

ON-LINE LEARNING CODE OF CONDUCT/INFORMATION

PARENT INFORMATION

Equipment Needed

- Broadband connected device (e.g. laptop, PC, tablet or phone) with working microphone and speakers.
- Email client (e.g. Outlook) logged in to the email address that will accept the invite. Please ensure no other Apps are open at the same time.
- Up to date web browser – Microsoft Teams app – available from app stores. This is free and there is no requirement to set up a login as you should be able to join as a guest.

How to Connect

- The Music Service Tutor will create a calendar event with the nominated parent / carer email address.
- At the specified lesson time, the staff member will start the meeting and you will be asked to 'join the meeting' following the link in the calendar invite. At this point we will briefly check that the speaker and microphone are working and that the camera angle is right at both ends.
- There will be occasions when the connection and video quality may not be as good as we'd like so please bear with us as we develop this method of teaching.

Safeguarding & Location of Lesson

- All on-line 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, tutors will only initiate lessons via the email address of the named adult on the account.
- At the beginning of the lesson Parents / Carers should make themselves known to the teacher via the link
- Telford & Wrekin Music tutors will be required to use their dedicated .gov.uk account for all communications regarding scheduling and for initiating lessons.
- All participants and all members of their household will be expected to wear suitable clothing at all times whilst the on-line lesson is take place. Children need to dress appropriately for the lesson as they would at school (though not school uniform) to ensure that all involved feel comfortable.
- Lessons must take place in an appropriate room in the home and not in either a bedroom or bathroom.
- Lessons should take place where young people can be supervised. Parents don't need to be in the room all the time but should be around to help / supervise if required (e.g. with a stuck valve for a Trumpet pupil, or tuning a guitar).
- Please try to make sure that the room is well lit to enable the best picture quality we can.
- Position the device a suitable distance for the teacher to see the pupil play and perform. Too close will distort the sound.

- Language must always be professional and appropriate including that of all other members of either household.
- Tutors and students must ensure that the teaching environment, both physical and digital (including desktop backgrounds and open tables, software, documentation) are professional and neutral.
- Tutors must not share their personal phone numbers with pupils or interact with pupils via social media, even for the purpose of sharing lesson content. Tutors and pupils must not 'friend' or 'follow' each other via social media accounts. On-line lessons are only permitted to take place via Microsoft Teams and not other webcam or video chat platforms

Lesson considerations

- Please ensure that you are ready for the lesson to start – you may not be allowed into the lesson if you arrive late as it will have already commenced.
- Lesson times will need to be adhered to closely.
- Please have the instrument ready for the start of the lesson.
- Encourage your child to engage with this way of learning, concentrate and work hard so that we can work to make it a valuable experience. We know it will be a very different experience from lessons in school.
- Please encourage your child to practise between lessons so that good progress can continue to be made.
- Please be patient as we do this way of teaching. It will feel very different to a face to face instrumental lesson as there are some methods and approaches to teaching will not work over a video link (e.g. pupils playing together).

To ensure we follow good Safeguarding practice, music service staff will provide professional delivery and if the session does not feel right for any reason (e.g. behaviour, pupil attitude etc.) then they will end the lesson and email you with the reason why.

This is a new way of working for everyone. Please email any feedback or questions to telford.music@telford.gov.uk or discuss with your tutor.

