

Oldham Music Service

Online and Distance Learning Policy & Guidance

Guidance for Parents, Carers, Learners and Tutors

Revised November 2020

RATIONALE

During this difficult period of social-distancing and the reopening of schools, the Music Service are keen to find ways to resume provision for schools, young people and families, and to help maintain a level of connectedness to the musical learning community. To that end, where it has not yet been possible to reintroduce face-to-face teaching in schools we have established opportunities for tuition to continue in the form of online instrumental and vocal lessons using Zoom communication software to complement the online VLE 'YUMU' that was successfully engaged with by almost 4,500 students during the summer term.

The safeguarding of children and young people is the highest priority during any remotely streamed video lesson. This Online Music Tuition Safeguarding Policy has been developed in consultation with Oldham Council's Safeguarding team and with reference to DfE guidance for online safety.

This policy operates in addition to, and does not replace, the general safeguarding policy for the Music Service. All points must be observed for the protection of both student and tutor. **PLEASE READ THIS ENTIRE DOCUMENT.**

Schools should risk assess the use of live learning via webcams in line with their online/e-safety policy.

General safeguarding guidelines and conditions for online teaching

School staff will distribute this policy and consent form to relevant parents and carers. Completed forms must be returned to OMS at musicservice@oldham.gov.uk and they will then be emailed to the relevant music tutor.

School staff will liaise with the tutor for timetabling purposes. School staff must also be invited to the online lessons, in addition to Oldham Music Service, for monitoring purposes.

All lessons will be group-based except in exceptional circumstances agreed by OMS and, where appropriate, the school. In some instances, where music tutors are required to use a school-based system, they may need to have and use a school email account. OMS will advise music tutors if this applies. Where a 1:1 lesson is permitted, the parent or supervising adult must be present through the lesson.

Communications and lesson set up

1. All lessons will be must be timetabled during normal working hours and kept to the timetabled length with no lesson lasting longer than 25 minutes
2. Tutors must only use their Oldham.gov.uk email address to communicate with parents and must use an appropriate Zoom communications username.
3. Only Oldham.gov.uk email accounts are to be used for work relating to Oldham Music Service.
4. Remote lessons must not be recorded by either the teacher or any of the participants.
5. Tutors should normally only contact students via their parent's / carer's email address. Pupils at KS3-5 may well have secure email addresses provided by their schools or colleges. It is acceptable for these to be used to communicate directly with pupils themselves.
6. The Oldham Music Service must also be invited to attend the live streamed lesson. A member of the Oldham Music Service team may then join that lesson at any point for monitoring purposes, just as they would if they were observing a lesson in a school setting.
7. Tutors must not accept any private requests to deliver online teaching over webcam / video chats. This leaves them extremely vulnerable from a safeguarding perspective.
8. Tutors must not pass their personal mobile number on to students, only parents / carers.
9. Tutors must not share any content over social media and should not friend or follow pupils on their personal social media accounts.
10. Tutors must report any safeguarding concerns to the Designated Safeguarding Lead at Oldham Music Service and to the relevant school Designated Safeguarding Lead

Lesson Environment, Presentation and professionalism

1. Tutors must not teach a remote lesson unless they are healthy and well enough to do so.
2. Tutor must deliver the lesson from a suitable and safe space for online tuition and, ideally, against a neutral background.
3. If the lesson is to be delivered to the student in their own home, tutors should check that the student is accessing the live streamed lesson in an appropriate space (e.g. NOT from the student's bedroom) and a parent or carer must be present at the start of the lesson and remain within earshot to monitor the live stream throughout.
4. Tutors and children must wear suitable clothing, as should anyone else in the household.
5. Tutors language and behaviour will always be professional and appropriate, just as it would be in a face-to-face lesson.
6. Computers or tablet devices used for live lessons should be in appropriate areas, and where possible be against a neutral background.

Technical matters*

1. At the end of each lesson, the tutor, as the host, should end (close down) the online lesson for all participants. If this is not possible, they must ensure that they are the last person to leave the online space, so that no interaction between students is possible after the lesson has finished.

*Further information on the security settings within Zoom are below.

