



Visitor Policy

2026-2027

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Statement of Intent

We ensure all visitors to DMAT schools receive a warm, friendly and professional welcome, whatever the purpose of their visit. We actively seek, and welcome engagement from parents/carers and our local communities, including local support agencies and recognise the benefits to our pupils. We endeavour to ensure that our curriculum is enriched through the provision of external expert speakers and we welcome suggestions and approaches from individuals and organisations who feel that they can contribute to our work.

We have a legal duty of care for the health, safety, security and wellbeing of all pupils and staff. This duty of care incorporates the duty to safeguard all pupils from subjection to any form of harm, abuse, or nuisance. It is our responsibility to ensure that this duty is always uncompromised. In performing this duty, we recognise that there can be no complacency where child protection and safeguarding procedures are concerned. We therefore require that all visitors, without exception, comply with the procedures described here. Failure to do so may result in the visitor's escorted departure from site. We will ensure that there are clear protocols and procedures for the admittance of visitors to our schools which conforms to child protection and safeguarding guidelines and are understood by all.

Scope and definitions

The Headteacher/co-Headteacher is deemed to have control and responsibility for our pupils anywhere on the school site during normal school hours. The Headteacher/co-Headteacher also has responsibility for the welfare of pupils during extracurricular activities that are organised by the school, on or off site.

This policy should be read alongside the DMAT Safeguarding and Child Protection Policy, Staff Behaviour Policy, Safer Recruitment Policy and the current version of Keeping Children Safe in Education (KCSIE).

This policy also applies to:

- All colleagues
- All external visitors entering the school site during the school day or for extracurricular activities (including peripatetic tutors, sports coaches, and topic-related visitors)
- All those involved in the governance of the school
- All parents and volunteers
- Other education related personnel (e.g., advisors and inspectors)
- Building, maintenance and independent contractors visiting the school premise
- Independent contractors who may transport pupils on minibuses or in taxis
- Remote and virtual visitors

Roles and Responsibilities

The Local Committees (LC), on behalf of our Trustees, will:

- ensure that a Designated Safeguarding Lead (DSL) is appointed and is appropriately trained to
ensure that the school leadership contributes to inter-agency working in line with statutory guidance
- encourage the involvement of external agencies, parents and the local community in the life
and work of the school's staff and pupils
- monitor the implementation of this policy

The Headteacher/co-Headteacher and SLT will:

Ensure that all staff are aware of and follow the procedures contained within this policy

- Authorise visit requests made by members of the teaching staff
- Work with external agencies to promote the welfare of children and protect them from harm
- Allow access for Local Authority (LA) children's services to conduct, or to consider whether to conduct, a section 17 or a section 47 assessment
- Ensure that visitors are welcomed within the school and able to contribute fully to the life of its pupils.

The DSL will:

Liaise with any visiting agencies

- Update the Headteacher/co-Headteacher of any contact by visiting agents with regards to child protection concerns and police investigations
- Ensure that staff are trained to understand the contents of this policy and understand what to do if an external agent visits the school
- Ensure that the policy is publicly available
- Act as a source of support, advice, and expertise for our staff
- Ensure that the policy is reviewed and updated as required.

Monitoring and Review

This policy will be reviewed every year or in the following circumstances:

- Changes to legislation and/or government guidance or as a result of any other significant change or event
- In the event that the policy is determined not to be effective.

School Visitor Procedures

The Headteacher/co-Headteacher is responsible for implementation and coordination of this policy. The Headteacher/co-Headteacher may instruct another member of Senior Leadership Staff to implement this policy. The Headteacher/co-Headteacher or their nominated person will also be responsible for liaising with the site and/or reception staff as well as the Designated Safeguarding Lead (DSL) as appropriate. All breaches of this procedure must be reported to the Headteacher/co-Headteacher.

Visitors are welcome to the school. These procedures are designed to ensure

- That visitors can make a positive contribution to pupils' experience
- That our pupils are kept safe and we fulfil our obligations in this regard.

All visitors must remember that all DMAT schools are non-smoking/ vaping sites and smoking/ vaping is not permitted anywhere on the school sites. These procedures apply to all types of visitors and the arrangements for specific groups of visitors are detailed below.

