



8b. Visitors and Volunteers Policy

Additional Policies	Part 3.
ISI	Welfare, Health and Safety.
Author Led	DSL / Headmaster
Date of Review	February 2025
Next Review	January 2027
Comment	Biannual Review
Website	No

Visitors and volunteers at our school bring with them a wealth of skills and experience that can enhance the learning opportunities of the students. The British International School Casablanca, welcomes and encourages them.

VISITING AND BECOMING A VISITOR:

We have many requests from a variety of people who wish to visit or volunteer. These may be parents of children at the school, members of the local community or individuals interested in pursuing a career with children.

It is important that we keep track of who is working in our school, where they are placed and for how long they will be with us. For this reason all requests from visitors and volunteers should be directed to the Headteacher, in the first instance, who has responsibility for the organisation and/or placement of such individuals.

ABOUT THE BRITISH INTERNATIONAL SCHOOL CASABLANCA

Mission Statement

The British International School of Casablanca (BISC) , aims to provide quality teaching and learning for all its pupils, delivering a curriculum for the development of the whole child and one that is fit for the 21st century, in a safe, secure, happy, caring and stimulating environment.

Ethos Statement

The British International School of Casablanca serves its community by providing an education of the highest quality within the context and understanding of shared values e.g. care, consideration and co-operation, honesty, respect and openness.

The school promotes an understanding of the meaning and significance of these values through the experience it offers its pupils and through the school's motto: *Aspire, Act, Achieve*.

Our Aims:

- Ensure that 'every person matters'
- Create an interesting and stimulating environment which reflects our values and promotes a sense of community as well as an individual sense of self-worth;
- Develop a community of life-long learners where access to knowledge is a right for all and a recognised achievement;
- Provide learning experiences that will allow all pupils equal opportunities to develop their critical thinking and creative skills;
- Promote social, cultural, and moral development, preparing pupils to be responsible citizens;
- Encourage the partnership with parents/guardians and foster positive links with the community.

CONFIDENTIALITY

Visitors and volunteers in school are bound by a code of confidentiality. Any concerns that visitors and volunteers may have about the children they come into contact with should only be discussed with the class teacher or a member of the Safeguarding Team. Visitors and volunteers concerned about what another adult in the schools says or does, should raise the matter directly with the Headteacher.

SUPERVISION

All visitors and volunteers are under the supervision of a teacher and or member of site staff. Visitors and volunteers should have clear guidance from the member of staff as to how an activity involving children may be carried out and what the expected outcomes of any activity are. Visitors and volunteers are encouraged to speak to the member of staff teacher if they have a query about any aspect of a child's understanding or behaviour.

HEALTH AND SAFETY

The school has a Health and Safety Policy available on request from the Headteacher or to download from the school's website. The member of staff in charge must ensure that visitors and volunteers are made aware of any emergency procedures (e.g. fire alarm) and about any safety issues associated with a particular task. Visitors and volunteers are asked to exercise due care and attention and report any obvious hazards or concerns to the teacher. Visitors and volunteers must not deal with any situation regarding a child's personal hygiene, administer medicine or give first aid.

SAFEGUARDING

The welfare of our children is paramount. To ensure the safety of our children we adopt the following procedures:

- All visitors and volunteers are given a copy of the Visitors and Volunteers Policy
- All volunteers must apply, providing school with key information (appendix 1)
- All volunteers must sign a Visitors and Volunteers Agreement (appendix 2)
- All volunteers supporting on a school trip must sign Volunteers Educational Visit Agreement (appendix 3)
- The school reserves the right to ask for a character reference if necessary
- All visitors and volunteers who work with children must undergo Prohibition Checks and provide the school with an ICPC or Moroccan Police Certificate to demonstrate they are suitable to work with children.
- All visitors and volunteers must sign in at Reception and wear the provided identification badge whilst on the premises
- Under **NO** circumstances must they be allowed to work alone with a child without the proper checks being conducted.

How to respond to a disclosure

- Use open non leading questions
- Record exact wording
- Report to a member of the safeguarding team (see attached Induction Sheet)
- It is imperative that everything remains confidential.

