

INFORMATION FOR VISITORS



Welcome to Tower Learning Centre. We hope you will enjoy your time at our Centre. Our main priority is to ensure that everyone who visits is aware of their responsibilities towards making sure all young people are safe.

If you are visiting the Centre you will be required to show some ID to reception staff if you are not known to them as part of our Safeguarding/Child Protection policy. Please have this ready when you arrive. Visitors and contractors will be given a badge that they should wear and display at all times when on the Centre premises.

Be Safe

Please ensure you are aware of the Centre's **Safeguarding Procedures** including safer working practices, confidentiality and emergency procedures.

You must never exchange personal contact details with a pupil or arrange to meet them outside of the Centre environment.

The member of staff you are working with will be responsible for sharing other procedures and additional information specific to the context in which you will work.

All matters relating to the Centre should remain confidential.

Emergencies

If you hear the continuous sound of the fire alarm, please leave the building immediately by the nearest exit and assemble outside Aspinnals Electrical store. Do not re-enter unless you are told to do so by the designated Fire Marshall or Centre Manager

Please familiarise yourself with the nearest fire exits and ensure that any furniture or equipment used does not obscure them.

In the unlikely event of an accident to an adult or child, please inform a member of staff immediately. Some staff are first aid trained and all accidents or 'near misses' must be reported. You may be asked to complete an accident report form and we would appreciate your co-operation in doing so.

If you see or hear something that concerns you, then please speak to the Centre Manager or DSL (Designated Safeguarding Lead).

Any safeguarding or child protection concerns should be immediately reported to a member of staff in the Centre who will locate the DSL.

DISCLOSURE BY A CHILD

If a student discloses information about significant harm you should:

- Listen
- Tell the pupil that you need to tell someone else — you cannot promise confidentiality.
- Record accurate notes of what has been said by the pupil through the Centre online system. This will then be passed to the DSL immediately

It is not your responsibility to investigate but to report to the **Designated**

Safeguarding Lead: Mr David Ratcliff or Deputy Miss Kim McCormack (Centre

The fire alarm is tested weekly on Monday at 8.30am.

Parking at the Centre

The Centre has no designated car park for visitors, but on the odd occasion spaces are available at the front of the building. There is ample parking available on Church Street at the road side, but please be aware there is a restriction of 1 hour currently in place.

Disabled Access

There is ramp access across all of the ground floor. Should you require any assistance (especially in an emergency), please ask or make any specific needs known on arrival.

Centre Facilities

The disabled/general toilet is located next to the kitchen on the ground floor. Adult toilets are located on the first floor at the top of the stairs.

If you stay with us over lunchtime you can bring a packed lunch or there are a variety of eat in or take-away outlets within a short walk.

Tower Learning Centre operates a **non-smoking policy** on any part of the Centre site.

E-Safety

Access to the Internet:

All users of the Centre systems and Wi-Fi must comply with the Acceptable Use of ICT policy.

Mobile Devices:

The use of personal mobile phones is not permitted during the Centre day.

Images must not be taken of any child or adult without the prior approval of the Centre Manager and only then on a Centre device.

Data Storage Devices:

The use of data sticks, CDs etc. is not permitted. Visitors may use their own laptops with our projectors/e-screens by prior arrangement.

PLEASE REMEMBER

All adults in the Centre are expected to be an excellent role model to the children at all times.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff, volunteers, visitors and outside agencies to share this commitment.

What is abuse? Any form of neglect, physical, emotional or sexual mistreatment or lack of care that leads to harm or injury. It can happen to any child regardless of their age, gender, race or ability.

What is discrimination? When people receive less favourable treatment which cannot be justified. This covers race, ethnic or national origin, language, religion or belief, gender, gender reassignment, sexual orientation, disability, social class, responsibility for other dependant or where the person lives.

What is bullying? A wilful, conscious attack on the self -esteem or the person of an individual student. It includes jibes, name -calling, silence/exclusion from the social circle, emphasising differences, threatening behaviour, racial/sexual harassment, extortion and physical attack. It may vary in severity, frequency and in the number of people involved.

People working in schools are uniquely placed to notice signs and symptoms of abuse and to support children who are subject to abuse or living in abusive situations.

If you would like to share any comments after your visit, please contact kim@tower-learning.co.uk