

4.0 Roles and Responsibilities

4.1 Responsibilities of the Local Authority



Schools should contact the Outdoor Education Officer in the first instance if advice is required on any aspect of educational visits. Should further advice be required you may be referred to the Liverpool City Council's Health and Safety Unit. The LA with the assistance of the Health and Safety Unit shall: -

- Monitor educational visits (their aims and objectives) carried out by schools and other relevant facilities including all visits that involve an overnight stay, trip abroad and/or hazardous activity.
- Monitor processes and procedures prior to educational visits; carry out 'spot checks' during visits with appropriate intervention when necessary. The outcome of such monitoring may be reported back to the relevant Governing Body or where necessary to all facilities involved with educational visits.
- Ensure all those involved with organising and undertaking an educational visit are aware of the importance and timing of undertaking head counts.
- Spot check the competencies and qualifications of any adult who wishes to take charge of a hazardous activity.
- Maintain a register of staff that are competent and available to lead specific adventure activities.
- Be responsible for keeping relevant documentation and guidance up to date taking into account changes in the law and best practice.
- Ensure that suitable and sufficient risk assessments are completed, with particular attention to detail before any overnight stay, trip abroad or hazardous activity takes place.
- Periodically check the suitability of contractors used by schools for teaching hazardous activities. This will involve checks of risk assessments as well as qualifications of staff that teach the activities.
- A bulletin will be issued to all schools highlighting all new guidance and relevant information relating to health and safety and educational visits. This will pinpoint any action schools need to take.
- Provide an emergency contact number for schools, and, integrated youth and play service groups to use in the event of an incident.
- Appoint an Outdoor Education Officer, who will have suitable experience, competencies and qualifications to undertake the role.

- This post is located within the school improvement service and will provide liaison with the council press office and emergency planning unit in the event of an incident

Training of staff and others

- Provide training, guidance and advice to the Outdoor Education Officer and educational visits co-ordinators and monitor their work.
- Provide written guidelines for governors and head teachers including advice on risk assessment.
- Assist in arranging the provision of relevant training for any member of staff that requires it; in order to improve competence in organising and undertaking educational visits. This service is available to academies for a small annual charge.

4.2 Responsibilities of the Governing Body

Where the Governing Body is the employer such as Voluntary Aided schools, academies and free schools;

The governors' responsibilities are the same as those of the LA. In such cases the Governing Body may wish to adopt the LA Educational Visits Health and Safety Policy. In any case the Governing Body should have an agreed policy on educational visits, which requires it to approve all visits. The Policy should contain details on the methodology of Policy implementation and review.

The governing bodies of all types of school should:

- Ensure that the Head Teacher and the Educational Visits Co-ordinator are supported in matters relating to educational visits including the provision of suitable resources and expertise to enable them to effectively fulfil their responsibilities. The Governing Body

should ensure that there is a mechanism to formally convey all information relevant to managing health & safety to a newly appointed head teacher, whether an external or internal appointee.



- Evaluate relevant available governor training.
- Ensure that educational visits offer value, have specific and stated aims and objectives, and are appropriate to the age and abilities of the group.
- Assess the suitability of all travel, accommodation and communication arrangements. Paying particular attention to visits involving an overnight stay, travel outside of the U.K. or those involving hazardous activities; submitting said proposals to the LA where appropriate.
- Ensure that the Head Teacher / Group Leader inform the Governing Body regarding less routine visits well in advance.

- Help to ensure the adequacy of educational visit planning and preparation including the involvement of children/young people in the planning stage and ensure that early planning and pre-visits take place where required, and the results are acted upon.
- Ensure that the Head Teacher / Group Leader demonstrate how their plans comply with relevant regulations and guidelines, including the school's Health & Safety Policy and that the Head Teacher/Group Leader reports back to the Governing Body after the educational visit.
- Ensure that a suitable and sufficient Educational Visit Risk Assessment has been carried out, ensuring hazards have been identified, assessed and managed, relevant training has been addressed and appropriate safety measures are in place including overnight security.
- Ensure the adequacy of staff qualifications/competence to undertake suitable risk assessments and participate in visit activities. All training must be recorded and should be able to be tracked, including the number of staff and helpers and their qualifications, competencies and experience.
- Ensure that bookings are not completed until external providers have provided all the necessary assurances.
- Ensure that the Head Teacher and the Educational Visits Co-ordinator have taken all reasonably practicable measures to include children/young people with special educational, physical or medical needs on an educational visit.
- Consider concerns raised by children/young people and parents as well as any staff concerns and suggestions for improvement.

