

Wednesday & Saturday Music Academy

Remote Vocal & Instrumental Teaching



20 March 2020

Sutton Music Service (SMS) is part of Cognus Limited, 24 Denmark Road, Carshalton, Surrey, SM5 2JG. Tel: 020 83230450 Web: www.cognus.org.uk

RATIONALE

In order to provide continuity of service for our young people in the London Borough of Sutton, Sutton Music Service will support the delivery of lessons online during the period of social distancing in lieu of face to face lessons.

Sutton Music Service tutors will use Zoom Conferencing to deliver live lessons via the internet.

TERMS & CONDITIONS

The normal Sutton Music Service Terms & Conditions apply. Parents book lessons via the Sutton Music Service website.

Sutton Music Service/ Cognus Limited reserves the right to update this guidance at any point.

SAFEGUARDING GUIDELINES FOR TUTORS

Student safeguarding is the highest priority during any remotely streamed video lesson. The following points must be observed to protect both the student and the tutor.

- All lessons must be timetabled during the normal working hours of Wednesday and Saturday Music Academy.
- Tutors must not teach a remote lesson unless they are healthy to do so.
- Tutors and children must wear suitable clothing, as should anyone else in the household.
- Any computers used should be in appropriate areas, for example, not in bedrooms; and where possible be against a neutral background.
- The live lesson must be recorded and uploaded to Microsoft Streams, so that if any issues were to arise, the video can be reviewed. A transcript of any 'chat' between the tutor and the student should also be saved and emailed to suttonmusicservice@cognus.org.uk by the tutor.
- Live lessons must be kept to the timetabled length.
- Language must always be professional and appropriate, including from any family members who might be in the background.
- Tutors must only use their suttonmusicservice.org.uk email address to communicate with parents and must have an appropriate Zoom Video Communications username.
- suttonmusicservice.org.uk email accounts are only to be used for work relating to Sutton Music Service.
- Tutors should only contact students via their parent/ carers email address/ Zoom Video Communications account.
- Tutors should check that the student is accessing the live stream in a communal room in their house, not in their bedroom. A parent or carer must be present at the start of the lesson and remotely monitor the live stream throughout the lesson.
- All lesson timing must match the SMS offices master timetable and the Sutton Music Service Zoom Video Communications account must be invited to attend. A member of the Sutton Music Service team may then join that lesson at any point to monitor what is happening, just like they would if they were observing a lesson at Wednesday and Saturday Music Academy.
- Tutors must not pass their personal mobile number on to students, only parents/carers.
- Tutors must not share any content over social media.

- Tutors should not friend or follow pupils on their personal social media accounts.
- Tutors must not accept any offers to do online teaching over webcam / video chats. This leaves them extremely vulnerable from a safeguarding perspective.
- Tutors will not accept or offer the opportunity to teach pupils privately outside of the Sutton Music Service.
- Tutors must report any safeguarding concerns to the DSL at Cognus Limited / Sutton Music Service (Gareth Gay, Head of Music).

GENERAL GUIDELINES FOR REMOTE VOCAL & INSTRUMENTAL LESSONS

- Tutors must make sure their device / laptop is plugged in, so a power supply is not cut mid-way through a recording.
- Ensure the camera placement is positioned in the correct way for the lesson:
 - Not too near/far to the camera
 - Showing enough space for the instrument, e.g. with enough space to demonstrate bow hold.
- Check the sound quality is clear, with no interfering background noises.
- Tutors must ensure they can accurately describe and discuss techniques that would usually be demonstrated.
- Have resources available and ready to use that will support and enhance the lesson.
- Set clear homework that progresses on from the lesson, ensuring required documents / resources have been emailed to the student's parents.

SAFEGUARDING FOR PARENTS

- **Parents must** present themselves at the start of the lesson and remain nearby during the online lesson so that they are able to monitor the conversation.
- **Parents must not** pass the tutor's email address or mobile number on to the student.
- Agree to not share any passwords.
- Will not share or redistribute any content.
- Will share any concerns directly with Sutton Music Service / Cognus Limited.