

## **Instrumental and vocal lessons at home in the event of School closures**

Harrow Music Service parent/carer and family guidelines for using Zoom  
October 2020

You need to read these and go to the link at the end of the document to 'sign' online to say you understand them.

If you require explanation, please email [harrowmusicservice@harrow.gov.uk](mailto:harrowmusicservice@harrow.gov.uk) or ring the Music Service office on 020 3773 7166.

### **Zoom online platform**

We are offering Zoom lessons in the event of school closures to all students who are currently signed up for lessons in school. Unless otherwise informed, **lessons will be on the same day and at the same time as current lessons are in school.**

Zoom lessons are protected by a **unique code** and for added security a **unique password** for each lesson. Zoom can be **monitored centrally** by HMS admin and senior teachers. The HMS teacher can request a member of HMS admin or leadership team to join the lesson for technical support if required and HMS leadership/senior teachers may join lessons to observe for quality control purposes.

If you have problems with video or would prefer not to use it, then the teacher can deliver the lesson using audio only. Please be aware that this will be less effective as a way of teaching.

### **General**

#### **You will need:**

- A laptop OR PC OR tablet OR phone with a camera and microphone
- Good power supply
- Minimum 2mbps broadband speed
- Desk/table to place computer/tablet on
- Student's instrument
- Music
- Music stand (if you regularly use a music stand in your lesson)
- Practice diary and pencil (use a notebook if you do not have one)

**Your son/daughter will need to be ready** at the start of the lesson with their instrument, music etc.. If they do not connect to the lesson at the start of the session the lesson will still end at the appointed time even if that means the pupil has missed the lesson as the teacher will need to teach someone else.

**If you have problems with your IT broadband or equipment** we will give you one free session to acknowledge this difficulty but thereafter we will count lessons as delivered even if your technology is not working.

**If our teacher has problems with IT** we will not count this as a lesson. We will only charge you for lessons where the teacher is present online.

#### **Scheduling**

Your child's instrumental teacher will schedule the lessons for the same day and time as they are usually in school unless your child's teacher suggests an alternative. The best way to contact your child's teacher is to email [hmsstaffclassroom@gmail.com](mailto:hmsstaffclassroom@gmail.com).

## **Safeguarding**

- 1.** Parents are asked to confirm they have read this guidance as part of the enrolment process – you must confirm this at the end of this form.
- 2.** All Harrow Music Service teachers have been given comprehensive advice and training about delivering online lessons safely
- 3.** All HMS tutors have been safely recruited, have up to date online teaching training and hold a current DBS Enhanced Disclosure
- 4.** All the rules for safe professional behaviour that apply in a music lesson at school still apply here. Language must always be professional and appropriate during video lessons, including that of other members of the household.
- 5.** All video lessons must be arranged with the full knowledge and consent of the adult responsible for any students under the age of 18
- 6.** Lessons may be taught from the HMS teacher's home. All HMS teacher should be wearing their HMS ID badge when teaching as they would in school
- 7.** An adult family member should be visible at the beginning and the end of the lesson and remain nearby throughout (i.e within the building at calling distance). If desired, the adult family member can remain in the room for the lesson and observe or support learning.
- 8.** Lessons must take place in an appropriate room in the home. Lessons must NOT take place in a bedroom.
- 9.** Extra care must be taken to ensure that private or sensitive information and data is not accidentally shared during video lessons.
- 10.** All members of both households should be aware that the video lesson is taking place and behave accordingly.
- 11.** All participants and all members of their household will be expected to wear suitable clothing at all times whilst the lesson is taking place.
- 12.** Lessons should take place during reasonable working/learning hours
- 13.** All communications with HMS tutors outside the online lesson should be from the email address you provide to HMS (see the end of this document)
- 14.** Students must not share their personal contact details or interact via social media with an HMS tutor.
- 15.** Video lessons are only permitted to take place via Zoom and not other webcam or video chat platforms.
- 16.** Zoom's chat feature may be used during the lessons for the purpose of supporting pupil learning. All content must be appropriate.

**17.** HMS teachers may mute participants or end the session at any time. They have been instructed to end the session as soon as the lesson has concluded. This will automatically end the session for the pupil.

**18.** HMS reserves the right to terminate one lesson or the entire lesson package if the student contravenes any of the online safety and behaviour guidelines

**19.** Some lessons may be 'visited' by a senior HMS teacher or may (with permission) be recorded for quality control purposes. The resulting video will be destroyed after it is reviewed.

**If you or your child feels uncomfortable about any aspect of the lesson or the HMS tutor (e.g. behaviour, language, etc..) you should report it to Sue McCall (designated safeguarding lead) via [hmssafeguarding@harrow.gov.uk](mailto:hmssafeguarding@harrow.gov.uk)**

**Other general queries for teacher should be directed to [hmsstaffclassroom@gmail.com](mailto:hmsstaffclassroom@gmail.com). These will be directed to HMS staff and their response will be sent back to you as soon as possible.**

Please continue...

## **Data Protection**

1. We will ask you for the minimum of data in order to help the lessons run smoothly. The personal information you give us at the end of this document will be kept securely on the Harrow Music Service drive and destroyed if and when you cease having lessons with Harrow Music Service.
2. Our teacher/s will hold your email address and your child's names on their computers/devices in order to contact you and to register the attendance of the pupils at their lessons.
3. Once a year, we enter the data into the Harrow Council pupil database and extract the data as anonymous numbers to be returned to the Department for Education (through Arts Council England). This is requested by the DfE in order to produce statistics regarding instrumental learning and achievement across England. Statistics can be found on the Arts Council England website under 'Music Education Hubs'.
4. A data privacy statement has also been sent to you explaining how and why we process your data and what steps we take to protect it.

### **Consent Form:**

**Please click on this link to 'sign' the form. Then we will be able to contact you regarding ZOOM lessons online.**

**If you do not go to this form and fill it in, we will be unable to contact you and set up your child's Zoom lesson.**

**LINK: [Please click here](#)**