

SCU Visitor – What are the next steps?

The Property Services Visitor Induction is broken into TWO categories to ensure our variety of visitors are appropriately inducted to study or work at Southern Cross University (SCU). To determine which induction is required for your visitor, please refer to the below:

- *Visitor Induction Checklist for Short Term Visitors*
- *Online Visitor Induction via the training.scu.edu website for Long Term Visitors*

A **“Short Term Visitor”** can be defined as a visitor who is only attending a SCU Campus for a short period of time in a low risk environment. This visit must not exceed one business day and does not include any high-risk environments unless specifically allowed by Property Services (accruing hours over multiple days as not to exceed the one 7-hour business day is not allowed).

A **“Long Term Visitor”** can be defined as a visitor who is attending a SCU Campus on a reoccurring basis or will be onsite for an entire working day.

The staff members who engaged the visitor or will be responsible for the visitor while they are onsite will be called the **“SCU Staff Supervisor”**. They must understand the reason for the visit and the locations being attended as additional workplace health and safety advice for that task or the area will be needed. In unusual cases, a member of Property Services Management and Administration team can assist by being a temporary SCU Staff Supervisor while a work unit determines who is best suited.

There may be exceptions to the above definitions which are subject to Property Services’ discretion.

Short Term Visitor Induction

The visitors which fit into the category of “Short Term” will need to sign in and complete the Visitor Induction Checklist upon arrival. These checklists must be completed and signed off by a ‘SCU Staff Supervisor’

A copy of all completed Visitor Induction Checklists must be recorded using the work unit/faculty’s internal record management systems and be easily accessible should Property Services or WHS request your records.

Long Term Visitor Induction

The visitors which fit into the category of “Long Term” will need to register for a SCU Training account and complete the Online Visitor Induction prior or upon arrival.

To arrange an online induction for your visitor, email pscontractor@scu.edu.au with the visitor’s name, address and reason/length of visit. Notify Property Services at least 3 days prior to the visit to allow time for processing. When the Long-Term Visitor arrives, they will need to sign in and present their Certificate of Completion to the ‘SCU Staff Supervisor’. If they do not provide a certificate, contact Property Services to confirm induction is 100% complete.

A refresher has not been set for this course due to the nature of SCU visitors but if you do identify any attending again after some time or a visitor’s task has been extended beyond TWO years, please contact Property Services to request a online refresher for the SCU Visitor.

Where do SCU Visitors sign in upon arrival?

All Visitors must sign in at a SCU Visitor Check In location upon arrival.

