Visitors Procedure

Version: 5.0 Effective Date: 18 March 2015
Procedure Code: PR-036 Related Policy Code: HR-015
Related Policy Name: Health, Safety and Environment Policy

Purpose:
To ensure the safety of all College visitors, staff and students as well as College property by outlining the process that must be followed by all individuals who visit a College campus.

Definition of “College” – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation. For the purpose of this procedure, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.

Scope:
- Contractors, visitors, volunteers and general public

Procedure:
Upon arrival to a College campus, all visitors must report to the designated reception area. For the purposes of health and safety, visitors are required to register their attendance by recording the following information in the visitor register:
- The date of visit
- Their name
- The company they represent
- Whom they are visiting
- Arrival time

In addition, upon registration visitors are required to read the ‘Emergency Information Flyer’ available at reception before being issued with a visitor pass.

The visitor pass issued is to be worn at all times throughout the duration of their visit to the campus.
Visitors are not permitted in unauthorised areas of the College facilities unless accompanied by the College representative they are visiting or have been authorised to do so.

In the event that a visitor is involved in an incident / accident, they are to report it to the College representative they are visiting or reception immediately and complete the accident/incident report form.

Upon exiting the College, visitors are again required to report to reception and return their visitors pass before signing out and recording their time of exit.

The maintenance of accurate visitor registers allows the College to better ensure the health and safety of visitors by being able to account for those currently signed in.

### Students and Clinic Patients

Attendance of enrolled students is captured at the commencement of each class by the lecturer/trainer and is retained by the lecturer/trainer for the duration of the class.

Attendance of clinic patients is captured via the electronic clinic booking system maintained by the clinic receptionist.

Please also refer to the Clinic Client and Visitor Safety Policy.

### Location of Visitors Registers

Below are the locations of each campus sign in area:

<table>
<thead>
<tr>
<th>Campus / Area</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adelaide (all)</td>
<td>Ground Level</td>
</tr>
<tr>
<td>Brisbane (Health and Beauty)</td>
<td>Level 2</td>
</tr>
<tr>
<td>Brisbane (FIAFitnation)</td>
<td>Level 4</td>
</tr>
<tr>
<td>Gold Coast (all)</td>
<td>Ground Level</td>
</tr>
<tr>
<td>Melbourne (Health)</td>
<td>Level 1</td>
</tr>
<tr>
<td>Melbourne (FIAFitnation)</td>
<td>Level 3</td>
</tr>
<tr>
<td>Perth (all)</td>
<td>Lower Ground Level</td>
</tr>
<tr>
<td>Sydney (Health)</td>
<td>Level 2</td>
</tr>
<tr>
<td>Sydney (FIAFitnation)</td>
<td>Level 3</td>
</tr>
</tbody>
</table>
Responsibilities

College representatives expecting a visitor:

- Ensure that appropriate instructions are provided to visitors prior to their arrival at the college i.e. to report to the relevant reception area where they will be asked to sign in and ask for you;
- Ensure the visitor has obtained a visitor pass and wears it for the duration of their visit;
- Assist the visitor with any emergency response or assistance required;
- Ensure that the visitor is accompanied at all times;
- If the visitor is involved in an incident / accident, ensure they receive the necessary assistance and complete an accident / accident report form;
- Escort your visitor back to reception at the conclusion of your meeting to ensure they sign out prior to exiting the premises

Staff on Reception

- Ensure all visitors reporting to reception are greeted in a friendly manner
- Provide necessary briefing on the College’s visitor procedure including:
  - Read Emergency Information Flyer
  - Complete visitor pass with all required information
  - Wear visitor pass at all times throughout the duration of their visit
  - Return the visitor pass to reception upon the conclusion of their visit
- Assist visitors with the completion of incident/accident reports where necessary
- Assist visitors in the event of an emergency

Area Wardens

- In the event of an emergency:
  - The “Visitors registration book” shall be collected by the Area warden of the floor where the reception is located and used to ensure all visitors are safety accounted for in the designated evacuation area.
  - Clinic receptionist will collect information on all clients still attending the campus and use this to ensure all clinic clients are safety accounted for in the designated evacuation area.
  - Lecturers / Contract Academics will use their student attendance sheets to ensure all students from their class, are safety accounted for in the designated evacuation area.

Definitions:

Visitors for the purpose of this policy will include the following:

- Prospective students
- Contractors (excluding Contract Academics)
- Guest Lecturers
- Members of the Board
- Any member of the public
Workers and students are people who are not required to sign in at the commencement of each day. For the purposes of this procedure only, workers include:

- an employee; or
- a contract academic; or
- an employee of a labour hire company who has been assigned to work in the business.

A Student is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College’s documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Further Information:

Related Policies: Health Safety and Environment Policy
Clinic Client and Visitor Safety Policy
Children on Campus Policy

Related Procedures: NA

Related Documents: Emergency Evacuation Plan Adelaide
Emergency Information Adelaide
Emergency Evacuation Plan Brisbane
Emergency Information Brisbane
Emergency Evacuation Plan Gold Coast
Emergency Information Gold Coast
Emergency Evacuation Plan Melbourne
Emergency Information Melbourne
Emergency Evacuation Plan Perth
Emergency Information Perth
Emergency Evacuation Sydney
Emergency Information Sydney

Guidelines: Not Applicable
### Procedure Author:
Senior HR / H&S Advisor

### Procedure Owner:
Director of Human Resources

### Contact:
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### Approval Body:
- **Director of Human Resources**  
  Date: 7 February 2013  
- **National HSE Committee**  
  Date: 7 February 2013

### Procedure Status:
New

### Responsibilities for Implementation:
Senior HR/H&S Advisor  
Campus HSE Committee members

### Key Stakeholders:
All employees

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### Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>0.1</td>
<td>1 February 2013</td>
<td>B Macpherson</td>
<td>New document</td>
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<tr>
<td>1.0</td>
<td>12 March 2013</td>
<td>B Macpherson</td>
<td>Finalised document</td>
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</table>
| 1.0     | 15 July 2013    | C Smalbil   | College changed to new version control system within Sharepoint  
  (refer to The Source for further version history).                      |