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GoWise Learning - Lone Working Safety Policy

Approved by: Anamaria Blanaru, GoWise Learning CEO & Founder

Last updated: November, 2025

Next review: November 2026

1. Purpose and Scope

At GoWise Learning, the safety and wellbeing of both learners and tutors are at the heart of everything we do. This policy outlines how we protect our tutors when they may be working independently — for example, travelling to a learner's home, teaching online, or arriving early or late for a session. It applies to all GoWise Learning staff, tutors, volunteers, and contractors working on behalf of the organization.

Important: Tutors must never be left completely alone with a child or young person during in-person sessions. A responsible adult (parent, carer, or school staff member) must always be nearby or within the same property.

2. Our Commitment

GoWise Learning is committed to:

- Preventing tutors from being placed in situations where they are isolated or at risk.
- Ensuring tutors are trained, supported, and aware of how to respond if lone working becomes unavoidable.
- Protecting learners by maintaining visibility and accountability at all times.
- Promoting a culture of open communication and professional boundaries.

This policy should be read alongside:

- Safeguarding and Protection Policy for Children and Young People
- Online Safety Policy
- Code of Conduct for Tutors
- Health and Safety Policy

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3. Definition

Lone working refers to any situation where a tutor is carrying out their duties without immediate support from a colleague or supervisor. This may include:

- Travelling to or from a student's home or educational setting.
- Delivering an online session from home.
- Conducting a home session where a parent or carer temporarily leaves the room.
- Setting up or packing away after a session once the parent has left.

These situations must be risk-assessed and tutors must know how to respond safely.

4. Key Principles

- Tutors should never work unsupervised with children or young people.
- A parent, carer, or responsible adult must remain in the same home or on-site for the full duration of each session.
- Tutors should ensure that parents/carers understand this requirement before any session begins.
- All sessions should be logged, with details of who was present.
- Lone working is only recognized in relation to tutor safety (e.g., travel or remote work), not in relation to unsupervised teaching.

5. Tutor Safety and Good Practice

Tutors should:

- Check in with their line manager or admin contact when arriving at and leaving a session, especially for new clients.
- Carry a mobile phone, keep it charged, and ensure someone knows their location.
- Avoid entering a home if the responsible adult is not present. If this happens, politely explain that the session cannot begin.
- Leave immediately if a situation feels unsafe or inappropriate, and contact the Designated Safeguarding Lead (DSL).
- For online sessions, work in a neutral, private environment using only approved platforms.

6. Examples of Lone Working Situations and Responses

- Parent leaves the home temporarily → Explain that you cannot continue the session until an adult returns.
- Travelling home after evening session → Notify a contact when you leave and arrive home safely.
- Delivering an online session → Use a neutral background and approved platforms only.
- Learner requests to meet alone elsewhere → Decline and explain sessions must be parent-approved/supervised and safe.

7. Support and Communication

GoWise Learning provides a supportive structure for all tutors:

- The Designated Safeguarding Lead (DSL) is always available for advice.
- Tutors receive induction training covering lone working, safeguarding, and personal safety.
- Regular supervision meetings allow tutors to share experiences and review safety practices.

8. Incident Reporting

If a tutor experiences, witnesses, or feels at risk during any session:

1. Ensure immediate safety (leave the location if needed).
2. Contact the DSL as soon as possible.
3. You'll be asked to complete the Safeguarding Concern Form - if relevant.
4. Document the date, time, and details of what occurred.

Incidents will be logged, reviewed, and used to strengthen our policies and training.

9. Policy Review

This policy will be reviewed annually or sooner if required by changes in legislation, guidance, or practice. All updates will be approved by the CEO of GoWise Learning and shared with staff, tutors and partners.

 For support or to report a concern email: info@gowiselearning.co.uk