

Lancashire Music Service

Policy for Online Music Learning, Meetings, Rehearsals and Safeguarding

Statement

In order to provide continuity of service for our pupils, Lancashire Music Service will support the delivery of online lessons and ensemble meetings/rehearsals as appropriate.

Lessons can be delivered using a number of platforms:

- MusicTutors.co.uk is the official online teaching platform for LMS
- LMS teachers in schools may use the school's online platform
- With the consent of the school, LMS teachers may also use personal Zoom accounts to deliver lessons to SLA school pupils (See Appendix 2 for policy on setting up and running lessons via personal Zoom accounts)

LMS will use Pro Zoom accounts for online ensemble sessions (see Appendix 1 for further detail regarding Ensemble meetings and rehearsals).

Terms & Conditions –

Lancashire Music Service standard Terms and Conditions

<https://www.lancashiremusichub.co.uk/files/2019/06/Lancashire-Music-Service-PDP-Brochure-2019.pdf> apply. Parents/Carers can book lessons via:

lancs.music@lancashire.gov.uk.

For Online Ensemble activities at least two LMS Musical Directors/Tutors will be present for the session.

Safeguarding

Just as in a face-to-face lesson or meeting/rehearsal, all LMS safeguarding policies and procedures still apply when teaching, learning or meeting online.

Any concerns about the health and wellbeing of pupils must be communicated to the LMS Designated Safeguarding Leads immediately, these being Bernie Hill (Bernardette.hill@lancashire.gov.uk) and Abbey Blackledge (Abbey.blackledge@lancashire.gov.uk)

Technical Information

LMS promotes the use of the MusicTutors.co.uk platform for online lessons and a Pro Zoom account for ensemble activities. Schools can also host lessons via their online platforms or arrange for teachers to set up Zoom lessons (the link for Zoom lessons must be sent out by the school). All LMS lessons and meetings must take place via the specified platforms in order to ensure safeguarding protocols are observed

Online Learning Code of Conduct

- All video lessons and ensemble meetings must be arranged with the full knowledge and consent of an adult responsible for any participants under the age of 18, via contact with the LMS BST Office at Lancs.Music@lancashire.gov.uk
- When requesting a scheduled e-lesson the teachers must inform the Office of the date and time of the lesson.
- All participants and all members of their household will be expected to wear suitable clothing at all times whilst the lesson is taking place.
- Language must always be professional and appropriate during video-lessons.
- Lessons must take place in an appropriate room in the home and wherever possible, not in the pupil's bedroom.
- All lessons and ensemble meetings must be supervised by an adult with parental responsibility for the pupil(s). Ideally the parent/carer will remain in the room for the duration of the lesson, however this may not always be possible or desirable and as a **minimum** be present in the room at the start and end of each lesson or ensemble meeting. Young children may require parental support in the first couple of lessons to get used to finding page numbers and exercises, especially if they can't read.
- Lessons and ensemble meetings should take place during reasonable working/learning hours. What is reasonable will be dependent on the age of the individual pupil concerned and a matter of negotiation between the parent/carer and Teacher, Musical Director or Tutor.
- Teachers, Musical Directors and Tutors must ensure that the environment, both physical and digital are professional and neutral (e.g. family photos would be inappropriate).
- Extra-care must be taken by all parties to ensure that private or sensitive information and data is not accidentally shared during a video-lesson or ensemble meeting. In line with GDPR please have a 'clear desk policy:' bills, receipts, documents (both physical and digital), letters/emails should and registers must not be on display. All members of both households should be aware that the video-lesson or ensemble meeting is taking place and be mindful of this.
- Recording lessons or ensemble meetings/rehearsals is prohibited unless required by a school's safeguarding policy (LMS must be aware this is taking place) or as a specific performance or project and permission has been obtained from parents/carers and young people.

□ Teachers, Musical Directors and Tutors must not share personal contact details, such as phone numbers or email addresses, with pupils or interact with pupils via social media, even for the purposes of sharing lesson content. Teachers and pupils must not 'friend' or 'follow' each other via social media accounts. Video-lessons are only permitted to take place via MusicTutors.co.uk, through the schools platform, or via Zoom with the consent of the school, and not through other webcam or video chat platforms.

If at any time during or after a video-lesson or ensemble meeting/rehearsal the terms and practical measures set out in the Code of Conduct are not followed by either party, the lesson or ensemble meeting/rehearsal should be terminated and the reason for this communicated afterwards.

If parents/carers, pupils and/or Teachers, Musical Directors or Tutors breach the terms of this policy, LMS has the right to terminate their contract.