COMPLAINTS PROCEDURE

Any complaints about a visitor or volunteer will be referred to the Headteacher. Any complaints made by a visitor or volunteer should also be referred to the Head Teacher.

The Head Teacher reserves the right to take the following actions:

- To speak with the individual about a breach of our agreement and seek reassurance this will not happen again
- Offer an alternative placement in another class
- Inform the visitor or volunteer that the school no longer supports their attendance at school.

Safeguarding Induction Sheet (For all new staff, supply staff and visitors working with children)

We all have a statutory duty to 'promote and safeguard the welfare of children' (Section 175 Education Act 2002) If you have any concerns about the health and safety of any child in this school, or feel that something may be troubling them, you must share this information with an appropriate member of staff straightway. Some issues e.g. a child's appearance, hygiene or general behaviour can be shared with any teacher or member of support staff.

Do not worry that you may be reporting a small matter – we would rather you tell us things -than we miss a worrying situation. If you think however, that the matter is serious and may be related to a child protection concern i.e. physical, sexual, emotional abuse or neglect, you must talk to one of the people below immediately.

Any allegations or disclosures involving a member of staff needs reporting directly to the Head Teacher immediately, unless the allegation involves the Head Teacher and then the concern needs reporting to the Chair of The Board who can be contacted through a member of the Admissions Team.

Thank you for supporting and safeguarding the students at our school.

Appendix 1 Volunteer Application Form For New Volunteer

Forename: _____ Surname: _____

Date of Birth: _____

Address: _____

Landline Number: _____ Mobile Number: _____

Email Address: _____

What activities/areas of the school's work would you like to help with? _____

Are there any particular age groups/classes you would like to work with? _____

Do you have any disabilities/needs we need to take into account in order to allow you to work as a volunteer? (Please give details). _____

Appendix 2 Visitors and Volunteer Agreement

Thank you for visiting or offering your services as a volunteer at BISC. Your help is greatly appreciated and we hope that you will gain much from your experience here.

Please read and sign this agreement and hand it to a member of the Senior Leadership Team. You will receive a copy of it for your records.

- I have received and read the Visitors and Volunteer Policy
- I agree to support the school's Mission, Ethos and Aims
- I agree to treat information I learn from being in the school as confidential

Relevant police checks applied for – YES/NO/APPLIED FOR (circle as appropriate)

If you already have a police certificate, please hand it to a member of the Senior Leadership Team and the details will be taken for the school records.

Name: _____ Signed: _____

Date: _____

Appendix 3 Volunteer Educational Visit Agreement

Thank you for volunteering.

School visits are an integral part of learning at BISC and you will have an important role to play in ensuring the success and safety of this Educational Visit.

The teacher (Trip Leader) has overall responsibility for the children at all times, but designates responsibility to voluntary helpers, who may have charge of a small group.

Please read this agreement, sign and return it to a member of the Senior Leadership Team. This forms part of our school's risk assessment planning.

The Role of a Volunteer Helper

- To be responsible for and look after, in equal measure, all of the children in your group
- To stay with your allocated group and ensure their well-being and safety for the duration of the trip
- To promote polite, respectful and courteous behaviour amongst the group and towards members of the public
- To ensure that your group keeps up with the rest of the school visit party
- To contact your class teacher/Trip Leader if there are issues with first aid, safety or behaviour
- To show a commitment to the group, an interest in the focus of the visit and assist children in their learning by helping them to read signs/labels/information, asking questions that encourage children to think about the task and by helping to explain areas of interest.
- To follow guidance from school staff

Not permitted

- You are not allowed to be left unsupervised with children
- Please do not bring additional siblings on the school trip
- Please do not use your mobile phone unless the call or text is urgent
- Volunteers are not allowed to smoke, drink alcohol or engage in any illegal practices
- Volunteers are not allowed to take photographs of the children unless requested to do so by the teacher in charge on a school owned device.
- Volunteers are not allowed to buy their group treats e.g. ice cream, sweets, mementos etc. – before, during or after the school trip.

Emergencies

Please inform a member of school staff as soon as possible. If you are separated from the rest of the school party, please telephone one of the staff members or the school.

I understand and agree to the conditions outlined in this agreement.

Name: _____ Signed: _____

Date: _____