

SWINDON MUSIC SERVICE
A NOT-FOR-PROFIT CHARITABLE INCORPORATED
ORGANISATION



SWINDON MUSIC SERVICE: ONLINE MUSIC TUITION SAFEGUARDING POLICY APRIL 2020

The central graphic features a large red circle with a white border. Inside the circle, at the top, is the Swindon Music Service logo, which consists of the text 'Swindon Music Service' in a white serif font on the left, and a stylized white graphic of a person playing a musical instrument on the right. Below the logo, the title 'SWINDON MUSIC SERVICE: ONLINE MUSIC TUITION SAFEGUARDING POLICY APRIL 2020' is written in a bold, white, sans-serif font.

Supported using public funding by



SWINDON MUSIC SERVICE
THE PLATFORM, FARINGDON ROAD SWINDON SN1 5BJ

Rationale

During this difficult period of social-distancing and school closures, Swindon Music Service is keen to find ways to ensure continuity of provision for schools, young people and families, and to help maintain a level of connectedness to the musical learning community. To that end we have established opportunities for tuition to continue in the form of online instrumental and vocal lessons using ZOOM communication software.

The safeguarding of the children and young people is the highest priority during any remotely streamed video lesson. This online Music Tuition Safeguarding Policy has been developed using the 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 /safety policy.**

Peter Clark

Peter Clark MMus, PGDip(Mgt), ARCM, MCMI
Chief Executive Officer



General safeguarding guidelines and conditions for online teaching

School staff will make parent /carers aware of this policy and consent / application form to relevant parents and carers.

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

Communications and lesson set up

1. All lessons will be timetabled during the normal working hours and kept to the timetabled length with no lesson longer than 30 minutes
2. Tutors must only use their ...sms.co.uk email address to communicate with parents and must use an appropriate ZOOM communications username.
3. ...sms.co.uk email accounts are only to be used for work relating to Swindon Music Service.
4. Tutors should only contact students via their parents /carers email address.
5. Swindon Music Service must also be invited to attend the live streamed lesson. A member of the Swindon Music Service team may join that lesson at any point for monitoring purposes, just as they would if they were observing a lesson in a school setting.
6. Tutors must not accept any private offers to do online teaching over webcam / video. This leaves them extremely vulnerable from a safeguarding perspective.
7. Tutors must not pass their personal mobile number on to students, only parents / carers.
8. Tutors must not share any content over social media and should not 'friend' or follow students on their personal social media accounts.
9. Tutors must report any safeguarding concerns to Designated Safeguarding lead at Swindon Music Service.



Lesson Environment, Presentation and Professionalism

1. Tutors must not teach remote lessons unless they are healthy and well enough to do so.
2. Tutors must deliver the lesson from a suitable and safe space for online tuition and, ideally, against a neutral background.
3. Tutors should check that the student is accessing the live streamed lesson in an appropriate space in the home (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 students 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 natural background.

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 Noise' Background 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 emailed to the student's parents.

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



Parents/cares: Additional online safeguarding information & requirements

1. Parents must present themselves at the start and end of the lesson, and remain nearby during the lesson so 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 Swindon Music Service lanyard and ID badge during the lesson.
5. Should your child receive a lesson from someone other than their regular tutor please be assured that the replacement tutor will have been DBS-checked and will also wear his/her Swindon Music Service lanyard and ID badge during the lesson. We will provide you with the replacement tutor's name. They will be a specialist in the instrument that your child is learning and will be a current member of SMS tutor staff.
6. Your child must be physically located in a safe space that is appropriate for online lessons (e.g. not in their bedroom).
7. 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.
8. 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 - mobile phones are not suitable or appropriate and should not be used. The device will need to have a working camera and audio / microphone and should be tested before the lesson begins.
9. 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 suitable online connection with the tutor before the start of each lesson.
10. The microphone should remain muted in a group lesson.
11. Gallery view should not be used - the pupil should only be able to see the tutor, so that students cannot distract each other.



Parents/cares: Additional online safeguarding information & requirements cont...

12. Your child must agree to concentrate and behave as he/she would in a face-to-face music lesson.
13. There should be no eating during the lesson.
14. Your child will not be able to use the 'chat' or the 'emojis', as these will be turned in Settings.
15. Parents must not pass the tutor's email address or mobile number on to the student or to any other families.
16. Agree to not share any online passwords or redistribute any content in any way.
17. Parents must share any concerns directly with SMS.

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

DESIGNATED SAFEGUARDING LEADS:

Paul Rowe - paulrowe@smscio.co.uk. - Schools' Operational Delivery Manager

Lynn Hawkins - lhawkins@smscio.co.uk. - SYM & Community Delivery Manager

This policy will be reviewed should there be an extension to the COVID 19 lockdown beyond June 2020



Additional information on ZOOM security and settings

Security settings / functions for online teaching with ZOOM

Zoom has 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 invitation to lessons

- Removal of ID from title bar to prevent Host/Tutor's information being copied.
- System should be set to issue 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 'Share Screen' and 'Chat' functions should be switched off in Settings and is managed by the Host/Tutor.

Other management functions

- The security button on the Host/Tutor's screen is easily accessible for the 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 the telephone, or waiting outside the classroom, but with no sound or image) should this be necessary.



Swindon Music Service & SYM have developed an online tuition system to enable us to offer lessons to your child(ren) through the COVID-19 Coronavirus isolation period.

Please consent to the below questions in order for us to set up the process as quickly as possible.

I wish to proceed with online instrumental lessons

Please select the option if you wish to undertake these lessons

Agree

Parental Guidance

I have read and agree to the guidance SMS has set up to assist with facilitating the online lessons.
<https://smscio.org/useful-ict-resources/central-music-school/parent-guidance-online-tuition/>

I have read and Agree

Safeguarding

I have read the safeguarding guidance and risk assessment and agree to assist with the implementation.

<https://smscio.org/useful-ict-resources/central-music-school/safeguarding-for-on-line-tuition/>

I have read and Agree

GDPR Consent

I give permission to share my email address with the assigned tutor in order to assist them contacting me to arrange the lessons.

I give consent

Preferred Email Address

Please submit the email address to be used to pass on to the assigned tutoir for contact purposes



ACTIVITIES



Swindon
MUSIC
Service



Swindon
Young
Musicians



SWINDON MUSIC SERVICE

Contact:

Swindon Music Service
The Platform
Faringdon Road
Swindon
SN1 5BJ

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