisfied.

B. Appeal Process

The majority of complaints can normally be addressed as indicated above. However, if you are unhappy with the response provided under section A (3) above, you may appeal against the response by submitting a summary of your complaint and why you believe the response was not satisfactory. Your appeal must be submitted to the Senior Leadership Team through the Principal within ten working days after the response has been received.

1. We will acknowledge receipt of the written appeal within three working days of receiving it.
2. The Senior Leadership Team (or their nominated substitute) will investigate and respond within twenty working days (excluding NCHE closure periods) of receiving the written appeal. If the investigation takes longer than the

agreed timescales, the complainant will be informed and revised time limits will be agreed with the complainant, who will be updated on progress.

3. The Senior Leadership Team will consider all the documents relating to the case including any statement from the complainant in order to make a decision.

The decision of the Senior Leadership Team through the Principal shall be final.