

WMEHS Live Online Synchronous Music Tuition with Schools Policy

Updated January 2021

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Section 1: Rationale

In order to provide continuity of service for children and young people of Walsall, WMEHS (Walsall Music Education Hub and Service) can support the delivery of live online synchronous music tuition during periods of lockdown as well as during periods of social distancing in lieu of face-to-face lessons.

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

This policy operates in addition to, and does not replace, the general safeguarding policy for WMEHS. All points must be observed for the protection of both student and tutor.

PLEASE READ THIS ENTIRE DOCUMENT.

Section 2: General safeguarding guidelines and conditions for online teaching

- Both schools and WMEHS agree to adhere to this policy.
- WMEHS to operate on the school's digital platform to enable schools to capture all relevant data and communications for safeguarding purposes as well as GDPR compliance.
- If parental consent forms are required this is the responsibility of the school. Advice on content, if needed, can be found towards the end of this policy*.
- WMEHS staff can only contact parents/pupils via schools approved methods NOT via WMEHS email addresses or personal communications.
- The *Protocol for Live Online Music Tuition Form* MUST be completed and sent to Stephanie Dufty, Music Education Partnership Specialist for WMEHS, on sdufty@walmused.org.uk
- Just as in a face-to-face lesson, all WMEHS and school safeguarding policies and procedures still apply when teaching/learning online.
- **All WMEHS teachers delivering lessons have an Enhanced Disclosure DBS certificate and receive regular safeguarding training in line with Walsall Council policies.**

Section 3: Technical Information

All WMEHS lessons must take place via the **preferred platform** of the school either within the school itself or in the home setting of the pupil.

The use of a laptop/desktop is preferable due to improved functionality and security. However, in order to increase accessibility for all teachers and learners, it is possible for lessons to be facilitated on mobile devices with most platforms. 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 will need to have a working camera with audio/microphone and should be tested before the lesson begins.

Computers or tablet/mobile devices used for live lessons should be in an appropriate area, and where possible against a neutral background. Most platforms have a virtual background function to hide the actual background of the room. The background must be appropriate for the lesson e.g. blurred, plain and not distracting.

Teachers and parents/carers must make sure their device/laptop is plugged in, so a power supply is not cut mid-way through a lesson.

* See Appendix ii

Section 4: Online Learning Code of Conduct - Mandatory Guidance for music teachers, parents/carers, pupils, schools and all members of their respective households

- All lessons, where possible, will be timetabled during the normal school teaching hours and kept to the timetabled length. However, there will be some element of flexibility and negotiation, where possible, between the parent/carer, teacher and school in terms of times and accessibility.
- All video-lessons should be set-up in advance using the calendar function associated with the platform and then the 'meeting link' emailed to the pupil before the lesson where appropriate.
- The teacher will wear their Walsall Council lanyard and ID badge during lessons.
- The stated platform on the *Protocol for Live Online Music Tuition Form* is the preferred online platform for the school, and so an authorised channel of communication. It must only be used during a scheduled lesson or meeting time. Neither student nor teacher should use this as a means of contacting the other party outside of the scheduled lesson time. As with all school based communications, the content and language of messages must, at all times, be professional.
- Lessons may be recorded and stored securely on the school cloud (in line with GDPR requirements) in accordance with the school's safeguarding policy and the information provided in the *Protocol for Live Online Music Tuition Form*. Storage of lesson recordings is the school's responsibility as data collectors.
- Teachers must only use their school business email address to communicate with pupils, parents or carers (e.g @schoolname.co.uk).
- Teachers can use their WMEHS business email address (@walmused.org.uk OR @foreststartsmusic.org.uk) or the school email address (e.g.@schoolname.co.uk) to communicate with the school.
- Teachers should only contact students via the student's school email address and/or via their chosen platform whichever is stipulated by the school's online protocol.
- If lessons are being received at home, all participants must wear **suitable clothing**, as should anyone else in the household whilst the lesson is taking place. Attire which would ordinarily be worn in school on a non-uniform day is essential: clothing worn by student or a teacher, which does not meet this expectation is not acceptable and the lesson should be stopped immediately and reported to the Head of Music or Music Lead within the school and the teachers' line manager at WMEHS.
- If lessons are being received at school, students will be in their uniform and staff should be suitably, professionally dressed.