Visitors who frequently visit the school site to undertake work within the school (including contractors, supply staff, Trust staff, social services, nurse, etc.) will be able to move freely around the school as long as they have provided a 'letter of assurance' that includes confirmation that the visitor has a current clear DBS check, and the employer has undertaken all relevant safer recruitment checks and practices before issuing the person's photo ID badge. These visitors must follow the same procedures on entry to, and departure from the premises (i.e., use the main entrance and sign in or out).

Any invited visitor to the school will be asked to bring formal photo identification with them at the time of their visit.

We will carry out a risk assessment for situations where contractors are employed on an emergency basis and reach a decision about the level of supervision required. The site/ estate team (on the Headteacher/co-Headteacher's behalf) must liaise with any contractor regarding health and safety issues, for example, where the maintenance or works might affect pupils' normal use of the school facilities. The site/estate team will inform the contractor where pupils will be working, walking etc. and will liaise with the Headteacher/co-Headteacher when (if relevant) any additional measures for safeguarding are required.

All visitors must follow the procedure below.

Arrival at the School

- Once on site, all visitors must report to the main entrance reception before moving about the school site
- No visitor is permitted to enter the school via any other entrance, under any circumstances
- At reception, all visitors must state the purpose of their visit and who is expecting them on site. They should be ready to produce formal photo identification upon request
- All visitors must sign in, giving their name, organisation (if relevant), the name of the person(s) they are visiting, Time of arrival and car registration (if the visitor is parked on site). Some schools may have electronic signing in processes which must be followed
- All visitors are required to wear an identification badge. The nature of the badge depends on the school but must remain visible throughout their visit
- Some visitors may also be required to wear any official identification
- All visitors will be provided with information prior to moving from visitor reception into the rest of the school. This includes:
 - Name of DSL and DDSs
 - How to report a safeguarding concern about a child
 - Who to report a concern about an adult (whistleblowing)
 - Fire evacuation procedures for visitors
 - Use of Mobile phones and other smart devices
- All visitors working with pupils will be made aware of the school's Data Protection Policy
- Visitors must comply with the relevant school policies. If a visitor has a concern about the conduct of an adult working with a child they must report it immediately to the headteacher, DSL or Chair of the Local Committee, as appropriate.
- Visitors will then be escorted to their point of contact, or their point of contact will be asked to come to reception to receive them. The contact will then be responsible for them while they are on site

- Visitors will not be allowed to move about the site unaccompanied unless they have been approved to do so via a letter of assurance and/or enhanced DBS.
- Visitors must not use personal mobile phones, recording equipment or wearable technology in areas where pupils are presents, unless specifically authorised.

Departure from school

- A staff member will escort visitors to the main reception to ensure that they do not re-enter the school site unless they have DBS clearance.
- The visitor must sign out or, if relevant, use the online system to do so
- The identification badge/ lanyard must be returned to the reception staff

Governors

All those involved in the governance of the school and Trust must have an enhanced DBS check as per our Safer Recruitment Policy. This includes trustees and members of the Local Committee (LC). Governors must follow the usual sign in and out procedures. New governors will be made aware of the policy and must familiarise themselves with its procedures as part of their induction.

Visitors working with pupils

Visitors to classes for the specific purpose of contribution to a topic are encouraged and welcomed. In arranging such visits, staff must consult with the Headteacher/co-Headteacher or nominated Senior Leader prior to finalising arrangements. The Headteacher/co-Headteacher or nominated Senior Leader must grant permission of any visitor who will be working with pupils or within the classroom before the activity can commence. Staff should ensure that the visit causes minimum class and school disruption. Visitors must not be left alone to work with pupils.

Those who wish to visit the school independently

Individuals who would like to visit the school but are not in contact with a member of staff regarding this, must arrange their visit through the school office. Contact details can be found on school websites. Visits must be approved by the Headteacher/co-Headteacher or someone designated to act on their behalf.

Parents/ carers are discouraged from visiting the school during school hours unless it is for a school event or emergency or they have an appointment with a member of staff.