MUSIC TUTORS: ADDITIONAL ONLINE TEACHING GUIDELINES

1. Tutors must make sure their device / laptop is plugged in, so a power supply is not cut mid-way through a lesson.
2. Ensure the camera placement is positioned appropriately for the lesson so that the tutor is not too near or far to the camera and that there is enough space to adequately show the instrument for demonstration purposes.
3. Check the sound quality is clear, with no interfering background noises. To support this, tutors should disable 'Persistent Background Noise' and 'Intermittent Background Noise' in the advanced sound settings.
4. Tutors must take care to accurately describe and discuss techniques that would usually be demonstrated.
5. Have resources available and ready to use that will support and enhance the lesson.
6. Set clear homework that progresses on from the lesson, ensuring required documents / resources have been provided via the YUMU platform to students' parents.

PARENTS/CARERS: ADDITIONAL ONLINE SAFEGUARDING INFORMATION & REQUIREMENTS IF THE LESSON TAKES PLACE AT HOME.

1. Parents must present themselves at the start and end of the lesson, and remain nearby during the lesson so that they are able to monitor the conversation. They are welcome to stay on camera while the lesson is taking place, as long as this does not disrupt the lesson itself.
2. In a planned group lesson, if only one child attends, then the parent will be asked to remain in the room through the lesson, as if it were a planned 1:1 lesson.
3. Parents must ensure that their child's language is always appropriate, including from any family members (siblings, other relatives) who might be in the background.
4. Tutor's will wear his / her Oldham Council lanyard and ID badge during lessons.
5. Your child must be physically located in safe learning space that is appropriate for online lessons (E.g. not the in their bedroom).
6. Your child should be in a room with, or near, an adult, so that the adult can hear and see the lesson taking place. It is the responsibility of the parent / carer to ensure that this is happening.
7. You will need to provide your child with a suitable device for receiving lessons on. This would ideally be a desktop or laptop computer, but it can be a tablet or iPad or even a smartphone. The device will need to have a working camera with audio / microphone and should be tested before the lesson begins.
8. Your device will need to be connected to the internet with notification and alerts turned off (so that they do not disrupt the lesson .) Ensure that there is a stable online connection with the tutor before the start of each lesson.
9. The microphone should remain muted while in a group lesson until the pupil is asked to demonstrate by the tutor.
10. Gallery view should not be used – the pupil should only be able to see the tutor, so that pupils cannot distract each other. The exception to this is if a child is required to demonstrate to the other members of the group. In this case, the view of that child may be shared with the other participants for the duration of the demonstration after which the image should be returned to the tutor alone.
11. Your child must agree to concentrate and behave as he/she would in a face-to-face music lesson.

12. There should be no eating during the lesson.
13. Your child will not be able to use the 'chat' function or the 'emojis', as these will be turned off in Settings.
14. Parents must not pass the tutor's email address on to the student or to any other families.
15. Agree to not share any online passwords or redistribute any content in any way.
16. Parents must share any concerns directly with OMS.

Please note: If the above conditions are not met, the OMS tutor will immediately terminate the lesson and inform Oldham Music Service.

DESIGNATED SAFEGUARDING LEAD:

Gerard Booth – Head of Oldham Music Service

Gerard.booth@oldham.gov.uk

OMS CONSENT FORM FOR ONLINE MUSIC LESSONS

Please use BLOCK CAPITALS

Pupil name: _____

School: _____

Instrument: _____

Name of usual OMS tutor: _____

Parent name: _____

Parent email address, for use by the Tutor: _____

Parent mobile number, for use by the Tutor: _____

Declaration

I have read and accept all the above conditions and understand that the tutor may terminate the lesson at any time should I, my child or other appropriate adult supervising the lesson, not adhere to the agreed guidelines.

Signed: _____ *(A digital or typed signature is fine)*

Date: _____

TO BE COMPLETED BY OMS TUTOR

NAME: _____

I have read and agreed the above safeguarding policy, and will follow the procedures outlined when delivering online music tuition. I understand that these are in addition to the normal safeguarding procedures which are followed by OMS staff in standard tuition in school and community settings. I confirm that my safeguarding training is up to date, and that I will adhere to all the guidelines outlined in OMS safeguarding documents and policies.

SIGNED: _____

DATE: _____

***ADDITIONAL INFORMATION ON ZOOM SECURITY AND SETTINGS**

Security settings/functions for online teaching with Zoom

Zoom have improved security functions, which have been pre-configured as default settings for added protection. The software must be kept up to date with the latest version in order to maintain the highest levels of stability and security. Tutors must check all settings, and configure as necessary, before any online session begins.

