



tri-borough
music hub

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Tri-borough Music Hub

Remote Vocal & Instrumental Teaching

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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 your child to continue to make musical progress and provide a sense of structure during this challenging time.

Tri-borough Music Hub tutors will use ZOOM Conferencing to deliver live lessons via the internet. Instructions for parents, guardians and tutors on how to use these apps are included in this document.

TERMS & CONDITIONS

The usual TBMH service level agreements with schools apply **in addition** to the terms and conditions detailed in this document.

All parents must complete an acceptance form in order to receive online lessons provided by your school.

TRI-BOROUGH MUSIC HUB: CODE OF CONDUCT FOR ONLINE LEARNING

Mandatory Guidance for music tutors, parents, guardians, pupils and all members of their respective households:

- All lessons will be timetabled during regular Tri-borough Music Hub working hours. All lessons must match the TBMH master timetable.
- All participants must wear **suitable clothing**, as should anyone else in the household whilst the lesson is taking place.
- The lesson must take place in an **appropriate room**. Preferably this would be a communal space and **not** a bedroom.
- 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 ready in the online waiting room 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
- 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 remain in the room for the duration of the lesson, however this may not always be possible. 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. Alternatively, the parent/ guardian could supervise the lesson digitally, by joining the ZOOM conference on another device (please mute your device so as not to disrupt the lesson).
- **If a parent/ guardian is not present at the start of the lesson then the stream will be terminated by the tutor. The pupil may then re-join once an adult is present.**
- Participants **must not** share any files other than **music or relevant supporting materials** over ZOOM.
- Participants **must not** share any content with the tutor over social media.
- All other web browsers and programmes must be closed before starting the lesson.
- 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 Tri-borough Music Hub team will continue to 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.
- Parents can share any concerns directly with TBMH and report any safeguarding issues immediately to the Deputy Head of the Tri-borough Music Hub Jane Da Costa at Jane.DaCosta@rbkc.gov.uk.

ADDITIONAL SAFEGUARDING GUIDELINES FOR TUTORS

- 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 monitor the live stream throughout the lesson. **If a parent is not present at the start of the lesson, then the stream must be terminated immediately. The pupil may then re-join when an appropriate adult is present (please use the waiting room facility).**
- 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** friend or follow pupils on their personal social media accounts.
- 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.
- Tutors must report any safeguarding concerns **immediately** to Jane Da Costa, Deputy Head of TBMH at Jane.DaCosta@rbkc.gov.uk

TECHNICAL ADVICE

Joining the lesson on ZOOM

For Parents - Joining a lesson on ZOOM is really easy, just click the link that we send you via email when we send over your timetable.

You do not need to have a registered ZOOM account, however you may wish to do this – You can register for a free account: visit www.zoom.us and create your account. You can also find ZOOM in the app store on your mobile phone. We recommend having ZOOM on both devices, using your phone as either a backup, or a second camera (very useful for piano and drum lessons).

Technical Guidance

There is a surge of online advice with regards how to set up for an online music lesson. Please follow the link below to view one of these:

<https://www.youtube.com/watch?v=vH0GwfVFJlc>

In addition, try the following:

- Make sure your device is plugged in or fully charged
- Ensure the camera is positioned in an appropriate way for the lesson: not too near/far to the device showing enough space for the instrument, e.g. with enough space to demonstrate instrument hold
- Check the sound quality is clear, with no interfering background noises
- Have resources available and ready to use that will support and enhance the lesson
- A computer or laptop will work better than a phone as you will be able to see the tutor more easily
- For an improved lesson experience, try using both a phone and a laptop for two view
- Ensure that no one else in the house is using the internet for anything that uses a lot of the bandwidth (for example streaming Netflix, downloading music or playing video games). This will slow down the lesson and make things very difficult

The default settings in ZOOM do not create the best sound for a music lesson, so you will need to edit the settings before your first lesson. Please [click this link](#) for instructions on how to do this.

Sharing Music

Pupils and tutors will need to be able to share music with each other during the lessons. **Before the lesson starts**, please take pictures of any learning materials – and transfer them to the device that you are using for the lesson at the beginning of the lesson. Music can be shared in ZOOM by doing the following:

- > Chat
- > File
- > Select file to share (double click)

Only materials relevant to the lesson must be shared this way. Please ensure your pupil can keep these after the lesson has finished.

For more information on how to share files [click here](#).

We strongly recommend that you **trial your setup before the first lesson**. Try playing for a friend or relative to check sound, internet and visual quality.