

Lone Working Policy for Lunar Learning

Last Updated: September 2025

Next Update: September 2026



Purpose of the Policy

The purpose of this Lone Working Policy is to ensure the safety of tutors who work independently, either at a student's home or other locations, and to define the responsibilities of both tutors and the organisation in managing the risks associated with lone working.

Scope of the Policy

This policy applies to all tutors engaged by the tutoring company who are required to work alone, including but not limited to:

- **Home visits** (private tutoring in students' homes).
- **Public venues** (such as libraries, cafes, or community centres).
- **Online tutoring** (working remotely via video).

Definition of Lone Working

Lone working refers to situations where a tutor works alone without direct supervision or with minimal contact with other individuals. This includes:

- One-on-one tutoring sessions with students.
- Working in private homes or other environments where staff members are not directly in the room

Identified Risks for Lone Workers

The following risks are associated with lone working and should be addressed in the policy:

- **Personal safety:** Risk of physical harm, aggression, or inappropriate behaviour from students or their families.
- **Health risks:** Exposure to illness, especially in confined spaces or if working with children who may be sick.
- **Accidents:** Risk of accidents due to environmental hazards (e.g., tripping, electrical issues, or faulty equipment).
- **Emotional or psychological stress:** Potential for isolation or stress due to lack of support.
- **Emergency situations:** Medical emergencies, fire, or accidents that may require immediate assistance.

General Principles

- **Risk Assessment:** A risk assessment of the location must be carried out before tuition. This includes checking for any safety concerns, such as the presence of animals, hazardous areas, or unsuitable working conditions.

- **Safety First:** Tutors are encouraged to always prioritise their own safety and to follow company procedures if they feel unsafe or uncomfortable.
- **Emergency Protocols:** Tutors should have access to emergency contact numbers and know how to respond to emergencies (e.g., if they feel threatened or are involved in an accident).
- **Open door:** The room in which the tutor will be conducting the tuition should have an open door; the door should be kept open at all times to ensure that other members of staff can hear and are aware of the tuition taking place.

Tutor Responsibilities

Pre-Session Communication:

- Lunar Learning will inform the tutor and/or a designated person of the session details (date, time, location, and duration).
- Tutors should verify the address or location of the tutoring session and ensure they have accurate contact details for the student or family member.

Travel Safety:

- Tutors should ensure their mode of transport is safe and reliable, whether they are driving, using public transport, or walking to the session.
- Tutors must have a charged mobile phone and emergency contact details readily available during travel to and from sessions.

During the Session:

- Tutors should be aware of potential risks such as inappropriate student behaviour, household hazards, or pets that may be a safety concern.
- Tutors are encouraged to set clear boundaries with students and families regarding behaviour, and to feel comfortable ending the session early if they feel unsafe.

Reporting Safety Concerns:

- Tutors must report any safety concerns, incidents, or near-misses to the company promptly, so they can be addressed appropriately.

Company Responsibilities

Training and Support:

- The company will provide training on lone working risks, including de-escalation techniques, how to respond to emergencies, and safeguarding procedures.
- Tutors will be provided with appropriate resources, such as emergency contact information, and a clear understanding of reporting procedures.

Risk Assessment and Mitigation:

- The company will ensure that all new tutor assignments involve a risk assessment process to identify and address any hazards specific to the work environment (e.g., working in a high-crime area or an unfamiliar location).
- For certain high-risk situations (e.g., students with special behavioural needs), the company will offer additional guidance or adjust the location of tutoring (e.g., tutoring in a public space).

Emergency Assistance:

- The company will maintain a system for immediate assistance in case of emergencies (e.g., if a tutor fails to check in or experiences a safety issue). This may include a designated emergency contact number for tutors and a system to escalate concerns.

Insurance:

- The company will ensure that all tutors are covered by appropriate insurance, including liability insurance and insurance for accidents occurring while the tutor is working alone.

Safe Environment and Boundaries

In the Home:

- Tutors must never work in isolated or unsafe environments, such as areas with no exit, poorly lit rooms, or rooms with dangerous equipment.
- If a tutor feels unsafe in a home environment (e.g., due to a student's behaviour, family dynamics, or the physical condition of the home), they must immediately contact the company and arrange an alternative solution.

Public Locations:

- Tutors should ensure the public location (e.g., library or cafe) is safe, appropriate for learning, and not too isolated. If the location becomes unsafe or uncomfortable, tutors should end the session and report the situation.

Procedures in Case of Emergency

Medical Emergency: If a tutor experiences a medical emergency or injury, they should call emergency services immediately and notify the company and emergency contacts.

Security Threat: If a tutor feels threatened or unsafe during a session, they should call the authorities (police) if necessary and notify the company immediately.

Failure to Check-In: If a tutor fails to check in after a session, the company should attempt to contact the tutor directly. If contact is not made within a reasonable time frame, the company should escalate the search protocol by contacting emergency contacts or local authorities if needed.

Review and Monitoring

This Lone Working Policy will be reviewed annually to ensure it remains effective and aligned with best practices.

Feedback from tutors will be solicited periodically to identify areas for improvement.

Tutors will be encouraged to provide input on the policy and any safety concerns they may encounter in their work.

Conclusion

The **Lone Working Policy** is designed to ensure that tutors have a clear understanding of the risks associated with working alone and the steps they need to take to mitigate those risks. By establishing guidelines for safety, communication, and emergency procedures, the company can foster a safer working environment for all tutors, whether they are working in a student's home, a public space, or remotely.