

VISITOR POLICY

Policy Owner	Operations Manager
Approved by	Head of School (Ms Sapna Changrani)
Review Date	July 2026
Next Review Due	July 2027
Circulation	All Staff, Students, Parents; School Website; KHDA Inspection File

1. PURPOSE

This policy establishes procedures for identifying, registering, authorising and supervising visitors to Dubai Scholars Private School. Its purpose is to safeguard students and staff, protect school premises and maintain an accurate record of persons entering and leaving the campus.

2. SCOPE AND VISITOR CATEGORIES

This policy applies to parents and guardians, authorised collectors, former students, invited guests, visiting speakers and trainers, contractors, maintenance personnel, delivery personnel and other external visitors. Visitor access depends on the purpose of the visit, identity verification, prior approval where required and the areas being accessed.

3. PARENT AND GUARDIAN ACCESS

Parents may visit Reception and designated administrative or service areas without an advance appointment, subject to registration, identity verification and campus security arrangements. Visits to classrooms, teaching areas or other student-access areas require prior approval from the Head of School and accompaniment by an authorised staff member. Parents should present their school-issued Parent/Guardian ID Card. Where it is unavailable, Emirates ID verification and approval by Operations are required before Security issues a Visitor ID, in accordance with the Parent & Guardian ID Card Policy. An ID card is not, by itself, permission to access restricted areas.

4. VISITOR REGISTRATION AND IDENTIFICATION

All visitors must report to the designated security point, present their Emirates ID for verification, and have their details and purpose of visit recorded. Security will issue a Visitor ID badge and colour-coded lanyard, which must remain visible throughout the visit. The log must record arrival time, intended destination or host, estimated duration where applicable and actual departure time. Visitors must return issued identification and sign out before leaving. Visitor information is handled in accordance with the school's applicable data-protection and retention procedures.

5. SUPERVISION AND ACCESS CONTROL

Parents and guardians may access only designated public and administrative areas for the authorised purpose of their visit. All visitors proceeding beyond Reception must be accompanied by an authorised school staff member. No visitor may enter a classroom or other student area without prior approval from the Head of School. Visitors must not be left unsupervised with students. Security and Operations may restrict access to particular areas or require a visitor to leave where safeguarding or security concerns arise.

6. CONTRACTOR IDENTIFICATION, VETTING AND SUPERVISION

Contractors must present a valid Emirates ID and provide relevant company and work details for verification. Regular contractors must provide a valid Police Clearance Certificate (PCC) before deployment, subject to applicable safeguarding and regulatory requirements. Occasional contractors must undergo an approved, documented risk-based vetting process and remain supervised while on campus. Contractors must not have unsupervised contact with students. Operations will maintain or verify the relevant records and coordinate with the school's safeguarding team where concerns arise.

7. MAINTENANCE WORKS AND DELIVERIES

Routine contractor work is not permitted during school hours while students are present and should be scheduled outside student hours. Emergency maintenance during school hours may proceed only with documented approval from the Head of Operations. The approval must identify the work, location, responsible supervisor and appropriate controls, including restricted access, separation from students, safe equipment management and safeguarding precautions. Emergency work must stop if safe conditions cannot be maintained. Deliveries must use approved access points and must not create hazards or permit unauthorised access to student areas.

8. GUEST SPEAKERS, TRAINERS AND FORMER STUDENTS

The Head of School must approve visiting speakers and external trainers, including the proposed session content, before any activity involving students. Such visitors must follow the school's safeguarding and supervision procedures. Former students wishing to meet staff must arrange an appointment in advance; access is subject to registration and the same visitor supervision requirements, including during dispersal.

9. SAFEGUARDING BRIEFING AND PHOTOGRAPHY

At sign-in, visitors must be informed of applicable safeguarding expectations, restricted areas, photography and recording restrictions, and emergency instructions. Visitors must not photograph, film or record students or school activities without prior school authorisation. Any concern about student safety or inappropriate visitor conduct must be reported promptly to Operations and referred to the Designated Safeguarding Lead where it involves safeguarding or child protection.

10. VISITOR CONDUCT AND UNAUTHORISED ACCESS

Visitors are expected to behave respectfully, follow staff instructions and comply with school rules, including designated parking and access arrangements. Disruptive behaviour, attempts to enter restricted areas or refusal to comply with security directions must be reported to Operations. Security may prevent

unauthorised entry and seek assistance from Operations. Where a safeguarding concern is identified, the school's safeguarding escalation procedure must also be followed.

11. EMERGENCY AND LOCKDOWN PROCEDURES

During an evacuation, lockdown or other emergency, all visitors must follow directions from Security and designated emergency or duty staff. The visitor log will support accountability and headcount checks. Visitors must not independently move through restricted areas or leave an emergency assembly area without clearance from the responsible staff member.

12. ROLES AND RESPONSIBILITIES

Head of School: approves visiting speakers, trainers, proposed content and access to classrooms or student areas. Head of Operations: authorises maintenance activities, including documented emergency exceptions, and oversees visitor security and incident management. Security: verifies identity, maintains entry and exit records, issues and retrieves Visitor IDs, controls access and follows emergency procedures. Authorised accompanying staff: supervise visitors beyond Reception and ensure they remain within approved areas. Designated Safeguarding Lead: receives and manages safeguarding concerns under the school's Safeguarding and Child Protection Policy. All visitors: comply with identification, supervision, conduct, safeguarding and emergency requirements.

13. RELATED POLICIES AND RECORDS

This policy should be read alongside the Parent & Guardian ID Card Policy, Safeguarding and Child Protection Policy, Health & Safety and Emergency Procedures, and applicable Data Protection procedures. Operational records include visitor entry/exit logs, contractor vetting evidence, speaker approvals, documented emergency-maintenance permissions and incident reports. Any additional regulatory references will be verified during the school's final compliance review.

14. POLICY REVIEW

 **This policy will be reviewed annually, or sooner if required, to reflect operational needs, changes in legislation, or updated guidance from the KHDA**