



[\(+44\) 7398 693 595](tel:+447398693595)
info@gowiselearning.co.uk

GoWise Learning - Online Safety Policy

Approved by: Anamaria Blanaru, GoWise Learning CEO & Founder

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Next review: November, 2026

Purpose and Scope

At GoWise Learning, we understand the incredible opportunities the digital world brings to children and young people. From online learning platforms and educational games to communication tools and creative apps — technology helps our learners explore, connect and thrive.

However, we also recognise that the online world carries risks. Safeguarding children and young people in online environments is as essential as protecting them in person. This policy ensures that all learners, especially those with Special Educational Needs and Disabilities (SEND) or Social, Emotional and Mental Health (SEMH) needs, can engage safely, confidently and positively online.

This policy applies to all tutors, staff, contractors, volunteers, parents, carers and learners who take part in any GoWise Learning activity, whether in person, online, or through digital communication.

It should be read alongside our:

- Safeguarding and Protection Policy for Children and Young People
- Tutors' Code of Conduct
- Behaviour Policy for Children and Young People
- Procedures for Reporting Safeguarding Concerns

Our Commitment

GoWise Learning is built on trust, empathy and respect. We believe every learner has the right to be safe, supported and valued — both offline and online.

Our online learning environments are:

- Safe – protecting children and young people from harm, exploitation or exposure to inappropriate content.
- Inclusive – accessible to all learners, considering their unique needs, communication styles and emotional regulation.
- Respectful – grounded in empathy, dignity and professional boundaries.
- Educational – designed to help children and young people grow in confidence, independence and digital responsibility.

The Purpose of This Policy

- To ensure that the safety and wellbeing of children and young people remain paramount when using the internet, social media or digital tools.
- To provide clear guidance for tutors, staff and volunteers about expected behaviour and professional standards online.
- To help GoWise Learning operate in line with our values and within UK safeguarding law, data protection regulations and best practice standards.

Legal Framework

This policy is informed by UK legislation and guidance, including:

- The Children Act 1989 and 2004
- Keeping Children Safe in Education (2025)
- Working Together to Safeguard Children (2023)
- The Data Protection Act 2018 (GDPR)
- The Education Act 2002

We also align our practice with advice from the NSPCC, UK Safer Internet Centre, and Child Exploitation and Online Protection Command (CEOP).

Our Beliefs and Principles

- Children and young people should never experience abuse of any kind.
- Every child has the right to explore and learn online safely and free from fear.
- Safeguarding online requires active partnership between learners, tutors, parents, carers and schools.
- Children with SEND and SEMH needs may face additional online vulnerabilities, and they deserve extra guidance, support and patience.

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- All learners, regardless of age, disability, race, religion, gender, or background, have equal rights to protection and empowerment online.

Responsibilities

Tutors, staff and volunteers must:

- Create and maintain a safe online learning environment using approved GoWise Learning platforms.
- Use only GoWise Learning communication systems — never personal emails, numbers or social media accounts.
- Maintain professional language, dress and conduct at all times during online sessions.
- Ensure that lessons take place in neutral, appropriate settings free from distractions or inappropriate content.
- Immediately report any safeguarding or online safety concerns to the Designated Safeguarding Lead (DSL).
- Support children with SEND and SEMH to understand online boundaries and express concerns safely.

Parents and carers must:

- Supervise or remain nearby during online lessons, especially for younger children or those with additional needs.
- Speak with their child about online safety and monitor digital usage where appropriate.
- Report any concerns or questions about online safety to safeguarding@gowiselearning.co.uk.

Children and young people are supported to:

- Use technology respectfully and responsibly.
- Recognise safe and unsafe situations online.
- Speak to a trusted adult if anything online makes them feel uncomfortable or worried.

Online Learning Standards

- Only approved, secure platforms are used for online tuition.
- Sessions are password-protected and monitored for safety.
- Recording, screenshots or sharing of online sessions are not permitted without written parental consent.

- Tutors and learners must keep cameras on, to support engagement and safeguarding visibility.
- All communication is respectful, positive and directly related to learning.
- Learners attend sessions in a suitable environment — ideally a shared family space.

Digital Conduct and Boundaries

- Tutors and learners may not communicate outside authorised GoWise Learning systems.
- Social media connections, private messages and 'friend' requests between tutors and learners are prohibited.
- Tutors must not share personal details, opinions or experiences unrelated to education.
- Any form of online bullying, harassment, or unsafe behaviour must be reported immediately.
- GoWise Learning staff will model kindness, patience and professionalism online at all times.

Supporting Learners with SEND and SEMH

- Use clear, accessible communication — including visuals and simple, step-by-step instructions.
- Repeat key online safety messages and routines to reinforce understanding.
- Provide safe spaces to talk about online interactions and feelings.
- Encourage learners to practice empathy, patience and respect online.
- Work closely with parents, carers and schools to maintain consistent safety messages.

Keeping Children and Young People Safe Online

- Provide clear guidance on digital behaviour through our Tutors' Code of Conduct.
- Deliver regular training, supervision and updates for staff and tutors on online safeguarding.
- Help parents and carers understand how to keep children safe online.
- Maintain robust reporting procedures for inappropriate or unsafe online behaviour.
- Ensure that all personal and sensitive data is securely stored and shared only when necessary.
- Obtain written consent before using any images or recordings of children.
- Review and test the security of our digital systems regularly.



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Responding to Online Safety Concerns

If online abuse or risk occurs, GoWise Learning will follow its established Safeguarding and Protection procedures. All incidents will be recorded using the GoWise Learning Safeguarding Concern Form and reviewed to prevent recurrence.

Education and Awareness

We aim to empower every learner, parent and tutor to make safe, informed choices online by providing continuous professional development for tutors, sharing practical online safety advice with parents, and encouraging open conversations about digital experiences.

Monitoring, Review and Accountability

This policy is reviewed annually, or sooner if new legislation, technology or guidance emerges. All updates are approved by the CEO of GoWise Learning and shared with all staff, tutors and partners.

Acknowledgement and Agreement

By engaging with GoWise Learning, all tutors, staff, parents and learners agree to uphold this Online Safety Policy.

Tutors confirm that they have read, understood and agree to comply with this policy and the GoWise Learning Code of Conduct.

Parents and carers confirm that they have reviewed this policy and discussed online safety expectations with their child.

Learners agree to follow online safety rules, use technology responsibly, and speak to a trusted adult if anything online feels unsafe or uncomfortable.

Signature (Tutor / Staff / Parent): _____

Date: _____

 For any online safety advice or concerns, please contact: info@gowiselearning.co.uk