The outcome of reviews should be documented, kept and made available for inspection by the LA or the Health and Safety Unit.

4.3 Responsibilities of the Head Teacher or Integrated Youth and Play Service Area Youth Co-ordinator



- Head Teachers should ensure that Educational Visits comply with relevant regulations provided by the LA, the Governing Body and the school's own Health and Safety Policy. Head Teachers should ensure that the Group Leader is competent to monitor risks.
- Head Teachers should ensure that there is somebody to fulfil the role of Educational Visits Co-ordinator who will be responsible for all off-site educational visits. That person should be fully aware of current LA policy and other advice.
- Head Teachers should be clear about their role if taking part in an educational visit. They may wish to act as a group member, supervisor, or the group leader. However if the Head Teacher or Integrated Youth and Play Service Area Youth Coordinator is not the designated group leader they should follow the instructions of the group leader who will have sole charge of the visit.

- Integrated Youth and Play Service (IY&PS) Area Youth Coordinators have a similar role to the Head Teacher and IYPS Team Leaders play a similar role to the Educational Visits Co-ordinator for their particular service.

Head Teachers and Integrated Youth and Play Service Area Youth Coordinators should ensure that:

Organisational arrangements of the visit

- The Educational Visits Co-ordinator fulfils his/her duties in relation to the visit.
- Group Leaders are allowed sufficient time to organise educational visits properly.
- Non-teacher Supervisors on the visit are competent to supervise children. Adult volunteers other than staff who are employed by the school, who are acting as supervisors, on residential activities should have an enhanced Disclosure and Barring Service DBS check and barred list check. It is desirable that any adult volunteers who regularly help the school by acting as supervisors on day visits have an enhanced DBS check. Adult volunteers who are providing help on a "once off basis" need not have a DBS check but should work under direct supervision.
- The ratio of supervisors to children/young people is appropriate (see Section 5.0, Supervision and Staffing Ratios).
- All those involved with organising and undertaking an educational visit are aware of the importance and timing of undertaking headcounts.
- The visit aims and objectives are included and stated in pre-visit documentation.
- The Group Leader, supervisors, Nominated School / Home-base Contacts, and where appropriate the LA, have the names of all adults and children/young people travelling in the

group and the contact details of parents, teachers, other supervisors and next of kin (see Section 14, Emergency Procedures).

- Significant issues identified during exploratory visits have been satisfactorily resolved with hazards and related controls being noted within an appropriate risk assessment.
- The educational visit venue address, telephone number and a contact name are known by all parties and any required accreditation and verification of activity providers have been checked.
- The mode of travel is appropriate and comprehensive vehicle insurance is in place.
- The travel times out and back and drop-off/pick-up points are agreed and known by all parties.
- There is adequate and relevant insurance cover for the entire educational visit (see Section 7, Insurance).

Approval of the visit

- Arrangements are in place to make the Governing Body aware of all educational visits and that they have the opportunity to ask questions about particular visits.
- The LA and / or the Governing Body have approved the visit where appropriate (see Form No.1, appendix 2).
- Parents have signed consent forms (see Parental Consent, Form No. 3, appendix 5).
- The head teacher should only approve the visit when they are satisfied that all necessary arrangements are in place for it to be undertaken without unacceptable risks to safety and health.

Funding

- Appropriate consideration is given to financial management and obtaining best value.

- Banking arrangements are in place to separate the educational visit's receipts from other school funds and private accounts.
- There is a prior agreement in place with parents as to whether any surplus funds following the educational visit are returned to them or put to other specified uses.
- Arrangements made to fund visits should be compliant with the school's charging policy

Training of staff and others

- Sufficient time and other necessary resources are made available for the Educational Visits Co-ordinator to arrange / provide, where required, an induction and other relevant training for staff and volunteers prior to an educational visit.
- The Group Leader or others are suitably competent (qualified and experienced) in any activities that they are required to provide instruction and is familiar with the location or centre where the activity will take place. Further training should be provided where a need is identified.