All Visitors

All visitors, however they arrive, must follow the procedures outlined above. Any visitor to the school site who is not wearing an identity badge will be challenged politely to enquire who they are and their business on site. All staff members have the responsibility to ensure that this policy is adhered to by all visitors. Unidentified visitors will be asked to make their visitors badge / official ID visible. If they do not have one, they will be escorted to reception to sign in, have their identity confirmed and be issued with a badge/ lanyard. If the visitor refuses to comply, they will be asked to leave the site immediately and the Headteacher/co-Headteacher or a member of the SLT will be informed promptly. The Headteacher/co-Headteacher / SLT member will consider the situation and decide if it is necessary to inform the police. If any visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that the police may be contacted.

Remote and virtual visitors will be subject to the same safeguarding expectations as visitors attending in person and must be appropriately supervised where pupils participate online.

Lanyards

Visitors will be issued different coloured lanyard neckbands, depending on whether the school has confirmation of their enhanced DBS check (so do not need escorting around the site) or do not (so need escorting on site). All staff should be aware of the school's colour coding used by the school.

Emergency procedures for visitors

In the event of an emergency that requires the building to be evacuated, visitors should assemble at the designated place, details of which are displayed around the school site and will be communicated to visitors upon arrival. A staff member will bring the visitor's book to check all visitors are safely evacuated and accounted for.

Exceptions to the above procedures for school events

Parents/carers/friends/relations etc. attending scheduled open days, sports events or other 'by invitation' school activities will be required to follow modified visiting procedures. Anyone attending school events must keep to the areas of the school grounds where the events are taking place (for example the sports field, hall etc.) and must use only the designated adult facilities.

Visiting Agencies

There will be occasions where external agencies, such as the police and Local Authority (LA) Children's Services, visit the school in relation to one or more of our pupils. We will meet our duties to cooperate with such agencies, but we are also conscious of our obligation to

protect the rights and welfare of our pupils at all times, even if they are suspected of an offence or an allegation has been made against them.

Types of Agencies

The school may receive a request for access to a pupil from agencies including, but not limited to:

- Police
- LA Children's Services
- National Probation Service
- Youth offending teams

Procedures on Arrival: The visiting agent will report to reception upon arrival, stating the purpose of their visit and offering proof of identification, as well as any supporting documents such as warrants or court papers. The visiting agent will be turned away from the school if they are unable to provide sufficient proof of identification, though the school will make every effort to support the visiting agent in verifying who they are by calling their place of work if the identification is insufficient.

Where sufficient proof of identification is received, reception will contact the most appropriate member of staff, who will discuss with the visiting agent whether it is necessary to conduct the visiting agency's business on site. Final responsibility rests with the visiting agent to determine whether the agency business should take place at the school. Where it is deemed appropriate for the agency business to be conducted on the school site, the Headteacher/co-headteacher or appropriate senior leader will be informed. The agent will be escorted to a designated interview room.

Except in an emergency, the pupil will be called to the designated interview room, so that the visiting agent's contact does not occur in the presence of another pupil. Where a pupil has special educational needs or disabilities (SEND), the DSL will consult the SENCO or education and healthcare (EHC) plan or individual education plan, to determine if any reasonable adjustments need to be made for the pupil. Where a pupil has English as an additional language (EAL), the DSL will determine whether a translator is required. Where a pupil is an ex-offender, or is suspected of a new offence, they are entitled to the same safeguards and protection as any other pupil, and due regard will be given to their welfare at all times.

Emergency Powers: The police have the power to enter a school and remove a pupil to ensure their immediate protection, if there is reasonable cause to believe a child is suffering, or is likely to suffer, significant harm. An appropriate adult should remain with the pupil until such a time as either the parent/ carer or another nominated appropriate adult can accompany the child.

Parental rights: In most cases, the visiting agent will seek the consent of parents to contact the school before doing so. However, where there are serious concerns about the safety of a learner, it may be necessary for the visiting agent to make contact without parental permission.

Where the parents have consented to the visit, and wish to be present, the DSL will request that the visiting agent wait at least 30 minutes for the parents to arrive. If the parent is present and requests to witness the interview, the DSL will advise the visiting agent of this. If the parent is not present, the visiting agent will inform the pupil that, if requested, the DSL may remain in the room with the visiting agent and the pupil to witness the questioning, as a nominated appropriate adult. The visiting agent may, depending on the circumstances of the investigation, disallow parents or staff presence during the interview, however, they must provide another appropriate adult for the child.

