INFORMATION FOR VISITORS AND EXTERNAL CLIENTS

Introduction

Welcome to Westminster Kingsway College (WKC). We hope our facilities and service enhance your experience of doing business with us.

This document has been compiled to provide you with useful and important information about the Kings Cross Centre (KCC) facilities, equipment and key personnel.

Access for Visitors and Clients

**Visitors**

If you are visiting us, one of our friendly Reception staff will provide you with a Visitor badge. It is important that you wear this on the premises at all times. You will be accompanied by a member of staff during your visit. Unaccompanied access into the College building is not permitted.

Westminster Kingsway College operate a “No Smoking Policy”, but do provide an area to the rear of the Centre for smoking. The Smoking Area can be accessed via the rear of the dining area.

Should you require additional help at any time please approach a member of staff and show them your visitor’s badge. WKC Staff are clearly identifiable by their orange lanyards displaying Staff ID badges.

**Clients**

If you are one of our fixed term clients hiring our facilities on a regular basis, you may have been issued with your own individual ‘College ID card’ to provide you with access to your rooms.

These cards operate on a proximity basis and the cards need to be presented to the locks on rooms and lifts at the Centre in order to obtain access to authorised areas as well as the turnstiles on initially entering the building. Should you find your ID Card fails to open your authorised rooms or you lose your ID Card, please advise the Security Team at Reception immediately.
Fire and Emergency

Fire

Our fire and emergency evacuation procedures are displayed prominently in all rooms around the building; please take the time to read these. In the unlikely event of the emergency evacuation alarm being sounded (a two-tone siren) please evacuate the building immediately.

There are four main staircases providing evacuation routes from all floors of the building (A, B, C & D) and there are refuge points on every landing on every floor for wheelchair users.

Staircases A and C have do not provide access, inside the building, to Ground Floor level, they lead directly to fire doors to the outside of the Centre.

If you need to evacuate:

- **Do not** stop to collect possessions, move swiftly following the fire exit signage to exit the building and then to a designated assembly point;
- **Do not re-enter the building until authorised to do so**;
- If you are unsure of what to do please ask a member of staff who should be clearly identifiable by his or her staff pass, or in the case of a fire marshal, by high visibility clothing or armband;
- **Do not use the lifts to evacuate**. When the Fire Alarm activates, the 3 lifts will descend to Ground Floor level and will remain there with the doors open.

Emergency

In the unlikely event that you are involved in an incident or witness an incident, please contact one of our security staff. All security staff at KCC are first aid trained and can also call upon further medical assistance in the event of an incident involving personal injury.

General Health, Safety and Hygiene

Please observe normal housekeeping good practice:

- Smoking is not permitted within the premises. A dedicated smoking area has been provided at the rear of the building, as identified above;
- Please dispose of your litter giving consideration to other users of the building or take your litter home with you;
- Please use the washing facilities provided when using the toilets. There are toilet facilities, including wheelchair accessible toilets, on each floor of the building;
- Please assist WKC provide an ideal environment to work and learn in by not doing anything to interfere with College Health and Safety arrangements and obey Health and Safety instructions when given;
- Should you encounter any Health and Safety hazards, building or service faults on the premises, please notify the security team or a member of staff.
Parking

Parking is limited at Kings Cross Centre. We cannot guarantee there will be a parking space available during our busiest times. We will try and accommodate parking requests to Blue badge Holders. Access to disabled parking bays is via Sidmouth Street.

Breakout Areas

Break out areas can be found on the 1st, 2nd and 3rd floors. They vary in size with the largest on the 1st floor. They can be used by any persons during breaks and there is no restriction on eating or drinking although, as they are surrounded by classrooms, they need to be used responsibly and quietly.

Classrooms

Please familiarise yourself with the Evacuation and First Aid instruction displayed on the walls in each classroom.

All classrooms are equipped with a ceiling mounted projector and a computer. In order to use this projector in conjunction with the Mobile Media Unit (MMU), you will need a user name and password. Once you’ve logged on, the projector can be activated via icon on the computer desktop. These icons switch the projector on and off so there is no need for a remote control.