Emergency procedures

- Relevant teachers are made aware of, and understand, the LA guidance on emergency planning (e.g. School Emergency Management Plan SEMP) in relation to the visit. Training must be provided for relevant staff.
- The school has robust emergency procedures in place in case of a major incident on an educational visit.
- The Educational Visits Co-ordinator briefs and provides written information to the Group Leader and supervisors about the emergency procedures as part of the educational visit briefing (see Section 14, Emergency Procedures).
- All those involved with organising

and undertaking an educational visit are aware of the importance and timing of headcounts.



- Serious incidents, accidents and near misses are investigated, reported and recorded as required by both RIDDOR and the City Council's Health and Safety Unit (see Section 15, Accident Reporting Procedures). Records should be regularly reviewed, information from which, should be used in improving arrangements in future visits.
- There are two nominated Emergency School / Home-base Contacts, who have the authority to make significant decisions. They should be adequately briefed / trained as to their role, be competent and contactable at all times during the visit, hold the emergency information and be able to respond quickly to the demands of an emergency.
- Child protection procedures are in place.
- A procedure is in place to ensure parents are informed quickly regarding any accident or incident by a School/home-base contact.
- The Educational Visits Co-ordinator impresses upon parents the necessity of providing more than one emergency contact telephone number.
- Contractors (tour operators or activity /transport providers) have adequate emergency support measures, and these measures link into the school's and the LA's own emergency procedures.

Medical requirements

- Adequate first aid provision is made including trained first aiders.
- Arrangements have been made for the particular medical and special educational needs of all group members.

Contingency plans

- There is an adequate contingency plan for any delays or visit programme timetable alterations including an early or late return home.
- There is an adequate contingency plan covering situations such as staff illness and the need to change routes or activities during the educational visit. This plan should form part of the parental consent notification.

Evaluation of visit

- Educational visits are evaluated to improve the operation of future visits and to identify any training needs. (See Visit Evaluation, Form No. 5, appendix 8)

4.4 Responsibilities of the School's Educational Visits Co-ordinator or Integrated Youth and Play Service Team Leader



The Educational Visits Co-ordinator should be directly responsible to the Head Teacher as much of the responsibility of that position relates to assisting the Head Teacher in the effective implementation of the school's health and safety policies. The Co-ordinator should be involved in the planning and management of all educational visits led by school staff and others and receive specific training from the LA. The role of the Educational Visits Co-ordinator must be clarified by the Head Teacher so as to minimise any confusion caused by overlap between the two roles.

IYPS Team Leaders play a similar role to the Educational Visits Co-ordinator and IYPS Area Youth Coordinators have a similar role to the Head Teacher for the services for which they are responsible.

The Educational Visits Co-ordinator/IYPS Team Leader should:

Organisational arrangements of the visit

- Comply with the LA Educational Visit Health and Safety Policy.
- Liaise with the LA and the Outdoor Education Officer to ensure that educational visits are organised in accordance with LA policy including undertaking risk assessments.
- Ensure planning includes meetings with relevant Activity Centre staff.
- Ensure overall co-ordination is maintained when a visit involves the party being accommodated at, and / or operating from more than one centre and to ensure the Group Leader has contact with individual Activity Centre Supervisors.
- Assign competent people to lead or supervise the visit.
- Ensure Disclosure and Barring Service checks are in place, where required, for any adult other than an employee of the school or youth group.

- Identify co-ordinators and leaders of specific activities that may be required during the visit prior to the educational visit taking place and ensure their level of competence, relevant experience and qualifications are suitable.
- Ensure all activity leaders are aware of any advice and associated guidance for the activities they are leading, in particular the risk assessment process.
- Ensure all those involved with organising and undertaking an educational visit are made aware of the importance and timing of undertaking headcounts.



Approval of the visit

- Support the Head Teacher and Governors with approval and other decisions.
- Work with the Group Leader to provide full details of the educational visit beforehand so parents can give or refuse consent on a fully informed basis. Obtain written confirmation of parental consent or refusal.
- Ensure that the LA is provided, where applicable, with a completed approval request form at the earliest opportunity, and in any case, before any educational visit arrangements are finalised and prior to offering the educational visit to children / parents (see Form 1, appendix 2). Provide details of any amendments to the original submission at least 28 days prior to the educational visit taking place.

