

Sutton Music Service Remote Learning Policy: Online Tuition & Rehearsals



Updated: 30 January 2023

Sutton Music Service (SMS) is part of Cognus Limited, First Floor, Cantium House, Railway Approach, Wallington, SM6 0DZ. **Tel:** 020 83230450 **Web:** www.suttonmusic-service.org.uk

RATIONALE

To provide continuity for the children and young people that make music with Sutton Music Service, we will support the delivery of lessons and rehearsals online during periods of industrial action in place of face-to-face activity.

Sutton Music Service tutors will use Microsoft Teams to deliver live lessons and rehearsals via the internet.

TERMS & CONDITIONS

The normal Sutton Music Service Terms & Conditions apply. Parents book lessons and ensemble membership via SpeedAdmin.

Lessons take place as per the published timetable on SpeedAdmin. If a student cannot make this lesson, parents and guardians should contact the Music Service office - suttonmusic-service@cognus.org.uk and notify the tutor using SpeedAdmin's two-way chat function.

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 interaction, and the principles of Keeping Children Safe in Education and Out of School Settings continue to apply. The following points must be observed to protect both the student and the tutor:

- All sessions must be timetabled during the regular working hours for Music Academy, the school day for peripatetic lessons, and ensemble sessions must follow the regular activity timetable.
- Tutors must not teach a remote lesson unless they are healthy to do so, *i.e. not suffering from an illness*.
- Tutors and children must wear suitable clothing, as should anyone else in the household.
- Any computers used should be in an appropriate area of the student's home, for example, not in bedrooms, and where possible, be against a neutral background.
- The live lesson must be recorded and uploaded to Microsoft Stream so that if any issues were to arise, the video could be reviewed. These videos will be deleted after one calendar month. A transcript of any 'chat' between the tutor and the student will automatically be saved and visible after the lesson. **It is the tutor's responsibility to start the recording of the lesson.**
- 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 suttonmusic-service.org.uk email address to communicate with parents and must have an appropriate Microsoft Teams username.
- suttonmusic-service.org.uk email accounts are only to be used for work relating to Sutton Music Service.
- Tutors should only contact students via two-way chat on SpeedAdmin.

- 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 timings must match the SpeedAdmin timetable, and the Sutton Music Service Microsoft Teams account must be invited to attend. A member of the Sutton Music Service team may then join that lesson at any point to observe, just as they would do with a physical lesson at a school or when attending a rehearsal.
- Tutors must not pass their personal mobile numbers on to students.
- 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 any other online teaching over webcams / video chats, which would leave 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 immediately report any safeguarding concerns to the Head of Music Service, Gareth Gay. The initial notification must be via a phone call to ensure the message has been reported. If the Head of Music Service is unavailable, contact Claire Cossins, Senior Instrumental Curriculum Leader. The safeguarding concern will then be raised with the safeguarding team at Cognus (Jo Cassey - Designated Safeguarding Lead, and Hayley Cameron - Deputy Designated Safeguarding Lead) via an entry on our online reporting system, 'My Concern'.

GENERAL GUIDELINES FOR REMOTE VOCAL & INSTRUMENTAL LESSONS

- Tutors must make sure their device/laptop is plugged in, so the power supply is not cut mid-way through a recording.
- Ensure the camera placement is positioned correctly for the lesson:
 - Not too near/far to the camera
 - Showing enough space for the instrument, *e.g. with enough space to demonstrate how to hold a bow*
- 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 from the lesson, ensuring required documents/resources have been shared via Study Plan.

SAFEGUARDING FOR PARENTS

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

REVISION HISTORY

Revision	Date	Description of changes	Requested By
1.0	11/05/20	Initial Release	Gareth Gay
1.1	06/11/20	General Updates for Lockdown 2.0	Gareth Gay
1.3	30/01/20	Updated to reflect industrial action in schools and SpeedAdmin.	Gareth Gay