

Visitor identification protocol

Purpose

Plymouth Marjon University is a place of study, a place of work, and a home for many people.

This protocol describes how people on our sites can be identified in order to safeguard our community.

Principles

1. People may be identified or known in several ways, which are frequently used together:
 - ✓ By wearing or carrying a photo ID badge
 - ✓ By wearing a lanyard, either an official staff lanyard or visitor lanyard
 - ✓ By wearing official clothing
 - ✓ By wearing a Plymouth Marjon University name badge
2. At all times when moving around the buildings the list of people below must wear a lanyard or be otherwise identifiable:

Must wear a lanyard whilst moving around the buildings/ campus:

- ✓ Members of staff, including student colleagues such as Student Ambassadors who are working.
- ✓ Staff of other organisations on site, eg Chartwells, Patriots, Flying Start.
- ✓ Visitors to meetings, external examiners, the Chaplaincy etc: anyone on official business. Including to other organisations on site.
- ✓ Interview candidates for jobs.
- ✓ Anyone interviewing or visiting for interviews for courses, for Open Days and other Student Recruitment events.
- ✓ Estates contractors (sign in directly with Estates).
- ✓ Members of the public using the Library.
- ✓ Members of the public visiting the Octagon building, unless they are just accessing for prayer or quiet reflection.

Must sign in but will not be given a lanyard:

- ✓ Patients in health clinics must sign in on arrival at their clinic; they do not need to sign in at the Welcome Desk, or wear a lanyard whilst moving across campus arriving to their clinic or leaving their clinic.
- ✓ People using the sports facilities in the Sports Centre will continue to use their membership card to swipe in or guest users will register on arrival at the desk.

Exceptions and notes:

- Students should hold a student ID card on them, but do not have to wear it visibly.
- Members of the public walking through the grounds or using “public-facing” commercial facilities (eg using the shop, Grandstand, Barjon etc)

- Whilst working in their normal place of work, eg arriving into their office or classroom, staff do not have to wear a lanyard but should be ready to show it if needed.
- Staff who work on front-facing desks or areas should also wear Marjon name badges with their staff cards / lanyards ready on request.
- Whilst doing physical activity such as lifting or carrying, lanyards should be carried in a way which is practicable, to be shown on request.
- Friends or family who are visiting a student in their accommodation should either:
 1. Remain within accommodation or public facing areas, for example if they are just visiting for a short time.
 2. If they are here for longer or accessing more than the public-facing areas, sign in as a visitor on the front desk with their student, and then wear a lanyard.

If any visitor to accommodation is not accompanied by a student and cannot evidence they are there by invitation, they may be asked to leave.
- Younger children visiting for events will not be given lanyards but will stay with their responsible adults (who will wear lanyards) and be identifiable by other means (eg uniform, stickers)
- For people visiting for externally-booked activities such as events in the theatre, regular orchestra practice, a register or booking-in system will be maintained by the person responsible for the event.

Signing in summary table

	Sign in or book in	Wear a lanyard/ ID	Do not have to sign in or wear ID
Students		Carry ID, but does not have to be visible	
Members of staff		✓	
Anyone visiting for work purposes	✓	✓	
Visitors for Marjon (non-commercial) events	✓	✓	
Patients at clinics	✓		
Visitors for commercial or external events (eg shows) ¹	✓		
Friends or family of students in accommodation visiting for a short period ²			x
Younger children on visit days	✓		
People using public-facing non-bookable facilities (eg shop)			x

1: External and commercial events are ticketed and tickets/ proof of booking must be shown

2: Visitors staying for longer or needing to access areas outside accommodation or publicly facing areas should go to the desk to get a lanyard as a “visitor”.