Training of staff and others

- Assess the competence of those who have specific responsibilities such as the Emergency School / Home-base Contacts as well as those going on the educational visit such as group leaders, and other adults. This may be done with reference to accreditations from awarding bodies, practical observation of skills and verification of relevant experience.
- Assist in organising the general training of group leaders and other adults going on a visit including hazard awareness training, first aid and other emergency procedures.
- Assist in organising a thorough location-specific induction of the Group Leader and other relevant adults taking children/young people on an educational visit.

Emergency procedures

- Check that emergency arrangements including a suitable 'emergency plan' are in place and there are two nominated Emergency School/Home-base Contacts. The plan should be agreed with IYPS Area Youth Coordinator/Head Teacher and known by those leading the educational visit.
- Keep records of individual educational visits including any near misses, accidents and incidents.
- Prepare a contact checklist of all going on an educational visit and ensure the Group Leader and the nominated Emergency School / Home-base Contacts have a copy of it.

Evaluation of Education Visits

- Monitor and review systems for managing educational visits taking into account any health and safety shortfalls, accidents or near misses during the visit. Assist the Head Teacher in identifying any training or organisational needs.

4.5 Responsibilities of the Group Leader

The Group Leader has overall responsibility for the supervision and conduct of those on the visit, and must have regard to the health and safety of the group. The Group Leader must have been either appointed or approved by the Head Teacher, the Governing Body or IYPS Area Youth Coordinator.

The Group Leader should:-

Organisational arrangements of the visit

- Comply with the LA's Educational Visit Health and Safety Policy.
- Appoint a deputy. Brief the Emergency School/Home-base Contacts; ensure they are clear in their role.
- Clearly define each Group Supervisor's role and ensure all roles have been assigned.
- Be able to control and lead children/young people of an age and ability appropriate to the visit.



- Be familiar with the location or centre where the activity is to take place and if expected to instruct be suitably competent (experienced and qualified) to do so.
- Be aware of issues relating to safeguarding and also inclusion.
- Undertake with the assistance of the Educational Visits Co-ordinator/IYPS Team Leader the complete planning and preparation of the educational visit including arranging suitable visit insurance cover.
- Undertake and complete, with the assistance of the Educational Visits Co-ordinator/IYPS Team Leader, an appropriate risk assessment of the educational visit and related activities (see Section 6, Risk Assessment).
- Have sufficient information on the children/young people who are to participate in a proposed educational visit to assess the suitability of the visit and to make an informed decision about whether an individual child/young person should participate.
- Ensure that the ratio of supervisors to children/young people is appropriate to meet the needs of the group and any intended visit activities (see Section 5, Supervision and Staffing Ratios).
- Ensure that the group's teachers and other supervisors have the relevant details of any special educational or medical needs of pupils which will be necessary for them to fulfil their roles.
- Ensure parents/guardians are aware of how to prepare their children for the educational visit.

Approval of the visit

- Obtain the Head Teacher's (IYPS Area Youth Coordinator) agreement prior to any educational visit taking place.

Training and preparation of staff and others

- Undertake briefings of parents, pupils and other relevant people prior to educational visit.
- Ensure that teachers and other supervisors are fully aware of what the proposed educational visit involves during its planning stage and those expected to lead activities have the necessary competence, qualifications and experience to do so.

Emergency Procedures

- Ensure that adequate first aid provision is available including a suitably trained first aider.
- Consider terminating the visit if the risk to the health and safety of the children/young people or other group members become unacceptable and have in place procedures for such an eventuality.
- Ensure that Group Supervisors have details of and the ability to contact a School/Home-base Contacts.
- Ensure that the Emergency School / Home-base Contacts have a copy of the visit's emergency procedures and other relevant information and that he/she understands it.
- Have to hand during the visit a contact checklist of all going on an educational visit and have the details of, and the ability to contact, two nominated Emergency School / Home-base Contacts.
- Report any significant accidents or incidents to a nominated School / Home-base Contact.

Evaluation

- Review the educational visit and activities and provide advice to the Head Teacher and Educational Visits Co-ordinator where adjustments may be necessary (see the Visit Evaluation Form No. 5, appendix 8).

