

# Al Ittihad Private School Al Mamzar



## Visitors Policy AY 2024-2025

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## I. Introduction

### 1.1 Purpose

At IPSM, the care and safety of our students is our top priority. Our families trust us to provide a secure and nurturing environment for all students. This policy outlines the procedures to regulate visitor access, ensuring safety and order on campus.

### 1.2 Scope

This protocol applies to all visitors, including parents, guardians, prospective students, vendors, and other external guests who require access to the school premises.

### 1.3 Objectives

- Ensure the security of students, staff, and school property.
- Establish clear visitor entry and exit procedures.
- Maintain a log of all visitors for record-keeping and accountability.
- Facilitate a smooth and professional experience for all school visitors.

### 1.4 Alignment with UAE and KHDA Guidelines

This protocol aligns with UAE and KHDA safety regulations and policies regarding visitor management and student protection.

## II. Visitors entry Procedures

### 2.1 Main gate - security guards

- Security must receive all visitors at **Gate 1** through the designated window at the fence.
- Visitor details, including **Emirates ID (EID), family number, and phone number**, must be recorded in the visitor log.
- If a **prior appointment** exists, security will issue a **color-coded visitor badge** and direct the visitor to the relevant section.
- If **no prior appointment** exists, security must personally escort the visitor to the **main reception** to be received by the receptionist.

## 2.1 Campus main office - receptionist

- The receptionist must collect additional visitor details, including:
  - Reason for visit**
  - Requested staff member**
  - Student's section/class** (if applicable)
- If the visit is unannounced, the receptionist must contact the **Section Admin Assistant** and the relevant staff members.
- The **Section Principal** or requested staff member must approve the visit before the visitor is permitted entry.
- If the requested staff member is unavailable, the **Admin Assistant and receptionist** must schedule an appointment before the visitor leaves.
- If permitted entry, the visitor must receive a **color-coded visitor's pass** and be escorted to the section by a helper.

## 2.3 Visitor color-coded badge system

| Section        | Color Code |
|----------------|------------|
| KG             | Red        |
| Elementary     | Yellow     |
| Girls' Section | White      |
| Boys' Section  | Black      |
| Main Admin     | Green      |

## III. Registration and new admission visitors

### 3.1 Section main office – registration and new admission

- Security must log visitor details upon arrival and issue the **Main Admin badge**.
- Security will escort the visitor to the **Main Reception**.
- If the visitor needs to visit a section, the **Registrar** will contact the relevant section to coordinate the entry.

## IV. Main Administration – Receptionist

### 4.1 Visitor meetings & escort procedures

- Visitors must attend meetings **only in the Section’s Main Office** during school hours.
- The **Section Admin Assistant** must verify the visitor’s permission using the visitor’s pass.
- The **Section Admin Assistant** will notify the concerned staff member and **Section Principal** upon visitor arrival.
- Visitors must **wait in the Section Reception area**.
- Once the meeting concludes, a **designated section staff member** must escort the visitor out of the school premises.
- The **Security Guard** must log the visitor’s exit.

### 4.2 Deviation from exit procedure

- If a visitor fails to leave immediately after the meeting, a **Senior Leadership Team (SLT) member** must be contacted.
- The SLT member will determine the appropriate next steps.

## V. Complaine & Enforcement

- All school staff and security personnel must enforce this policy consistently.
- Any security concerns or breaches must be reported to school administration immediately.
- Failure to comply with the visitor protocol may result in restricted access to the school in the future.

## Disclaimer

### Disclaimer

This policy was developed by Al Ittihad Private School Al Mamzar. It is intended for use exclusively by school staff and students. Any external use, whether in whole or in part, requires management approval. Any exceptions to this policy must also be approved in advance by the school management.

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