Please see the attached sheet entitled ‘How to use the classroom MMU’ below:

- Access to the Internet is gained by in the normal way. As you are not authorised to view our ‘Intranet’ pages, a message will appear. Do not worry, this is normal. Simply open a new ‘tab’ and type in your destination and the relevant pages you require will then be displayed.
- **Should you have any problems, please contact the IT Helpdesk on 0207 802 8998**

Feedback

Thank you for hiring our spaces and we hope that you have a positive experience. Please provide us with feedback on your visit experience with us on the feedback forms at Reception or via feedback@westking.ac.uk

Useful Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estates Department</td>
<td>0207 802 8999</td>
<td>(0900 – 1700hrs Monday - Friday)</td>
</tr>
<tr>
<td>Kings Cross Security</td>
<td>0207 832 5111</td>
<td>(0730 – 2200hrs Monday – Thursday)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(0739 – 1830hrs Friday)</td>
</tr>
<tr>
<td>IT Helpdesk</td>
<td>0207 802 8998</td>
<td>(0900 – 1700hrs Monday - Friday)</td>
</tr>
<tr>
<td>IT Helpdesk (Telephone support)</td>
<td>0207 802 8998</td>
<td>(1700 – 2100hrs Monday - Friday)</td>
</tr>
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KEEPING HEALTHY AND SAFE IN AT KINGS CROSS

We have added this section to provide our clients with information relating to Health & Safety. Please read this section carefully.

As a Visitor or Client using this Centre, please think carefully about health and safety. Everybody has a part to play. Please follow all the health and safety rules of the College and familiarise yourself with the contents and our building.

FIRE ALARMS & PRACTICE DRILLS

These are important and in a real fire could save lives. Please help us to do these quickly and safely:

- We test the alarms at KCC weekly on a Friday evening at 1800hrs. During our tests, the sounders will activate and silence after a few seconds on several occasions;
- If an alarm lasts more than 5 seconds, this is either a fire practice or a real fire and you need to leave the building immediately.

Do not set off the fire alarm unless there is a fire.

FIRE ESCAPE ROUTES & ASSEMBLY POINTS

Familiarise yourself with the Centre and make sure that you know all of the escape routes and fire exits from all the locations you use (remember, you may not be in your normal room or area). Look at the information provided around the College (especially inside room adjacent to doors).

Kings Cross Centre comprises of 2 blocks extending up 4 floors and 1 block extending up 3 floors. These blocks are connected at each floor level by link bridges. Entrances to each block on every floor are protected by double (floor to ceiling) doors. These doors are held open by magnetic catches which release when the fire alarm activated:

- **Important**: Please learn all evacuation routes. There are amber beacons located adjacent to these link bridge doors and during and evacuation, you may see these beacons flashing. If this is the case, you must not open these doors and pass through them as they are indicating that you will be heading towards the fire. You must use an alternative evacuation route;
- Do not use the lifts during an emergency evacuation of the building.
The Assembly Point for Kings Cross Centre can be found at Mecklenburgh Street. For reference, a ‘schematic’ plan displaying evacuation routes to the Assembly Point is located on the walls in all rooms.

**FIRE PROCEDURES**

**Should you discover a fire:**

- Raise the alarm by activating the nearest call point (located at entrances to Staircases A, B, C and D on every floor, including the Ground Floor final exit doors);
- Attack the fire if trained to do so using the correct fire extinguisher (only use one extinguisher), but without taking personal risks and within your own capabilities;
- Go to the Assembly Point (Mecklenburgh Street) and report the location of the fire to the Fire Emergency Coordinator;
- Report for ‘roll call’ to your Tutor, Booking Organiser or Host and remain at the Assembly point and do not re-enter the building until told to do so.

**If the Fire Alarm activates:**

- Leave the building by the nearest fire route and go straight to the assembly point, do not stop to collect personal belongings;
- Where possible close all doors and windows behind you if safe to do so and without taking personal risk;
- Report to your Tutor, Booking Organiser or Host and remain at the Assembly point and do not re-enter the building until told to do so;
- If you are in charge of a class or function at the time of the alarm sounding, escort all your students/delegates to the assembly point, take a role call and then report to the Fire Emergency Coordinator, then return to your students/delegates at the assembly point.

**FIRE EQUIPMENT**

Fire extinguishers are located at various locations throughout the building. You should only use a fire extinguisher in an emergency if you have been trained in its use (do not put yourself in danger).

Only use fire extinguishers and other protective equipment for the purpose they are designed for. Please do not tamper with this equipment. One day somebody's life may depend on it.
PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

If you have a disability and need assistance during an emergency evacuation, your Tutor/Booking Organiser/Host and you must complete a PEEP to identify what assistance you will require during an evacuation.

If you have a student that may require assistance during an evacuation please contact the WKC Estates Department and discuss these needs.

HAZARDS AND RISKS

A HAZARD is anything with the potential to cause harm, i.e. electricity, slippery floors, spillages, dangerous parts of machinery.

A RISK is the likelihood of that hazard actually causing harm.

If you find any hazards in your working area or anywhere on the site, please bring it to the attention of your immediate Tutor/Booking Organiser/Host, Estates Helpdesk or the Health and Safety Advisor, so that corrective action can be taken.

DEFECTS

Defective equipment can be the cause of serious accidents if the problem is not identified and corrected. This applies to all work equipment.