4.6 Responsibilities of Teachers, Adults and Children/Young People

Responsibilities of Teachers and Youth Workers



Teachers and youth workers on educational visits act as employees of the LA or of the governing body, whether the visit takes place within normal hours or outside those hours, by agreement with the Head Teacher (IYPS Area Youth coordinator) and governors. They must do their best to ensure the health and safety of everyone in the group and act, as any reasonable parent would do in the same circumstances. They should: -

- Follow the instructions of the Group Leader and help with group control and discipline.
- Report any accidents or incidents to the Group Leader.
- Consider terminating the visit or the activity, notifying the Group Leader, if they think there is an unacceptable risk to the health and safety of the children/young people in their charge or any other group member.

Responsibilities of Adult Volunteers and Support Workers

Non-teacher adults on the visit should be clear about their roles and responsibilities

during the visit. They must be aware of the aims and objectives of the visit and of any special needs of group members. Adult volunteers and support workers must: -

- Do their best to ensure the health and safety of everyone in the group; and act as any responsible parent would do in similar circumstances.
- Not be left in sole charge of children/young people except where it has been previously agreed as part of the educational visit's risk assessment. Persons who have not had a Disclosure and Barring Service DBS check should never be left in sole charge of children/young people.
- Follow the instructions of the Group Leader and teacher-supervisors and assist with group control and discipline.
- Inform the Group Leader or teacher-supervisors if concerned about the health and safety of group members at any time during the visit. Report any accidents or incidents to the Group Leader.

Responsibilities of Children and Young People

The Group Leader should make it clear to children/young people that they must: -



- Not take unnecessary risks and pay attention to and follow all safety instructions.
- Follow the instructions of the Group Leader and other supervisors including those at the educational visit venue.

- Arrive on time at the agreed location, dress and behave sensibly and responsibly.
- Bring any personal equipment or clothing required, look after it and any borrowed equipment.
- Be aware of, and where appropriate follow the country code and the school's /IYPS code of conduct, e.g. take litter home.
- When abroad be sensitive to local codes and customs.
- Treat each other with respect and look out for anything that might hurt or threaten themselves or anyone in the group and tell the Group Leader or supervisor about it.

Young people of Youth Service age are usually capable of accepting some personal responsibility and should be encouraged to do so during any educational visit.

Children/young people should be excluded from going on an educational visit where their behaviour is considered to be an unacceptable potential danger to themselves or to the group and following a suitable risk assessment, and considering DDA requirements it is deemed that sufficient controls can not be reasonably put in place. The educational aims of the visit for these children/young people should be fulfilled in other ways wherever possible.