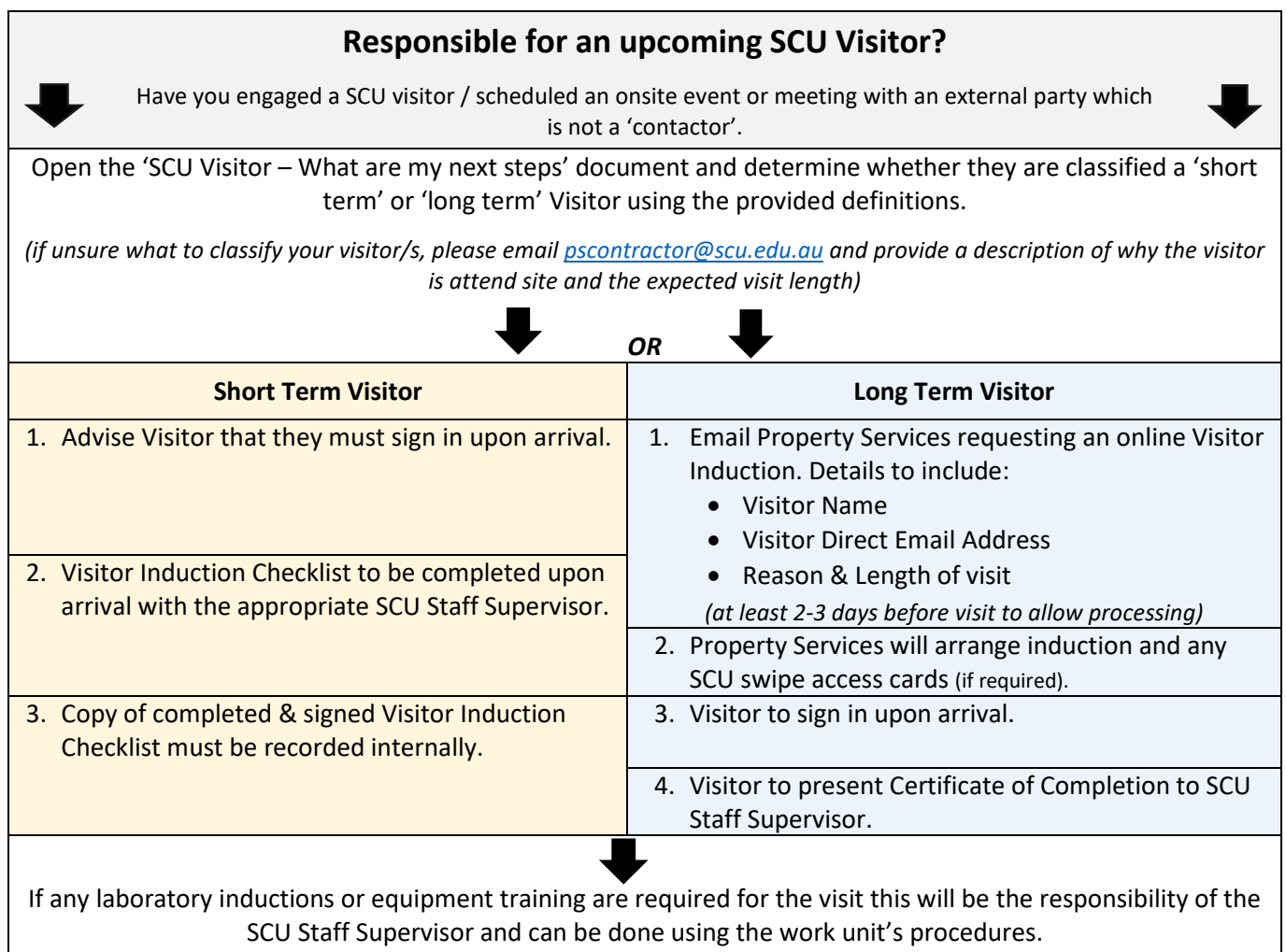
- **Lismore:** Military Road Security Gatehouse
- **National Marine Science Centre:** Level 3 Reception Desk
- **Gold Coast:** Building A Security Office
- **Coffs Harbour Education Campus:** M Block Student Services Hub

SCU Visitor Access?

A SCU Staff Member must accompany Visitors at all times, where reasonably practicable. If you require a SCU swipe access card for a 'Long Term Visitor', please submit a request to Property Services via pscontractor@scu.edu.au.

Step by Step Diagram

What are the next steps after you engage a SCU visitor / schedule an onsite event or meeting with an external party which is not a 'contactor'?



Frequently Asked Questions

Visitors can include, but are not limited to:

- Sales representatives attending site for meetings with staff
- Representatives demonstrating the use of new equipment
- Visiting students, academics, technicians, researchers not providing a commercial service
- Other visitors not engaged in a service (meetings, presentations, seminars etc...)
- Consultants
- Work experience students
- SCU Tenants
- Student Association Staff (i.e. LEXSA & CoastRs)

Q. What about a company representative doing a demonstration of equipment?

A. They should complete an induction. If they are performing a demonstration, they are seen as the responsible person for the task and they must ensure staff/students are provided with correct and safe instruction which are in line with SCU's policy/procedures.

Q. What about visiting students, academics, technicians, researchers not providing a commercial service?

A. Even though SCU is not their primary PBCU, if they are attending a SCU campus we are still responsible for ensuring their safety and that they understand SCU procedures, policies and guidelines. The best way to do this is by having all visitors complete a visitor induction.

Q. Other visitors not engaged in a service (events for presentations, seminars etc...)?

A. For such visitors, a Visitor Induction Checklist with a SCU Staff Supervisor would be adequate.

Q. What about external professional or sale representative staff attending a brief meeting with SCU staff?

A. For such visitors, it is up to the SCU Staff Supervisors discretion. If it's a low risk environment, a one-off visit and the visitor is onsite for less than one hour than staff supervision should be adequate.

Q. What about if the visitor needs to attend a laboratory?

A. It will be the responsibility of the SCU Staff Supervisor to supervise their laboratory attendance and provide a quick but informative Laboratory Walk-Through Induction. These laboratory inductions can be managed and recorded internally by the Faculty/Work Unit.