Handling confidential information

Information in relation to a learner will be shared with external agencies, such as the police, if it enables them to undertake their duties. Data Protection Laws are not a barrier to sharing information where failure to do so would result in a child being placed at risk of harm. Decisions to share information will be recorded on CPOMS or My concern citing what was shared and with who.

Vetting, Disclosure and Barring Checks

Visitors to the school who are attending in a professional capacity (e.g. educational psychologists, third party contractors, social workers, local authority officers) must provide photographic identification which will be verified on arrival, and either:

- Present an appropriate DBS certificate
- or**
- Provide a valid **letter of assurance** from their employing organisation confirming that all required safer recruitment checks, including DBS, have been completed.

Where a letter of assurance is provided, the school will not request to see the DBS certificate but will verify identity and ensure the assurance is satisfactory.

The Trust maintains a **Single Central Record (SCR)** in line with statutory guidance. This is a record of **pre-employment and safeguarding checks for individuals engaged to work in the school**, and it must be applied consistently across all schools.

Individuals will be recorded on the SCR where they are:

- **Employed by the school or Trust** (including permanent, temporary and supply staff)
- **Engaged by the school to provide a service on a regular or ongoing basis** (e.g. peripatetic teachers, sports coaches)
- **Self-employed or directly contracted by the school** to undertake work on site

- **Volunteers undertaking regular activity which amounts to, or may amount to, regulated activity**
- Are **unsupervised and working directly with pupils**, including where this is frequent or intensive.

Individuals will not normally be recorded on the SCR where they are:

- **Infrequent or one-off visitors** (e.g. parents attending events, guest speakers)
- **Employed by another organisation** (e.g. LA services, agency staff, contractors) and appropriate checks have been completed by that organisation, and a **letter of assurance** has been provided
- **Fully supervised at all times** while on site and are **not undertaking regulated activity**
- Attending school premises for short-term, time-limited purposes and do not have ongoing contact with pupils.

In such cases, the school will still:

- Verify identity
- Obtain assurance (where appropriate)
- Ensure appropriate supervision
- Maintain local records of checks undertaken (where required).

The criteria for inclusion on the SCR are set out in Appendix 1 and must be applied consistently.

Regulated Activity and Supervision

The requirement to carry out an enhanced DBS check (with barred list check where applicable) is determined by whether an individual is undertaking **regulated activity**.

In general, regulated activity includes teaching, training, instruction, care or supervision of children where this is unsupervised, frequent, or intensive. Individuals must not undertake regulated activity unless the appropriate DBS checks have been completed. Individuals who are **appropriately supervised at all times** are not considered to be in regulated activity.

The school will determine the level of checks and supervision required for contractors based on a risk assessment, taking into account:

- The nature of the work
- The level of contact with pupils
- Whether the work is supervised or unsupervised.

Contractors will be included on the SCR where they are engaged by the school on a regular or ongoing basis working unsupervised in areas where pupils may be present

Contractors will not be included on the SCR where they are employed by another organisation which has carried out the appropriate checks, provide a valid letter of assurance and are appropriately supervised or have minimal contact with pupils.

Where an individual is not DBS-checked, they must always be supervised and must not be left alone with pupils.

Prevent Duty

The school fully supports freedom of speech and is aware of the broad range of views and ideas that are needed to support a learner's development. We will endeavour to provide learners with a balanced view of events, ideas, and beliefs. The "Prevent" statutory guidance requires schools to have clear protocols for ensuring that any visiting speakers whether invited by staff or learner, are suitable and appropriately supervised.

DMAT schools:

- Do not tolerate any person who intentionally or unintentionally demeans individuals and groups defined by their ethnicity, race, religion, sexuality, gender, disability, age, or lawful working practices
- Do not tolerate any speech that gives rise to an environment where people experience, or could reasonably fear, harassment, intimidation, or violence
- Do not accept the use of offensive or intolerant language by guest speakers
- Do value freedom of speech and opinion, but recognise that, in the interest of the whole learning community, this must exist within formal guidelines
- Do recognise that extremism and exposure to extremist beliefs can lead to poorer outcomes for learner
- Will use the power of education to counteract extremism through the promotion of British values, such as tolerance and freedom of speech
- Are aware that pupils may sometimes express views or ideas that are discriminatory, prejudiced or extremist. All members of staff have been trained to deal with these instances appropriately and proportionally.

