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# GoWise Learning – Professional Boundaries Policy

**Approved by:** Anamaria Blanaru, GoWise Learning CEO & Founder

**Review Frequency:** Annual

**Next Scheduled Review:** November 2026

## 1. Purpose of the Policy

This policy sets clear expectations for maintaining professional boundaries when working with children, young people, parents and professionals on behalf of GoWise Learning. Boundaries protect learners, tutors, and the integrity of the service.

## 2. Principles

Tutors must:

- act in the best interests of the learner
- maintain safe, respectful and professional relationships
- avoid behaviour that could be misinterpreted
- follow safeguarding and Prevent Duty responsibilities
- ensure transparency and accountability

## 3. Professional Relationship Expectations

### 3.1 Maintain Clear Boundaries

GoWise Learning is a trading name of Moms Academy Limited Registered in England and Wales. Company Number: 15618195



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Tutors must remain friendly but not become personal friends. All interactions must remain centred on the learner's needs and learning.

### 3.2 No Personal or Private Contact

Tutors must NOT:

- share personal phone numbers
- add/follow learners or families on social media
- message learners privately
- accept friend requests
- communicate outside approved channels

All communication must go through GoWise Learning, parents (private clients), or commissioning bodies (schools/LAs).

### 4. Physical Contact

Physical contact must be avoided unless absolutely necessary for safety.

Examples of acceptable contact:

- preventing injury
- responding to immediate danger
- brief, appropriate reassurance if essential

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Physical contact must never:

- be initiated for comfort unless unavoidable
- be prolonged or secretive
- involve intimate areas
- risk misinterpretation

If a learner initiates physical contact (e.g., a hug), the tutor should remain calm, avoid reciprocating, and gently disengage. If the learner accepts this boundary, no further action is required.

If a learner repeatedly seeks physical contact after boundaries are set, or the behaviour causes concern, the tutor must record the incident and inform GoWise Learning/DSL for guidance.

## **5. One-to-One Work and Lone Working**

Tutors must:

- deliver home sessions in open, visible spaces
- ensure a parent/carer is present in the home
- follow Lone Working procedures in community settings



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- ensure online sessions have cameras on
- avoid private/hidden locations

## **6. Gifts and Personal Involvement**

### **6.1 Gifts**

Tutors should not give gifts to learners and should avoid accepting gifts from families. Low-value, non-personal tokens (e.g., a holiday card) may be accepted politely, but anything of higher value must not be given or accepted. If unsure, tutors must contact GoWise Learning for guidance.

### **6.2 Favouritism**

Tutors must avoid creating exclusive relationships or emotional dependence.

### **6.3 Personal Involvement**

Tutors must not share personal problems, private life details, or involve the learner in matters unrelated to their education or wellbeing.

## **7. Online Professional Boundaries**

Tutors must:

- keep cameras on during sessions
- use a professional background
- avoid recording or screenshots unless formally agreed
- avoid any tutoring via social media platforms

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Sessions must stop immediately if inappropriate behaviour occurs.

## **8. Confidentiality and Sensitive Information**

Tutors must:

- keep learner information confidential
- store information securely
- avoid exposing documents during sessions
- follow GDPR and the Data Protection Policy

## **9. Professional Appearance and Conduct**

Tutors must:

- dress professionally
- remain calm and regulated
- use respectful language
- avoid sarcasm, shame-based language, or raised voices

## **10. Prohibited Behaviours**

Strictly forbidden:

- personal relationships with learners or families
- babysitting or outside help unless agreed with GoWise Learning
- physical affection or intimate contact



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- transporting learners in a tutor's vehicle
- taking photos/videos of learners
- offering clinical/counselling services beyond training
- working while impaired by alcohol, illegal substances, or any medication that affects the ability to work safely and professionally.

### **11. Reporting Concerns**

Tutors must immediately report:

- accidental boundary crossings
- persistent attachment behaviours
- inappropriate actions by family members
- any situation that feels unsafe
- breaches by other professionals

### **12. Breaches of Professional Boundaries**

Breaches may result in:

- retraining
- removal from placement
- termination of work with GoWise Learning



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- LADO referral
- police involvement (if required)

### **13. Review Cycle**

This policy is reviewed annually or sooner if legislation changes.