

## **A Star Learning Services Ltd - Lone Working Policy 2025-26**

**Reviewed: September 2025**  
**Next Review: September 2026**

A Star Learning Services Ltd is committed to promoting a safe working environment for all its contractors. We recognise that the vast majority of the work done by contractors will be conducted alone.

Detailed guidance on how to manage risks associated with this can be found in our Staff Code of Conduct and the Safeguarding Policy, and staff must adhere to these documents at all times.

### **Communication**

Contractors should use WhatsApp group chats to keep Justin Talbot, parents/guardians and other contractors updated.

### **Online Remote Working**

A Star Learning Services Ltd conducts some work online, with the contractor working alone. There are a range of safeguards the contractor should adhere to as set out in the Staff Code of Conduct.

Contractors should ensure they are working in a safe, private space at all times.

If there are any concerns for the contractor's immediate safety as a result of online working, the contractor should stop the session immediately and inform Justin Talbot of the issue. If there are any concerns for the student's immediate safety, you should follow procedures as set out in the Safeguarding policy. You should ensure you have good phone reception should an emergency call be needed.

A Star Learning Services Ltd recognises that online remote working can bring additional and unique pressures, and contractors are encouraged to reach out for support should this be needed from appropriate bodies.

### **Face-to-face Lone Working**

A Star Learning Services Ltd can involve lone working in numerous locations, including:

- \* The central office (FOUNDRY Poole)
- \* A student's house
- \* In public areas, both outside and inside
- \* On/in transportation

More guidance can be found on working in different locations in the Staff Code of Conduct and (where relevant) the Mentoring Guidance Document.

All face to face lone working must be approved by Justin Talbot, and a risk assessment must be completed if deemed necessary. Provision will be online if in-person work is deemed a potential risk. All necessary precautions must be taken to ensure the safety of both contractor and student at all times.

If the safety of either the contractor or the student, or both, is under threat in a face-to-face situation, all necessary precautions must be taken to ensure the safety of all parties, and in immediate danger the contractor must call 999. Threats may include:

- Intruders into a property
- Threats from members of the public in a public space
- Environmental threats (e.g. weather) or doubts about the safety of a building
- The behaviour of the student themselves
- Anything else that can be considered a threat to the safety of the student or contractor

A full written report of any such instance must be submitted to Justin Talbot (and parents, if appropriate) at the earliest opportunity.

If there are any concerns for the contractor's safety as a result of working inside someone's home (assuming it is not an urgent concern that requires a 999 call, in which case such a call should be made), the contractor should stop the session immediately, leave the premises and inform Justin Talbot of the issue. If there are any concerns for the student's immediate safety, they should follow procedures as set out in the Safeguarding policy. Contractors should ensure they have good phone reception should an emergency call be needed.

Contractors should be aware of the risks associated with operating (including travelling) in severe weather, and if there are any doubts about this, they should be discussed with Justin Talbot.