

EAST LONDON ARTS & MUSIC



THE INDUSTRY ACADEMY

## VISITOR POLICY

Author:	A Isaac
Approval Date (Operations Committee):	20 November 2018
Review Date:	31 December 2019

Signed by Chair of Governors:

Signed by Principal:

# WELCOME TO ELAM

Thank you for coming to ELAM. Guests play an important role in the development of our Academy by providing enriching experiences for our Trainees and by giving critical feedback on how we can improve. We appreciate your time and support.

Our Trainees, who you will hopefully get the chance to meet, are hard working, excellent and truly inspiring people. We have worked hard to create a safe and secure environment where they are able to develop their talents. The culture we have set at ELAM based on our core values is very important to us and, in order to maintain this, we would ask that you adhere to a few key principles as a guest of the Academy.

- Always sign in at Reception
- Please read the Safeguarding and H&S information provided
- Please wear your visitor's badge where it is visible at all times when on site
- Use appropriate language (we encourage the use of Standard English at ELAM) and behaviour with all Trainees and staff; *no swearing, references to sexual behaviour, alcohol or drugs.*
- Please refrain from smoking and/or vaping on site or when with Trainees
- We have a diverse cohort so please value and respect different ethnicities, races, religions and beliefs – avoid promoting your own political or personal beliefs.
- If you would like to invite a Trainee or group of Trainees to an event outside the academy please make sure it is age appropriate and inform a member of the ELAM staff **before** doing so.
- Please do not make any personal connections with Trainees over social media unless you previously seek permission from the Principal.

# DURING YOUR VISIT

While on your visit we would really encourage you to engage with the Academy as much as possible. You can do this in a number of ways:

## 1) FEEDBACK

We welcome all feedback on what we could do better and what we do well. This feedback will help us become a world-class institution.

## 2) SHARE YOUR EXPERIENCE

We want more people to come to ELAM, so please do feel free to share your experiences, you can tell you colleagues and friends, write, Instagram and Tweet about your time with us. Feel free to take pictures as long as the member of staff you are accompanied by is aware you are doing so.

Our Twitter handle is @elamHQ. Our Instagram profile is elamHQ

## 3) EXPLORE

We have a very open culture at ELAM and if there is anything you want to see or know please just ask your assigned member of staff who will try to accommodate your request.

## 4) ASK THE TRAINEES TOUGH QUESTIONS

We have very high standards for our Trainees as we want to prepare them for professional life, so when you speak to them we would like you to have the same standards you would for a colleague in your workplace.