- **Regarding whether an adult should be present for the lesson or part of the lesson is a decision for the school and in line with the school's safeguarding policy.** Be that a parent at home, or a teacher or teaching assistant in school. Confirmation of this must be stated on the *Protocol for Live Online Music Tuition Form*. If required by the school, and a parent/carer is not present at the start of the lesson, then the stream will be terminated by the teacher. The pupil may then re-join once an adult is present.
- The lesson must take place in an **appropriate room**. If at school this will be a space designated by the music teacher or class teacher. If at home, both students and teachers must be located in safe and appropriate working spaces such as a lounge or study. Recommended virtual backgrounds are available on the remote platform which blocks out any surroundings, or blurring the background is a possible option. Care should be taken to not have personal effects on display. A plain, non-distracting background is preferable.
- **Teachers** should be in a room where others cannot see or listen in, if this is not possible, then headphones must be worn and screens angled away towards a wall and away from other people.
- **Language** must always be professional and appropriate during lessons, including any family members that may pass in the background.
- The live lesson must not be recorded on a personal device, nor should any photographs or screenshots be taken under any circumstances.
- Participants **must not** share any files other than **music or relevant supporting materials** over the platform.
- Participants **must not** share any content with the teacher over social media.
- Teachers must ensure that the teaching environment, both physical and digital, are professional and neutral. Extra care must be taken to ensure that private or sensitive information is not accidentally shared. All other web browsers and programs **must be closed** before starting the lesson and both parent/carer and teacher devices should be in '*do not disturb*' mode.
- Participants use the 'chat' function only for information relevant to the delivery of the lesson (i.e. no personal comments).
- At the end of the lesson, the teacher, as the host, should end the online lesson in the manner appropriate for the online platform being used.
- The parent/carer/student/teacher all have the right to terminate the session at any time if they are not comfortable.

- Parents can share any concerns directly with the School Music Teacher and/or School Safeguarding Officer, details of which should be shared with the parent via the school prior to lessons commencing.
- Teachers must report any safeguarding concerns to the Head of Music at the School and/or designated Safeguarding Leads as well their line manager at WMEHS. If severity requires, escalation within WMEHS should go to the Head of WMEHS, Scott Hollins shollins@walmused.org.uk or Designated Safeguarding Officer, Deb Whitehouse, deb.whitehouse@walsall.gov.uk
- The Head of Music, Music Lead, WMEHS Management or any member of school SLT may occasionally 'join' the lesson at any point for monitoring purposes, just as they would if they were observing a lesson in a school setting.

All parties will maintain professional standards in all respects. The online classroom should always be regarded as an extension of the physical classroom and the safeguarding expectations that pertain to this, such as professional communication, attire and language. **Any breach by a pupil** will result in termination of the lesson immediately. **Any breach by a teacher** will be seen as gross misconduct and dealt with in line with Walsall Council's disciplinary procedure.

If at any time during or after an online 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/carers, pupils, schools and/or teachers breach the terms of this policy, WMEHS reserve the right to suspend lessons and resolve the breach with the school/Headteacher.

Section 5: MUSIC TEACHERS - Additional Online Teaching Guidelines

- **Contacting pupils or parents:** Teachers must only use their school business email address to communicate with pupils, parents or carers (e.g. @schoolname.co.uk).
- **Contacting Schools:** Teachers can use their WMEHS business email address (@walmused.org.uk OR @forestartsmusic.org.uk) or the school email address (e.g. @schoolname.co.uk) to communicate with the school
- WMEHS business email accounts (@walmused.org.uk OR @forestartsmusic.org.uk) are only to be used for work relating to WMEHS.
- Teachers must make sure their device/laptop is plugged in, so a power supply is not cut mid-way through a recording.
- Where appropriate, teachers will record the lessons in accordance with the school policy as stated on the *Protocol for Live Online Music Tuition Form*.

- Ensure the camera placement is positioned appropriately for the lesson so that the tutor is not too near to or far from the camera and that there is enough space to adequately show the instrument for demonstration purposes.
- Teachers must take care to accurately describe and discuss techniques that would usually be demonstrated.
- Teachers should have resources available and ready to use that will support and enhance the lesson.
- Teachers should set clear homework that progresses on from the lesson, ensuring required documents/resources have been communicated in line with school policy.
- Teachers **must not** share any files over the designated online platform **other** than music or relevant supporting materials for the lesson. The use of ‘screen sharing’ could be a valuable pedagogical tool (for showing pupils notation, lyrics, etc.). Teachers are encouraged to use this feature, subject to the clauses of the Code of Conduct above.
- Teachers **must not** share any personal contact information with students or parents.
- Teachers **must not** share any content over social media.
- Teachers **should not** friend or follow pupils on their personal social media accounts.
- Teachers **must not** accept any further offers to do online teaching over webcam/video chats. This leaves them extremely vulnerable from a safeguarding perspective.
- Teachers must report any safeguarding concerns **immediately** to the Head of Music or Music Lead at the school and their line manager at WMEHS. For serious cases contact also Head of WMEHS, Scott Hollins shollins@walmused.org.uk or Designated Safeguarding Officer, Deb Whitehouse, deb.whitehouse@walsall.gov.uk