ID and invitations to lessons

- Removal of ID from title bar to prevent Host/Tutor's information being copied.
- System should be set to issue a randomly generated Meeting ID and Unique Password for each lesson rather than using the Personal ID of the Host/Tutor – this mitigates anyone trying to join future meetings as ID/password won't be the same.
- Host/Tutor receives a notification should any participant share the link with anyone else who is not invited to join the lesson.
- Invitation settings should be set to allow give participants the option to join the lesson using their web browser or Zoom software on their computer or tablet.

Mitigating 'Zoombombing'

- All participants joining the lesson are placed in a 'waiting room' with sound muted and with video switched off, until admitted to the lesson by the Host/Tutor. Whilst in the 'waiting room' participants cannot see, hear, be seen or heard by anyone else in the lesson.
- The Host/Tutor has full control and the ability to remove anyone from the waiting room who was not invited to the lesson.
- Once the lesson begins, the room can be 'locked' by the Host/Tutor to prevent anyone else from joining.
- The 'Share Screen' and 'Chat' functions should be switched off in Settings and is managed by the Host/Tutor.

Other management functions

- Remote lessons must not be recorded by either the teacher or any of the participants.
- The security button on the Host/Tutor's screen is easily accessible for use by the Host/Tutor during the lesson.
- The 'emojis' function should be switched off in Settings.
- The Host should have their video 'Pinned' to the screen.

- The Host/Tutor has the ability to remove anyone from the session for bad behaviour or where guidelines are not being adhered to. Once removed they are unable to re-join that lesson.
- The Host/Tutor has the ability to place participants back into the waiting room (akin to being placed on hold on a telephone, or waiting outside the classroom, but with no sound or image) should this be necessary.

Internet connection

For most people the internet connection should be fine for good quality video and audio. It is worth testing this with friends or family before starting the first lesson. If it seems slow and there are 'latency' issues, there are several things you can try:

- Move your PC/device closer to the router (if you're far away the wi-fi signal isn't as strong). The best solution is to use a network cable to connect your computer to the router if possible.
- Checking that other people in the house aren't using the internet at the same time (e.g., streaming video or TV).
- Test the speed of the internet connection, for example, here: <https://www.speedtest.net>
- If there is a temporary problem with your line, you can contact your service provider to ask them to check for faults on the line.

Not everyone has a fast broadband internet connection, or a good mobile data signal. This can result in lower video quality, but generally the sound will be prioritised so you should be able to hear the teacher and any other students in the group lesson

Setting up camera positions

Make sure that you plan ahead... you don't need to have a tripod or anything like that - propping up devices (so they remain secure) is ok. You'll just need to think about what a student / tutor needs to see e.g. your hold of the instrument, the keys etc. Remember to secure your device if it is propped up so it doesn't fall during the lesson.

- Is there enough light for both pupil / tutor to be seen clearly? Try not to sit with a window or light source behind you, thereby placing you in shadow.
- Check what can be seen behind you on screen? Is there anything personal you do not want to be seen?

Test, Test, Test!

For this reason, it's ALWAYS a good idea to test your setup before you start your actual lesson. If you can, try and connect with a friend via the zoom so that you can...

- Test the **audio levels**

- Test the **picture quality**
- Test the **video software** (and get used to how it works)
- Test the **device** that you're using
- ...and test anything else that you can think of!

Remember, an online lesson is **best when you test** first!

Pupils – this is a great opportunity to perform / give a concert to someone you may not see very often!

Communication

When you're speaking through a screen, especially if the screen is small, you will need to make sure that all your gestures are clear. Sometimes you will need to slightly exaggerate your movements if you are speaking or demonstrating something. But don't become self-conscious; you shouldn't especially change how you are playing the violin for example just because you are using a webcam.

Language & Speech

Try always to **speak clearly and slowly** when using a webcam for a lesson. Remember that **latency** (time lag) can mean that you have to wait for the other person to finish speaking in order to make your point.

If you're not used to this time delay, speaking can seem stilted and awkward at first. But if you just imagine that you're communicating through a walkie talkie system (when one person would usually have to say the word 'over' to indicate that they have finished speaking), then actually it becomes really easy!