

Online Learning Policy

Statement

In order to provide continuity of service for our young people in the London Borough of Lewisham, Lewisham Music will support the delivery of video-lessons online during the period of social distancing as an alternative to face-to-face lessons. LM tutors will use Zoom Conferencing to deliver live video-lessons via the internet.

PAYMENT CONDITIONS

- By signing up to digital online music lessons with Lewisham Music payment must be made in advance of the lessons being delivered to your child(ren). You will receive an invoice via email in the usual way. Payment can be made by bank transfer or via debit or credit card. Details of how much and how to pay will be located on the invoice.
- Failure to make payment in advance will mean that the lesson cannot go ahead.
- Access to lessons will be arranged directly with your allocated Lewisham Music tutor and they will be notified to schedule the lessons with you once your payment has cleared in Lewisham Music's accounts.
- If you have payments still outstanding from any previous terms you will need to clear these fees in order to sign up to digital online lessons first. We will write to you when you apply if our records indicate there are balances still outstanding.
- Concessionary rates are available for children/young people in receipt of Free School Meals and Looked After Children (in care).
- There is a 25% discount for siblings taking part in online tuition, one sibling will pay the full cost and the discount will be applied to all other siblings with the lowest overall cost.
- Parents/Carers can book lessons via: www.lewishammusic.org/online-music-tuition

SAFEGUARDING

Just as in a face-to-face lesson, LM's safeguarding policy and procedures still apply when teaching/learning online. LM's Designated Safeguarding Lead is Charly Richardson (charly.richardson@lewishammusic.org / 07525 671341). Any concerns about the health and wellbeing of pupils must be communicated to him immediately.

Our full safeguarding policy is available to read on our website: www.lewishammusic.org/about-us/our-policies

TECHNICAL INFORMATION AND REQUIREMENTS

- Lewisham Music recommends the use of the Zoom Video platform. All LM e-lessons must take place via the Zoom platform in order to ensure safeguarding protocols are specific to the functions of the software and to allow for greater technical support to tutors, parents and guardians. There is no cost to use the Zoom 'Basic' package for either parents/guardians or tutors.
- Zoom is available to download free here: <https://zoom.us>
- The use of laptop/desktop is preferable due to improved functionality and security. However, in order to increase accessibility for all learners, it is possible for lessons to be facilitated on mobile devices via the Zoom app. In this case, additional precautions must be taken including ensuring that the tablet/phone is mounted on a stand or table and not hand-held; to avoid the accidental sharing of private or confidential data/images.
- The device that you use will need to have a working camera with audio functionality.

- Your device will need to be connected to the internet, ideally with a minimum speed of 2mbps, if you are unsure of your internet speed then you can test it here: www.speedtest.net
- Your device will need to have alerts, etc, turned off, so that they do not interfere with the lesson.

ONLINE LEARNING CODE OF CONDUCT

Mandatory Guidance for: Parents, guardians, tutors, pupils and all members of their respective households.