4.7 Responsibilities of, and Communication with, Parents

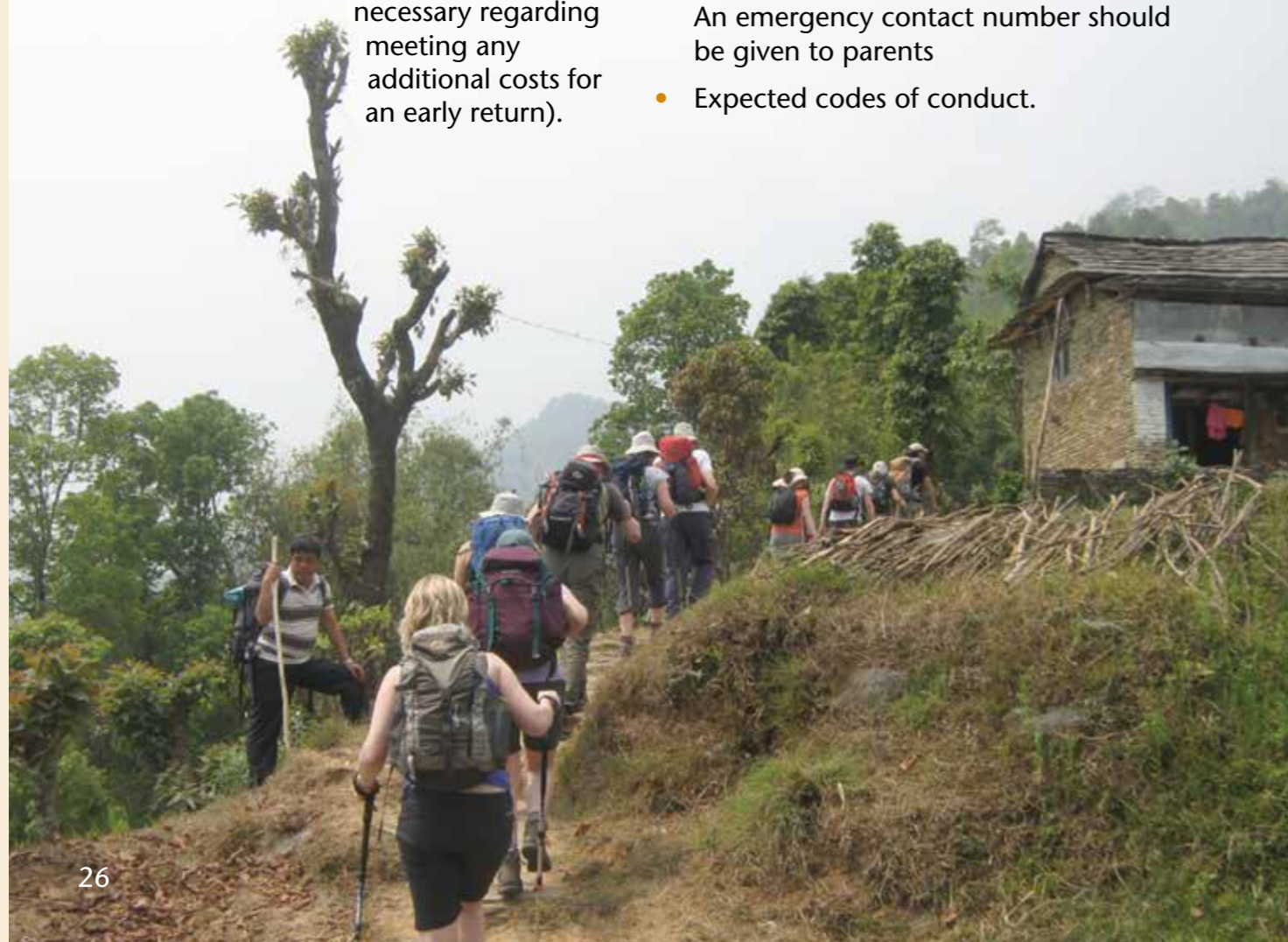
Information to Parents

Parents and guardians should be able to make an informed decision on whether their child should go on a particular educational visit. The Head Teacher / IYPS Area Youth Coordinator or Group Leader should ensure that parents are given sufficient information in writing and are invited to any relevant briefing sessions or presentations to assist them in making

the decision. Separate consent should be sought for residential and hazardous activities, however for routine educational visits that form a regular part of the school curriculum parents may be informed once via a letter and parental consent may be sought annually.

The following information should be provided to parents:

- Date and duration of the educational visit.
- Educational visit or activity objectives.
- Detail of the cost of the visit or activity in consideration of the school's charging policy.
- Details of any existing or additional visit insurance cover.
- Times of departure and return and the location where the participants will be collected from and returned to – parents must agree to meet their child on return including arrangements for an early return (written agreement where necessary regarding meeting any additional costs for an early return).
- Details of travel arrangements including modes of transport and the names of any travel companies used.
- The size and gender mix of the group, details of local or remote supervision including the names and relevant competencies/qualifications of the Group Leader and other accompanying staff and adults.
- Details of accommodation including its name address and telephone number(s) of the final destination as well as those of any other overnight or en-route stops. Other details provided should include on-site security arrangements.
- Details for the provision of special educational, dietary, or medical needs.
- Details of any activities planned (specifying any hazardous activities) and how they will be supervised and assessed risks managed.
- Procedures for dealing with participants who may become ill or injured and other relevant emergency contact procedures. An emergency contact number should be given to parents
- Expected codes of conduct.



- Equipment, clothing and pocket money required on the visit as well as details of what should not be taken or brought back from the educational visit.
- Details of any inoculations or other medication (e.g. salt tablets etc.) that may be necessary.
- For exchange visits; details of host families.

In the case of day-visits involving lower-risk activities information may not need to be as detailed but should be provided to parents in writing. However before proceeding with residential visits, visits abroad, when engaging in potentially hazardous adventure activities or where the group will be remotely supervised parents must be both informed in writing as well as being encouraged to attend a briefing meeting/presentation where the information may be expanded upon and any written communications can be explained verbally.

