

Last approved: 23/04/2020. Date of review: 22/04/2021.

YMM Online Learning Policy

Remote Vocal & Instrumental Teaching (Video-Lessons)

Statement:

In order to provide continuity of service for our students, Young Music Makers (YMM) will support the delivery of video-lessons online during the period of social distancing in lieu of face-to-face lessons.

YMM tutors will use Zoom Conferencing to deliver live video-lessons via the internet.

Terms & Conditions

YMM's normal [Terms and Conditions](#) apply. Parents/Guardians can book lessons via: www.youngmusicmakers.co.uk

Safeguarding

Just as in a face-to-face lesson, YMM's safeguarding policy and procedures still apply when teaching/learning online.

YMM's Designated Safeguarding Lead is Becky McChrystal (becky.mcchrystal@youngmusicmakers.co.uk). Any concerns about the health and wellbeing of pupils must be communicated to her immediately.

Our full safeguarding policy is available to read here:

<https://www.youngmusicmakers.co.uk/policies>

Technical Information

YMM recommends the use of the Zoom Video Conferencing platform. There is no cost to use this for either parents/guardians or tutors.

The use of 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 via the Zoom app. However 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.

Code of Conduct: Ensuring E-Safety

In addition to the above, the following Code of Conduct must be followed to ensure the safety, privacy and wellbeing of YMM pupils, tutors and members of either parties' household during online video-lessons:

- 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, YMM tutors must only initiate video-lessons via the email address of a named adult with parental responsibility for their pupils. In addition, before the start of the first video-lesson YMM tutors must ensure that a parent/guardian has read and agreed to YMM's [Online Learning Code of Conduct](#).
- When creating an e-lesson on Zoom and inviting parents/guardians via email, tutors must also cc admin@youngmusicmakers.co.uk. These will be visible on the main dashboard so that a member of the YMM Creative Team may then join any lesson for the purposes of monitoring what is happening and ensuring proper online-safety.
- YMM tutors will be required to use a **YMM email account** (e.g. daisy@youngmusicmakers.co.uk) for initiating lessons via Zoom. It is not admissible for tutors to use their own personal email accounts for this purpose. Therefore, tutors will need to create their Zoom account using their YMM email address.
- Parents are not to contact the tutor directly to **swap lessons times** - all communication must go through Amy Hollis on admin@youngmusicmakers.co.uk as usual.
- All participants of a video-lesson and all members of their household will be expected to wear **suitable clothing** at all times whilst the lesson is taking place.
- **Language** must be professional and appropriate at all times during video-lessons, including that of other members of either household.

- Lessons must take place in an **appropriate room** in the home and ideally 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 due to the nature of video-conferencing technology. As a minimum, the parent/guardian should be present at the start and end of the lesson and remain in the general proximity throughout. 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 will take place during the normal YMM Day, 8..30am - 4.00pm, to ensure that effective monitoring can take place.
- 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 and 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: Participants will not be able to record and tutors will not be allowed to record. In exceptional circumstances, the YMM management team may record for safeguarding purposes, in which case parents would be informed. See our *Data Protection Policy* in full. Parents/guardians withhold the right to demand that any video recordings of their child be deleted with immediate effect.

- 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.

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, YMM withholds the right to terminate their contract without further pay or cancel all remaining lessons without refund.

Additional Clauses for Tutors (approved April 23rd 2020)

- Tutors are **not permitted to record** any Zoom sessions. Zoom has a feature to enable video recordings of meetings/lessons. This feature is disabled for students and tutors are not permitted to use it. In exceptional circumstances, the YMM management team may record for safeguarding purposes, in which case parents would be informed. See our Online Learning Policy and our Data Protection Policy in full here.
- Tutors are not permitted to use their YMM Zoom account for any other purpose, other than teaching YMM students. This is for reasons of monitoring and security.
- All video-lessons will be set up in advance by the YMM Management Team with Zoom's 'Schedule' function and tutors should then email the 'meeting link' to parents/guardians before the lesson.
- To ensure security tutors must **not change the secure settings** set centrally by YMM, these include i) requiring a password for all meetings, "share screen" and "share files" set to "host-only", enabling the 'waiting room' feature for all meetings, meaning all participants must be admitted by the host (tutor). This will prevent the intrusion of uninvited participants.
- It is **not permitted to invite pupil's to video-lessons using the 'invite' / 'contacts'** functions as this is less secure.
- The use of **break out rooms is not permitted.**
- Tutors are **NOT to share meetings links for the groups directly with parents/students.** Meeting links for ensembles/groups will be shared with parents via direct email from a member of the YMM management team. YMM sends all links for groups, after checking the Online Code of Conduct has been submitted.

Helpful Links:

Zoom User Guide: <https://www.nl.edu/media/nlu/downloadable/lits/zoom-userguide.pdf>

How to Join a Zoom Meeting Step-by-Step:

<https://blogs.otago.ac.nz/zoom/how-to-join-a-zoom-meeting-step-by-step/>

Zoom Privacy Policy: <https://zoom.us/privacy>