

<b>Policy Title</b>	IQY Institute's Visitors Access Policy and Procedure				
<b>Policy Number</b>	PP-59	<b>Version Number</b>	V1 Jan 2024	<b>Status</b>	APPROVED
<b>Owner</b>	Senior Management & HR	<b>Approved By</b>	CEO		

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## 1. POLICY

IQY Australia PTY T/A IQY Technical College ensures the proper recording of visitors welcomed at the premises.

## 2. PURPOSE

The purpose of this policy is to ensure the visitors who are received at the RTO are following the rules outlined by IQY and to ensure there is threat to the company property and premises, to prevent distractions and to protect company property.

## 3. SCOPE

This policy and procedure apply to all visitors including internal and external contractors, past students, agents, stakeholders, external vendors, personal visitors and the public. The policy does not refer to remote employees or employees from other company locations. To ensure safety at work, employees who are on parental leave may enter the premises with visitor passes.

## 4. POLICY

### 4.1 Visitor Register

Every visitor visiting the IQY Institute's campus MUST register at the reception of the respective campus.

### 4.2 Personal Visitors and Agents/Stakeholders

- ✚ IQY's employees may not allow access to IQY Institute's premises to unauthorized personal visitors, external agents, or stakeholders.
- ✚ Employees may bring visitors to company events only after obtaining authorization from HR/Campus Manager/Senior Management. To avoid any confusion or misunderstanding, authorization should be in writing.
- ✚ HR/Campus Manager/Senior Management team member may also give verbal authorization, when appropriate, but must also inform reception and security/campus in-charge.
- ✚ Common areas, like student lounge, lobbies, and kitchen areas may be open to visitors. We advise employees to only permit visitors in these areas for a short time and for specific reasons.
- ✚ At all times, Agents and Stakeholders may be escorted to their expectation meeting room within IQY Institute's premises by the responsible employee once formalities are completed in the reception. Employees are responsible for always accompanying any of their underage visitors.

### 4.3 Contractors and service vendors

- ✚ Contractors, suppliers, and service vendors, like electrician, IT technicians, builders and plumbers can enter IQY Institute's premises only to complete their job duties.
- ✚ It is the responsibility of Reception staff members to provide contractors and vendors with visitor pass and to instruct them to always wear the pass at IQY Institute's premises and return while exiting the premises when job is complete.

### 4.4 Deliveries

- ✚ Anyone who delivers orders, mail, or packages for employees or IQY should remain at the reception.
- ✚ All mailing address must be to the reception level, so that all deliveries are received by Reception employees.
- ✚ Reception employees are responsible for notifying the employee who expects the delivery.

- ✚ Any mail for company must be immediately handed to the Management team member or authorized employee at premises.
- ✚ Large deliveries (e.g. supplies) should be delivered to designated spaces such as storerooms under company of any employee with authorization.

#### 4.5 Dangerous or restricted areas

- ✚ Employees may not bring or accept visitors in areas where there are dangerous machines or chemicals, sensitive equipment like servers or confidential records.
- ✚ Visitor/s who may be exempted must receive official authorization from HR/Senior Management.

#### 4.6 Other visitors

- ✚ Students who are ex-students or attending for meeting with employee or want to do after class study fall under this category of visitors.
- ✚ These visitors should receive written authorization from management before entering and using IQY Institute's premises. They must inform reception desk, receive the visitor pass and be accompanied by an employee to use a designated area of the premises if there is a purpose.
- ✚ After-class socialising by current student may be allowed for specific time only in the student lounge area, however if required may be requested to leave the premises.
- ✚ If any current student is to use the computer lab, or study space, they may do so if under supervision of an employee.
- ✚ During class hours, if any student is observed to spending time in the lounge area instead of attending class, they may be reported to their teacher and be requested to either attend class or leave the premises.

#### 4.7 Unauthorised visitors

- ✚ Campus/Security Manager who spot unauthorized visitor may ask them to leave.
- ✚ Visitor/s who misbehave (e.g. cause disruption, engage in hate speech, show aggressiveness, or steal property) will be asked to leave the premises immediately and be prosecuted if appropriate.
- ✚ Employees who spot unauthorized visitors are encouraged to refer them to the reception employees and Campus/Security Manager.

### 5. PROCEDURES

1. Visitor/s should sign in at the reception desk and show some form of identification. Once their purpose of visit is stated and the staff member who will tend to the visitor is contacted, visitor will be handed the Visitor pass to ALWAYS wear in the duration of their visit.
2. Visitor/s must register accurate information at the reception desk. The information includes the following:
  - a) Name, organization and contact number;
  - b) Registered time of visit;
  - c) Purpose of Visit;
  - d) Employee to escort;
  - e) Notify if is unwell or have been in contact with COVID in the past 7 days.

3. Visitor/s must be waiting in the waiting area near reception till a staff member tends to the visitor while they are inside IQY Institute's premises.
4. With adherence to the IQY Institute's Workplace Surveillance Camera Policy and Procedure, visitor must not misuse IQY Institute's internet connection, disclose confidential information or take photographs of restricted areas within IQY Institute's premises. If they do not confirm to adherence of policy, they may be escorted out or face prosecution if appropriate.
5. Visitor/s are only allowed during the working hours. After-hours visitors must have written authorization from management/HR.
6. Once purpose and duration of visit has come to end, they must sign out at the reception and hand in the visitor pass.
7. If at any time, anyone is reported to be seen around and are not staff/student, they may be escorted out, reported to police or face prosecution if appropriate. Any police involvement must be reported immediately in the form of incident report.

## 6. DISCIPLINARY ACTION

Employees who violate this policy may face disciplinary consequences in accordance with their violation. HR/Senior Management will assess the seriousness of an employee's conduct and take the appropriate action.

## 7. RESPONSIBILITY

The Campus Manager/s, HR department and Chief Operations Officer (COO) are responsible to ensure the adherence to this policy and procedure. The CEO has the overall responsibility of this policy and procedure.

## 8. RELATED DOCUMENTS

Related Documents
Visitor Logbook at the reception of each campus