- All video lessons must be arranged with the **full knowledge and consent** of an **adult responsible for any participants under the age of 18**. To ensure this, LM tutors must only initiate video-lessons via the email address of a named adult with parental responsibility for their pupils.
- Before the start of the first video-lesson Lewisham Music tutors must ensure that a parent/guardian has read and agreed to LM's **Online Learning Consent Form**.
- When creating an e-lesson on Zoom and inviting parents/guardians via email, **tutors must also cc: e-learning@lewishammusic.org and include the date/time of the lesson**.
- LM Managers will continue to observe lessons digitally for the purposes of quality assurance and safeguarding. Parents/carers will be made aware of this in advance.
- LM tutors will be required to use a Lewisham Music email account for all communications regarding the scheduling of lessons and for initiating lessons via Zoom or any other video-conferencing package. Tutors will need to create their Zoom account using their dedicated LM email address.
- 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, including that of all other members of either household.
- Lessons must take place in an **appropriate room** in the home and wherever possible, not in the pupil's bedroom.
- **All lessons must be supervised by an adult with parental responsibility** for the pupil(s). Ideally the parent/guardian will remain in the room for the duration of the lesson, however this may not always be possible or desirable. **As a minimum, the parent/guardian should remain in the general proximity throughout** (e.g. by remaining in the building with the door to the teaching room being left open) and will ideally be present in the room at the beginning and end of the lesson. **Alternatively, the parent/guardian could supervise the lesson digitally**, by joining the Zoom conference on another device. In this case the adult must join the conference before the child. It may be preferable for the supervising adult to mute their microphone so as not to disrupt the lesson with background noise.
- Lessons 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/guardian and tutor. However, **no LM e-lessons are permitted to take place before 8am or after 8pm**.
- Tutors must ensure that the **teaching environment**, both physical and digital (including desktop backgrounds and open tabs, software, documentation) 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. Bills, receipts, documents (both physical and digital) and letters/emails should not be on display. All members of both households should be aware that the video-lesson is taking place and be mindful of this.
- To further prohibit the accidental sharing of private/confidential data/images, it is required that when lessons are delivered or received via a **mobile device**, such as a tablet or phone, the device is **securely mounted on a stand or flat surface** (not hand-held) before the video-lesson is due to start.
- **Recording lessons is prohibited. Whilst** Zoom can make video recordings of meetings/lessons it is **not permitted for either party to record lessons.**
- Tutors **must not share their personal phone numbers with pupils** or interact with pupils via **social media**, even for the purposes of sharing lesson content. Tutors and pupils must not 'friend' or 'follow' each other via social media accounts. **Video-lessons are only permitted to take place via Zoom** and not other webcam or video chat platforms.
- Zoom's **chat feature** may be used during lessons for the purposes of supporting pupil learning, however all content must be appropriate. The chat function **may not be used outside of a scheduled lesson** or for social purposes.

IMPORTANT

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

If parents/guardians, pupils and/or tutors breach the terms of this policy, subject to the outcome of an investigation LM withholds the right to terminate their contract without further pay, or cancel all remaining lessons without refund.

Updated April 2020

ADDITIONAL CLAUSES FOR TUTORS

- All video-lessons should be set up in advance with Zoom's 'Schedule' function and then emailing the 'meeting link' to parents/guardians before the lesson.
- In order to further ensure security, it is best practice to password protect video-lessons ('meetings') when scheduling them (you will see an option to add a password after clicking 'Schedule'. The security provided by a password is compromised if this is shared with parents/guardians via the same method as the meeting invitation link.
- LM recommends selecting a password in advance for all lessons and sharing this with the parent/guardian via email before the first lesson.

BEST PRACTICE GUIDANCE FOR TUTORS

- How to set-up/install Zoom: <https://m.youtube.com/watch?v=QsAYUq42vLI&feature=youtu.be>
- It is recommended that only the tutor uses headphones to improve the quality, **however pupils must not wear headphones** to allow the parent/carer to hear all of the lesson.
- Utilise the Zoom's 'Original Sound' feature to improve audio quality for music lessons: <https://www.youtube.com/watch?v=50NoWliYECA>
- It is not going to be possible to play simultaneously with pupils during Zoom 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 utilising backing tracks or pre-recording accompaniments and sending these to your pupils.
- For some instruments (e.g. piano/keyboard) it may be advantageous to have a two-camera set up (to show hand positions, for example). This can be achieved with Zoom's split screen functions and a second webcam. It is possible to utilise a phone/tablet as a second webcam using an application such as EPOC Cam. Alternatively, tutors could invite themselves to the meeting and join on a second device, however care must then be taken to mute the microphone and speaker of this device to avoid feedback.
- The use of 'screen sharing' could be a valuable pedagogical tool (for showing pupils notation, lyrics etc.). You are encouraged to use this feature, subject to the clauses of the Code of Conduct above. Use of Zoom's annotation feature could be an effective way of highlighting passages on a score to a pupil in the absence of being able to physically point at their music.