Briefings or presentations should be attended by the Educational Visit Co-ordinator/IYPS Team Leader and the Group Leader and / or supervisors who will be actually leading the groups during the visit. This will allow parents to question the actual leader of the visit. A record should be kept of parental questions, concerns raised, and action taken to address them. Any relevant information arising out of the briefings/presentations should be given to all parents including those unable to attend.

It is vital that appropriate and clear language should be used in any communication to parents concerning educational visits, in order to minimise potential misunderstanding. Where English is a second language or is not spoken by parents it will be necessary to arrange for interpreters.

Parental Consent and Responsibilities

Parents or guardians should prepare their child for the educational visit; for example, by re-enforcing the educational visit's code of conduct and providing suitable clothing

etc. Parents should be asked to agree arrangements for any circumstances where it may be necessary to send a child home early and where necessary agree to meet any costs.

It is important that parents recognise their responsibility regarding the educational visit, as such they should:

Fill in and sign the Parental Consent Form. A consent form should be completed for each group member. Generic consent forms may be used for routine educational visits that form a regular part of the school curriculum but high risk and residential activities should each have their own consent form.



- Provide a contact address and where possible two emergency contact telephone numbers.
- Recognise that child's behaviour must not put themselves or others in danger.
- Provide personal details of their child including relevant details of any allergies, phobias, injuries or medical conditions and / or any other medication or dietary requirements.

- Provide sufficient quantities of any medication that may be required and agree the arrangements for its safe keeping and administration with the Group Leader.
- Provide the name, address and telephone number of the child's GP.
- Provide details as to whether the child suffers from travel sickness, toileting difficulties or has any night-time tendencies such as sleepwalking (for residential visits).
- Provide any other relevant information that the parent thinks should be known.
- Provide appropriate clothing and equipment.
- Meet with the Group Leader or Educational Visits Co-ordinator who has organised the visit in order to resolve any queries.

Medical Consent

This forms part of the parental consent. Parents should be asked to agree to their child receiving emergency treatment where it is considered necessary by medical authorities. If parents do not agree to this, Head Teachers / YPS Area Managers may decide to withdraw the child from the visit given the additional burden of responsibility this would place upon the Group Leader.



If parents withhold consent

If parents withhold consent the child/young person must not be taken on the educational visit. In such circumstances and where possible the curricular aims should be delivered to the child/young person in some other way. If parents give a conditional consent the relevant Head Teacher / YPS Area Manager will need to consider whether the child/young person is to be taken on the educational visit or not given the additional burden of responsibility this would place upon the Group Leader.

Contact between parents and pupils

Head Teachers and / or Group Leaders must ensure that parents can contact their child and the Group Leader in the event of a home emergency, either directly or via an Emergency Contact. For non-routine educational visits arrangements should be made for parents to be informed by the school, youth centre or venue of the group's safe arrival at the final destination and / or at agreed travel stages. Arrangements must be made and agreed with parents so as to allow children/young people who may wish to speak to their parents individually to do so.

4.8 Responsibilities of the Emergency Home/School Contact

The Emergency School / Home-base Contact must be a responsible adult (usually a senior member of staff) who can be available to respond to an incident throughout the duration of the visit. The School / Home-base Contact must never be the parent of one of the children or young people participating in the visit, as they need to be emotionally detached from any situation that may arise. The School / Home-base Contact must be familiar with Liverpool City Council's Educational Visits Health and Safety Policy. It is advisable to have more than one School / Home-base

Contact if the educational visit or activity is to last more than one day. If there is more than one, the School / Home-base Contact, contacts must make such arrangements between themselves as necessary to ensure the availability of at least one of them at all times. The Group Leader must hold all School / Home-base Contact telephone numbers.

The Emergency School / Home-base Contacts have the following duties:

- Ensure that they have all the relevant information about the visit in the 'Home-base Emergency Pack' (see section 14).

- Keep the 'Home-base Emergency Pack' by their telephone along with a pen and paper for making notes.
- Be prepared to receive a phone call from the Group Leader on arrival at, and/ or return from the venue. Record any phone calls regarding the visit on the pre-planned phone call sheet.