The Prevent Duty requires us to have due regard to preventing people from being drawn into terrorism. This includes violent and non-violent extremism, which can create an atmosphere conducive to terrorism, and can popularise views which terrorists exploit. We provide a safe space where pupils can understand and discuss sensitive topics, including terrorism and the extremist ideas that are part of terrorist ideologies.

Before inviting an external agency or guest speaker, we will ensure that:

- Any messages communicated to our pupils support British Values
- Any messages communicated to pupils do not seek to glorify criminal activity or violent extremism
- The group or person is not attempting to narrow the views of pupils through extreme or narrow views of faith, religion, culture, or ideology
- The subject matters being raised are appropriate for the specific age group

All members of staff actively work to strengthen pupils' abilities to engage in informed debate. We believe that the best way to combat extremism and intolerance is to empower pupils to challenge these views in an active and constructive manner. The Headteacher/co-Headteacher makes the final decision as to the suitability of any guest speaker or external group. The Headteacher/co-Headteacher or nominated Senior Leader has the right to request a transcript from the speaker prior to any speech being made.

Record Keeping and Assurance

Where individuals are not included on the SCR, schools must ensure all of the following are in place:

- Evidence of identity checks is recorded where appropriate
- Copies or confirmations of letters of assurance are retained
- Any risk assessments (e.g. for contractors or volunteers) are documented
- Appropriate supervision arrangements are in place and understood by staff.

Appendix 1

Checklist for Reception/Office

Individuals will visit schools for a variety of reasons and in different capacities. Safeguarding protocols and procedures apply to all visitors.

All visitors must:

- Sign in and out
- Be identifiable to staff and pupils
- Be made aware of the school and Trust's safeguarding procedures which are in line with *Keeping Children Safe in Education*.

When someone visits a DMAT school they will be required to give their name, organisation, who they are visiting and time of arrival and departure. They will be issued with a badge/lanyard that clearly identifies them as a visitor. This must be visible at all times.

This table sets out the Trust's SCR decision framework.

Reason/type of Visit	Information
Infrequent visitor e.g parent/carer attending an assembly or meeting	I.D is not required. Visitor should sign in/out and there must be adequate supervision during the visit. The schools may wish to use stickers or badges. No need to add to SCR
Visitor present in a professional capacity from the LA e.g. music teacher, educational psychologist, Children's services, school nurse	Must sign in and out. Their professional I.D should be visible and checked. They should have the appropriate DBS check, or their employers will have confirmed that their staff have appropriate checks. No need to add to SCR
Supply staff or someone contracted to provide a service in school e.g. PE coach	These visitors should have an enhanced DBS. The supply agency /employer should provide a letter of assurance that all required checks and safeguarding training have been carried out. Photo I.D should be checked to confirm that the

	person matches information from the agency o/ coaching company etc. Add to SCR.
A sole trader or self-employed person providing a service to the school	The school /Trust must carry out their own checks. Add to SCR, with dates/ verification logged, confirming checks have been carried out.
A contractor carrying out maintenance or repairs on the school site	The schools should have a letter of assurance with details of an enhanced DBS which should be recorded on the SCR separately e.g. under 'contractors' or they must be supervised at all times whilst on site. Contractors will only be recorded on the SCR where they are engaged in ongoing work at the school or are not fully supervised.
A regular visitor in a voluntary capacity e.g. a governor or parent/grandparent helping with reading	The school should have sought an enhanced DBS check and this should be recorded on the SCR

Anyone working with children must undergo the necessary vetting and barring checks. If they are undertaking "regulated activity" or carrying out a "regulated role", they are required by law to have an enhanced vetting and barring check (enhanced DBS).

If you are contracting visitors who are employed by, or volunteer with another organisation, statutory guidance states that you do not need to carry out your own vetting and barring checks. However, it's best practice to get written confirmation (letter of assurance) that visitors have been recruited according to safer recruitment practices. Make sure you are satisfied that this meets your school's safeguarding requirements.

Self-employed visitors may not be able to apply directly for their own vetting and barring check. They may ask your school to apply on their behalf. If you agree to this, you will need to check their eligibility and relevant documents.