Additional Information for Teachers

□ All video-lessons should be set up in advance with a 'meeting link' being sent from an Music Service LCC email address to parents/carers before the lesson or via the school

□ A technical trial call with parents will be completed to check microphone is on, correct volumes, camera angle, privacy settings etc

□ Regular weekly, term time lessons are desirable

□ Pupils or parents can complete practice diaries during each lesson

Good Practice Guidance for Teachers

□ How to guides produced by MusicTutors.co.uk

□ It is recommended to use headphones wherever practical for both teacher and pupil in order to minimise feedback

□ It is not going to be possible to play simultaneously with pupils during online lessons (e.g. for the purposes of accompanying) due to the lag inherent in this form of communication. Alternative approaches will be required, such as using backing tracks

Bernie Hill and Abbey Blackledge
June 2020

Updated Cath Sewell
January 2020

Appendix 1

Additional guidance for the use of Professional Zoom for Musical Directors and Tutors

Responsibilities for workshop leaders:

1. All usual expectations about professional behaviour and dress will apply, in accordance with LMS Teachers Handbook.
2. The workshop leader must be physically located in a safe working space, with an appropriate background. LMS recommends that there is nothing overtly personal (contact details, location information, personal pictures) visible in the background of the sessions.
3. Only use Zoom to conduct scheduled agreed by and LMS Manager. There will be strictly no online 'chat' or interaction outside of these times.
4. If using the 'screen sharing' function during a session, the workshop leader must ensure anything visible is appropriate to the workshop context.
5. When the session has finished, the workshop leader will end the session for all participants simultaneously.
6. The workshop leader will not record the session and will not give the parent/participant permission to record the session.
7. Should any safeguarding concerns arise during the session, the session will be terminated immediately, and the concerns reported to the LMS Designated Safeguarding Officer (as any other Safeguarding concern).
8. A password will be required to join any online sessions and the link will only be sent out to those taking part and not published publically.

Appendix 2

LMS Teachers Setting Up Personal Zoom Sessions for SLA Lessons

- You can use your own personal Zoom account for SLA tuition.
- Links for the lessons should be sent to your schools and they are responsible for sending the link(s) out to students.
- The most important part of using Zoom securely is making sure only the intended participant(s) have the link and it is not shared publically.
- You can use both Basic (free) accounts and Pro Zoom accounts but with a Basic account, group meetings are limited to 40 mins (no time limit on one to one meetings).

Please closely follow the instructions when you setup and run your lessons:

1. On the Zoom App Home screen click "Schedule meeting".

On the "schedule meeting" screen you need to:

- i. Tick "recurring meeting" – you can then set up all the lessons for the half term in your calendar and the school only has one link to send to the student(s)
 - ii. Tick "Passcode"
 - iii. Tick "Waiting Room"
 - iv. Select "Video on" for host and participants
 - v. Select "Telephone and Computer Audio"
 - vi. Add the meeting to your calendar but please make sure you **copy and paste all the joining details to send to your school. Do not invite them via your Calendar as it will be the pupil joining the lesson (not the school)**
 - vii. In "Advanced Options"
 1. **untick** "Allow participants to join anytime"
 2. **tick** "Mute participants on entry"
 3. **tick** "only authenticated users..." (this means parents will have to have a Zoom account and be signed in)
 4. **untick** "Automatically Record Meeting"
2. Make sure you start the meeting a couple of minutes before and click "Chat" to open the chat window on the RH side. At the bottom RH corner of the chat window click the three dots for the menu. Under "Participants can chat with" tick "Everyone publically" – this means no one can send private chats to other participants but they can message everyone.
 3. Once everyone is in the lesson, click "Security" and "lock meeting" so no one else can join. You can unlock again if people have crashed out and need to login again.

4. With larger groups, keep participants muted as much as possible and ask them to mute their mics when they are not talking or playing. You can also unmute them. There are three dots in the corner of everyone's picture and this menu allows you to mute and remove participants.
5. Please keep an accurate record of Zoom lessons delivered which should be shared with the school and the Business Support team. Please also log any technical or other issues. Unlike Music Tutors, there is no record keeping or admin built into Zoom so you must do this manually.

Safeguarding

Please discuss safeguarding directly with your school. The school may well have their own online safeguarding policies which you must follow. In addition we have:

- Code of Conduct for parents/carers
- Code of Conduct for teachers
- Online Safeguarding policy

We have sent you updated versions of these documents and you can share them with your schools.

The school needs to make sure parents/carers have received a Code of Conduct – if they have their own then this is ok, or they can send out the LMS one.

If you have safeguarding concerns they should be reported to the Designated Safeguarding Officer at the school **and** the LMS safeguarding officer: bernardette.hill@lancashire.gov.uk