Section 6: SCHOOLS - Additional Information

- Schools must complete the *Protocol for Live Online Music Tuition Form* before live teaching can take place and return to the WMEHS Music Education Partnership Specialist.
- WMEHS will share the completed *Protocol for Live Online Music Tuition Form* with teaching staff.
- WMEHS will also hold a copy of the school’s *Protocol for Live Online Music Tuition Form* centrally in their cloud repository.

- Should the school wish to make changes to the delivery of live online synchronous teaching delivery, the *Protocol for Live Online Music Tuition Form* must be updated so all parties are aware of such changes.

- **DESIGNATED SAFEGUARDING LEADS for WMEHS:**

Scott Hollins - Head of WMEHS – shollins@walmused.org.uk

Deb Whitehouse – Designated Safeguarding Officer – deb.whitehouse@walsall.gov.uk

Appendices (i) Example Content for Parental Consent Form

Elements schools may like to include in the consent/application form.

This may only be needed if current consent to remote learning and use of the schools remote learning platform does not extend to 1:1 or small group live, online, synchronous, lessons:

- Whether parents should be present at the start and end of the lesson or throughout and how that may be acceptable – within ear shot / present on screen / dialled in via another device, etc.
- Whether schools are hosting the online lessons and staff are present to supervise or not.
- Clothing worn by the student should be appropriate and akin with attire which would be suitable for a non-uniform day at school or may not be applicable if lessons are conducted on the school site.
- Language from students should always appropriate, including from any family members (siblings, other relatives) who might be in the background.
- Their child must be physically located in a safe learning space that is appropriate for online lessons (e.g. not the in their bedroom).
- Parents will need to provide their child with a suitable device for receiving lessons if lessons are to be received at home. This would ideally be a desktop or laptop computer, but it can be a tablet or mobile device. The device will need to have a working camera with audio/microphone and should be tested before the lesson begins.
- The 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.
- All lessons may be recorded and stored on the school's server for a minimum of **X amount of days/weeks and monitored by NAME of staff/Head of Music.**

- Details of where the timetable of lessons will be visible (for example with Google Classrooms) or if they will be emailed directly to them.
- Parents/schools must agree to concentrate and behave as they would in a face-to-face music lesson.
- For parents to please encourage their child to practice between lessons so that good progress can continue to be made.
- There should be no eating during the lesson.
- Parents must not pass the teacher's email address on to the student or to any other families.
- Agree to not share any online passwords or redistribute any content in any way.
- Parents must share any concerns directly with the school.
- Information to the parent about how to access the platform (be that MS Teams, Google Classroom or something else).
- The teacher will be responsible for ending the meeting if appropriate for your platform.
- Students should have the following ready prior to the lesson:
 - Instrument (already assembled and set up)
 - Music
 - Music stand
 - Pencil
 - Notebook

Appendices (ii) Protocol for Live Online Music Tuition Form

Also available a separate form.

Contact Steph Dufty – Music Education Partnership Specialist

Protocol for Live Online Music Tuition Form

Please complete the boxes, save as a PDF and return to Steph Dufty on sdufty@walmused.org.uk

This form will be shared with the WMEHS staff delivering tuition in your school.

Name of School:	
Name of Music Lead / Head of Department / Teacher in charge:	
Contact info for above teacher (phone and email):	
Chosen Platform for Online Lessons:	

I have read the WMEHS policy for live online tuition: <i>WMEHS Live Online Synchronous Music Tuition with Schools Safeguarding Policy</i>	Yes / No
The school will set up WMEHS staff with school email addresses in order to access the school platform and capture data and communications via your staff and our pupils to comply with GDPR and Safeguarding	Yes / No
The school will provide guidance on how to access and use our preferred platform (if needed)	Yes / No
Lessons will be recorded	Yes / No

In the event of any technical problems with the school online platform, WMEHS staff should contact:	
If lessons are to be recorded, whose responsibility is it to record? (i.e. WMEHS teacher or member of school staff)	
Name of school contact to whom WMEHS staff submit registers data (attendance, non-attendance, late, etc)?	

I have shared the school's risk assessment with WMEHS staff regarding teaching online which includes information about whether adult supervision is required.	Yes / No
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Name of School Safeguarding Officer:	
Contact details of School Safeguarding Officer:	

Form completed by:	
Date:	

* See Appendix ii