

POLICY DOCUMENT

Professional Boundaries Policy

Version 1

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Professional Boundaries Policy

As with all professions, We Are Digital have identified that there is a need to clearly define the professional boundaries between you (the trainer), the learner (customer) and We Are Digital's clients (the organisation that has purchased the training). These professional boundaries will be defined in order to protect you, the learner and our clients:

1. You are expected to assess and address the learning requirements of the learners in sessions referred to you by We Are Digital within the remit of the course you are training.
2. You must not share information about your own personal circumstances, and life experiences should be kept to a minimum during conversations with learners and clients - only use examples that are relevant to the topic being trained.
3. You must not hold more than one relationship type with a learner. For example, a learner cannot be a family member, or have received any additional support outside of the remit of the referral from We Are Digital to you.
4. You must not provide advice or support that is not covered as part of the role you have been contracted to complete on behalf of, We Are Digital, and must refer to either a suitable professional or We Are Digital Head Office should the need arise.

In reality, it is accepted that these boundaries will be crossed for a variety of reasons including, human error, fatigue, stress, manipulation by clients or learners, difficult situations, or a 'bad day' to name a few. In such circumstances, it is your responsibility to report this to the Trainer Network and Quality Assurance Team as soon as it is identified, and to be vigilant in identifying any potential or actual boundary crossings.

Professional Relationship Definition

A professional relationship in the context of a trainer can be defined as;

- Time bound
- Having a distinct role and purpose
- Having some structure
- One participant holds the image of an authority figure (the trainer)
- One participant has the knowledge (the trainer)
- A power imbalance on the part of the professional (the trainer)

Potential Risks and Consequences

If this relationship strays into something more personal, it can be difficult for the professional to maintain these boundaries moving forward. To avoid this, it is the trainer's responsibility as the professional to ensure that these boundaries are clear from the offset.

In addition to the above, other examples of consequences could include;

- Unwanted attention
- Increased complaints
- Uncomfortable working environment
- Loss of Contract
- Reputation damage

I

confirm that I have read and understood this policy.

Signature

Date