

Remote Online Vocal & Instrumental Teaching (Video lessons) at Saturday Music School and Lyric lessons (Cello Maestros, Clarinet lessons and Keyboard centre)

Code of Conduct for tutors, pupils and their families

RATIONALE

In order to provide continuity of service for our young people in the London Boroughs of Hammersmith and Fulham, Kensington and Chelsea, and Westminster, the Tri-borough Music Hub will support the delivery of lessons online during the period of social distancing in lieu of face to face lessons.

E-lessons will support children to continue to make musical progress and provide a sense of structure during this challenging time.

The new models of online delivery require parents/carers/guardians to help the TBMH tutors by adhering to the mandatory guidelines for ensuring that students get the best out of the learning. Equally, the TBMH tutors are adopting new working practises to deliver high-quality e-learning to help continue

Tri-borough Music Hub tutors will use **Zoom Education** to deliver live lessons via the internet. Instructions for families and tutors on how to use Zoom can be found in the document ***Using Zoom: A Guide for Families***.

CODE OF CONDUCT FOR ONLINE LEARNING

Mandatory Guidance for families:

Safeguarding

- All the rules for safe, professional behaviour that apply in a practice room lesson at school or in a music centre, still apply here
- All teachers have been given comprehensive advice about delivering remote lessons safely
- As you know, all our teachers have been safely recruited, have up-to-date training, are full DBS checked and are experienced professionals
- All lesson invitations will go to parents/carers so that they will log in for the children
- Parents will be asked by teachers to confirm that they have read this guide when they receive their first lesson invitation
- Parents may remain in the room if they wish, but no other children should be present
- In the instance where a Zoom account is created, the Zoom account must be registered and logged into by the **parent and not** the pupil.
- All lessons must be supervised by an adult with parental responsibility for the pupil.
- Ideally, the parent/guardian will appear on camera at the start of the lesson, then supervise the lesson digitally, by joining the Zoom lesson on another device. Please mute your device so as not to disrupt the lesson.
- As a minimum, the parent/guardian must be present and on-screen at the start of the lesson and remain in the general proximity until its conclusion.
- **If a parent/ guardian is not present at the start of the lesson then the lesson will be terminated by the tutor. The pupil may then re-join once an adult is present.**
- All other web browsers and programmes must be closed before starting the lesson.
- Teachers can mute participants and end the lesson at any time and have been instructed to end immediately if anything happens that they feel uncomfortable about
- If anything happens that you as a parent/carer feel uncomfortable about you should report it to Jane.DaCosta@rbkc.gov.uk immediately as the TBMH Designated Safeguarding Leader.
- The Tri-borough Music Hub team will continue to remotely observe lessons digitally for the purposes of quality assurance and safeguarding. A member of the Tri-borough Music Hub team may then join that lesson at any point to monitor what is happening, just like they would if they were observing a lesson.

Setting up the system

- Zoom Education is an entirely safe, end-to-end encrypted system
- When you receive an invitation, you will click the link to join the lesson
- You will be prompted to download the Zoom Desktop App to run the system
- If you have problems with video, or feel that you would prefer not to use it, then teachers can deliver the lesson using audio only
- If you have technical difficulties with accessing the lesson, ask your teacher for advice as they have access to our technical support team who will do their best to help you

Lessons

- All lessons will be timetabled during regular Tri-borough Music Hub working hours. All lessons will take place on the same day, and where possible at around the same time.
- Lessons will start at the designated time and will not carry on beyond the end to make up any lost time if the pupil is late. Parents and pupils should be online and ready 5 minutes before the lesson starts.
- Language must always be professional and appropriate during lessons, including any family members that may pass in the background.
- If the teacher is not quite ready, just wait until they start the lesson connection – when you join, they will receive an automatic prompt that you are waiting but may just be finishing a previous lesson
- Children will need to get used to being quiet whilst a teacher is speaking or playing as the system only allows one direction of audio at any given moment
- If it is a group lesson, be aware that participants can only hear one player at a time. So remind children to follow teacher instructions carefully so that it runs smoothly.
- The teacher will end the lesson and when they've finished teaching, and this will automatically end it for the pupil

CODE OF CONDUCT FOR ONLINE LEARNING AND ADDITIONAL SAFEGUARDING GUIDELINES FOR TUTORS

Mandatory Guidance for tutors:

Safeguarding

- All the rules for safe, professional behaviour that apply in a practice room lesson at school or in a music centre, still apply here
- All lesson invitations will go to parents/carers so that they will log in for the children
- The lesson must take place in an appropriate area, preferably a communal space and **not** a bedroom. Where possible the lesson should take place against a neutral background.
- Tutors must ensure that the teaching environment, both physical and digital are professional and neutral. Extra care must be taken to ensure that private or sensitive information is not accidentally shared. All other web browsers and programs **must be closed** before starting the lesson
- The live lesson **must not** be recorded on a personal device, nor should any photographs or screen shots be taken under any circumstance.
- Tutors should check that the student is accessing the live stream in an appropriate room in their house and not a bedroom. A parent or responsible adult must be present for the start of the lesson and ideally, monitor the live stream throughout the lesson from another device. **If a parent is not present at the start of the lesson, then the lesson must be terminated immediately by the tutor. The pupil may then re-join when an appropriate adult is present (please use the waiting room facility).**
- You need to ask parents/carers to confirm that they have read this guide when you start the lesson
- Parents may remain in the room if they wish, but no other children should be present
- Ideally, the parent/guardian will appear on camera at the start of the lesson, then supervise the lesson digitally, by joining the Zoom lesson on another device.
- As a minimum, the parent/guardian must be present and on-screen at the start of the lesson and remain in the general proximity until its conclusion.
- You can mute participants and end the lesson at any time and you have been instructed to end immediately if anything happens that you feel uncomfortable about
- If anything happens that you as a tutor feel uncomfortable about you should report it to Jane.DaCosta@rbkc.gov.uk immediately as the TBMH Designated Safeguarding Leader.
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- Language must always be professional and appropriate during lessons, including any family members that may pass in the background.
- You will end the lesson when you have finished teaching, and this will automatically end it for the pupil
- Tutors **must not** share any files over ZOOM **other** than music or relevant supporting materials for the lesson.
- Tutors **must not** share any personal contact information with students or parents.
- Tutors **must not** share any content over social media.
- Tutors **must not** accept any further offers to do online teaching over webcam/video chats. This leaves them extremely vulnerable from a safeguarding perspective.
- Tutors **must not** accept or offer the opportunity to teach pupils privately outside of Tri-borough Music Hub.