If you spot a defect you must report it immediately to protect the safety of yourself and your colleagues.
ACCIDENTS AND INCIDENTS

If you have an accident or see an incident that could result in injury or damage ensure you report this on the appropriate accident or near miss form.

If one of your students/delegates has an accident or is taken ill during your class or event please ensure you report this on the appropriate Accident or Illness form (The Security Team can help you with this).

If you are involved in a violent incident with a student or other member of staff please ensure that it is reported to you Tutor/Booking Organiser/Host and also on the Violent Report form.

Send all completed forms to the Estates Helpdesk.

FIRST AID

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If you need first aid treatment, contact the Security Guard or the Estates Helpdesk (0207 802. 8999) for up to date lists of all College First Aiders. After 1730hrs, please call 0207 832 5111. Room K006 is a ‘Designated First Aid room’

SAFETY SIGNS

Prohibition Signs - These mean that certain actions are not allowed. The signs are red bordered circles with a red diagonal crossbar. Any messages or symbols on them will be in black, e.g. No Smoking, No Entry, No Naked Flame.

Warning Signs - These give warning of specific hazards. They are yellow triangles with a black border. Any messages or symbols on them will be in black, e.g. Danger, Slippery Floor, Danger High Voltage.
Mandatory Signs - These indicate that certain actions must be taken. They are blue circular signs. Any messages or symbols on them will be in white, e.g. Eye Protection Must be Worn, Fire Door Keep Shut.

Safe Condition Signs - These signs give information about safe conditions. They are green and either square or oblong. Any messages or symbols on them will be in white, e.g. Fire Exit, First Aid, Eye Wash.

You must familiarise yourself with the signage around the College

SMOKING

Smoking is not permitted in any of the College Buildings. A designated outside smoking area is located at the rear of the building and accessed via the dining area.

DRINKING WATER

Drinking water is available from water fountains located throughout the building.

INTOXICANTS AND DRUGS

The College may refuse admission to the premises to anyone where reasonable doubt is suspected of them being incapable of performing their duties or posing a risk as a result of intoxicants or drugs.
WORK EQUIPMENT

You must never use equipment for which you have not been trained.

Once you have received your training (and received your licence/certificate where applicable) for the use of a particular piece of equipment, you must strictly follow all rules and regulations governing its use. This particularly applies to pre-operational checks and the reporting of defects.

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) is supplied for your added safety and must be worn where necessary:

- It is a breach of the Colleges rules not to wear safety footwear in operational areas or eye, face and hand protection where instructed;
- Protective clothing should allow free movement, but be close fitting enough to avoid catching or snagging - loose trousers and sleeves should not be worn. (Long hair should be tied up where applicable).

These rules are for your own protection, failure to observe them may lead to you being involved in an accident.

HOUSEKEEPING

There are many ways in which you can make your place of work safer for yourself and others to work in. Good housekeeping is one of the most important of these.

It is the responsibility of everyone to:

- Discard rubbish, string, packaging materials etc in a proper manner and keep work areas clear at all times;
- Deal promptly with breakages or spillages - taking that little extra time now could save time and avoid accidents later;
- Ensure boxes etc are not stored under desks or workstations or on top of cabinets;
- Ensure that fire exits, gangways, corridors are not blocked; this includes spaces between desks in office areas.
STORAGE AREAS

General (Office/Classrooms):

- Ensure that files, boxes etc. are stacked and stored safely and can be reached without difficulty;
- Do not over fill storage shelves.

Storage Rooms:

- Store rooms must be kept tidy at all times;
- Stock must be stored safely on the shelving provided;
- Empty boxes etc. must be disposed of in accordance with College guidance;
- Aisles between shelving must be kept clear at all times.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The Control of Substances Hazardous to Health Regulations (COSHH) requires assessments to be conducted where hazardous substances are used in the workplace. The primary concern is the level of exposure to hazardous substances, which may affect the health of employees if control measures are not introduced and implemented.

If you use or purchase any substances on behalf of the College you must ensure that a Data Sheet (Material Handling Sheet) is obtained for the product, and the information provided on the Material Handling Data Sheet is adhered to by all staff.

Hazard signs are always orange background with black symbols and text.

**Always read the label**

Please notify WKC prior to visiting site of any intent to bring potentially hazardous substances onto our premises. Do not use any substances or products you are unsure about
How to Use the Classroom MMU

⭐ At beginning of Lesson

Unlock MMU
Switch on Computer (Screen & speaker if necessary)
Log in
On desktop *click* on projector on icon
Data projector will switch on

Sound can be adjusted either on computer or volume control on the back of speaker
If there no sound check computer is not muted

⭐ At end of lesson

Before logging off
On desktop *click* on Projector off icon
Data projector will switch off
Log off
Lock MMU

If you experience any problems with this unit telephone support is available on 0207 802 8998
WKC Floor Plans