If a visitor has not undertaken the relevant vetting and barring checks, the school/ Trust should make a risk assessment about whether they can still work with children and what measures need to be put in place.

Best practice: Never leave visitors without checks unsupervised

Visitors should keep phones and cameras out of sight and must not take photographs or make any kind of audio or video recordings in school, without the permission of the headteacher.

Give every visitor information about how they should report any safeguarding and child protection concerns. This should include:

- who the DSL is and how to contact them
- information about whistleblowing

Parents/ carers visiting a school to attend an event, such as a evening, sports day or play, they do not need to undergo vetting and barring checks. However, if parents and carers are acting in a voluntary capacity, for example as a classroom helper or school governor, the school will follow safer recruitment processes.

Appendix 2: Volunteers

Volunteers are individuals who offer their time, skills, and experience to support schools without payment. This may include parents/carers, community members, local committee members, or students on placement. All volunteers are expected to work and behave professionally, in accordance with the DMAT Code of Conduct and in such a way as to actively promote our Trust and school values.

Safeguarding

All DMAT schools are committed to safeguarding and promoting the welfare of children.

Therefore:

- All volunteers will be subject to appropriate safeguarding checks, which may include:
 - Disclosure and Barring Service (DBS) checks (enhanced, where required)
 - Identity verification
 - References (where appropriate)
- Volunteers must:
 - Receive a safeguarding briefing, including how to report concerns
 - Be made aware of the Designated Safeguarding Lead (DSL)
- Volunteers without a DBS check:
 - Must be supervised at all times
 - Must not engage in regulated activity

Supervision and Conduct

- Schools will complete a risk assessment for volunteers
- Volunteers will always work under the direction and supervision of school staff
- Volunteers must:
 - Maintain professional boundaries with pupils
 - Avoid being alone with a pupil unless appropriately authorised and vetted
 - Follow DMAT/school policies, including:

- Safeguarding & Child Protection Policy
- DMAT Behaviour Principles and school Behaviour Policy
- Data Protection / Confidentiality Policy
- Code of Conduct
- Volunteers must not:
 - Take photographs or make audio/ video recordings of pupils or staff without the headteacher's permission
 - Share personal information about pupils or staff
 - Use personal mobile or wearable technological devices inappropriately on site

Health and Safety

- Volunteers will receive a basic site induction, including:
 - Fire evacuation procedures
 - First aid arrangements
 - Reporting accidents or concerns
- Volunteers are required to:
 - Follow all health and safety guidance
 - Report hazards, accidents, or near misses immediately

Confidentiality and Data Protection

- Volunteers must treat all information about pupils, staff, and families as confidential
- Any concerns must be reported through appropriate school channels, not discussed externally
- Volunteers must comply with GDPR and data protection requirements

Signing In and Identification

- All volunteers must:

- Sign in and out at reception
- Wear a badge / lanyard as per the school's procedures and processes while on site

Roles and Responsibilities

- Volunteers will receive a clear role description
- Volunteers must follow instructions from:
 - Class teachers
 - Senior leaders
 - Trip leaders (if off-site)

Concerns and Complaints

- Any safeguarding concern must be reported immediately to the DSL
- Volunteers should raise concerns about their role or experience with the assigned member of staff or senior leader

Termination of Volunteer Placement

- DMAT/ School reserves the right to terminate a volunteer placement at any time if:
 - Safeguarding procedures are not followed
 - Conduct is deemed inappropriate
 - The arrangement is no longer suitable

Volunteer Risk Assessment

Letter of assurance School:

Name of Volunteer/s:

Name of Staff Responsible for Volunteer/s:

Location:

Description of Activity:

Risk Assessment Form with examples:

Hazard	Who Might Be Harmed	Control Measures
Safeguarding concerns	Pupils	
Inappropriate conduct	Pupils Staff	
Lack of training/ misunderstanding role	Volunteer Pupils	
Health and safety e.g. slips, trips, clothing, manual handling	Volunteer Pupils	
Add as necessary		

Name of Designated Safeguarding Lead (DSL):

First aid arrangements explained: ☐ Yes ☐ No

Fire evacuation procedure explained: ☐ Yes ☐ No

Emergency contact provided: ☐ Yes ☐ No

Risk Assessment completed by: _____

Date: _____