



## LMS/IHL GUIDANCE FOR ONLINE VOCAL AND INSTRUMENTAL LESSONS

Following the government announcement on 18th March 2020 that schools will now close for most students, LMS has been exploring options for alternative provision to be delivered remotely in order to provide continuity of learning for young people in the London Borough of Lambeth during this period of social distancing.

Lambeth Music Service tutors will, where possible and with signed agreements from both parents and tutors, deliver remote tuition from home using Microsoft Teams software.

This document outlines guidance for tutors and parents to ensure they understand their role in safeguarding the wellbeing of young people and protecting themselves during live online lessons.

Tutors will be expected to read through our tutor guidance and familiarise themselves with the linked risk assessment. Tutors must confirm that they agree to follow these guidelines and support the risk assessment by completing our *Tutor Online Learning Consent Form* before commencing with the teaching of online lessons.

Parents/carers will be expected to read through our parent guidance and confirm they agree to follow these guidelines by completing our *Parent Carer Online Learning Consent Form* before any online lessons will commence.

## GUIDEANCE FOR PARENTS/CARERS AND STUDENTS RECEIVING LIVE VOCAL/ INSTRUMENTAL TUITION

Student safeguarding is the **highest priority** during any remote tuition. The following points must be observed to protect both the student and the tutor:

- Before the start of the first video-lesson, parents/carers must have read and agreed to LMS's Parent Carer Online Learning Consent Form.
- A lesson can be suspended if any of the provisions of this document are not complied with.
- The online account used for receiving online lessons must be registered in the name of the parent/carers
- Lessons should take place in a space appropriate for online lessons; a front room or study is appropriate, a bedroom or bathroom is not.

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- Parents/carers must present themselves at the start and the end of the lesson and where possible remain nearby during the online lesson so that they are able to monitor the conversation. It is the responsibility of the parent/carer to ensure this is happening.
- The parent should not interject/interrupt the lesson once it begins, other than when invited by the teacher or when requested by the student.
- Extra-care must be taken by all parents/carers 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.
- All members of the household should be aware that the video lesson is taking place and be mindful of this.
- Students are expected to dress and behave appropriately. If there is inappropriate attire or behaviour the lesson will be terminated.
- Students should not send any material to LMS tutors by any platform, only parents and carers are permitted to send anything to a tutor and it must be strictly related or connected to the provision of music lessons.
- Students must not share their personal phone numbers with tutors or interact with tutors via social media, even for the purposes of sharing lesson content.
- Students and tutors must not 'friend' or 'follow' each other via social media accounts.
- Video-lessons are only permitted to take place via Microsoft Teams and not other webcam or video chat platforms.
- Parents/carers must not pass the tutor's email address or mobile number on to the student.
- Parents/carers will not share or redistribute any part of an online lesson by phone or via any online platform.
- To further prohibit the accidental sharing of private/confidential data/images, it is required that when lessons are 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 is prohibited.** Microsoft Teams can make video recordings of lessons. Whilst there are arguable benefits of doing this (quality, training, safeguarding), it is **not**

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permitted for either party to record lessons. This is because LMS cannot ensure the security of the storage of these files or guarantee limitations of their future use.

- Teams chat functions have been disabled for online lessons.
- **Important:** If at any time during or after a video-lesson the terms and practical measures set out in this document are not followed by students or parents/carers, the lesson will be terminated. LMS withholds the right to terminate further pay or cancel all remaining lessons without refund.
- LMS tutors have agreed to a code of conduct for delivering online lessons and follow strict safeguarding protocols.
- Parents and carers should feel confident to share any concerns they may have about tutor conduct during an online lesson directly with Lambeth Music Service Designated Safeguarding Lead (DSL) (Bryan Welton, Head of Service).

## GUIDEANCE FOR TUTORS TEACHING LIVE VOCAL AND INSTRUMENTAL LESSONS

Student safeguarding is the **highest priority** during any remote tuition. The following points must be observed to protect both the student and the tutor:

### General:

- Tutors must confirm they have read, understood and will follow the LMS guidance for delivering online lessons and understand the risks associated with delivering online lessons.
- All lessons must be timetabled during the normal working hours of Lambeth Music Service and In Harmony Lambeth and as close to the usual session day/time as possible. Strict lesson times must be adhered to.
- No tuition will take place before 9am or after 8pm
- Tutors must only use SpeedAdmin and their lambethmusic.co.uk email address to communicate with parents when arranging lessons and must have an appropriate Video Communications username.
- Our summer term will include 11 lessons and the first online lesson will be regarded as a test lesson.

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- LMS Senior Leaders will continue to observe lessons digitally for the purposes of quality assurance and safeguarding.
- Tutors should only contact students via their parent/carers email address.
- Tutors must not accept any offers to do online teaching over webcam/video chats (or platforms that are not Teams). This leaves them extremely vulnerable from a safeguarding perspective.
- Tutors will not accept or offer the opportunity to teach students privately outside of the Lambeth Music Service.
- Lessons will be accompanied by a **Studyplan** which tutors can be create by logging into their Speedadmin account. Tutors should introduce the Studyplan to parents during their first online lesson.
- **Studyplans** should include lesson notes, appropriate teaching materials and an invitation to the Teams lesson.

### Safeguarding specific to live remote teaching:

- LMS tutors must set up a separate Teams account for LMS online teaching. This account should be kept separate from any personal online profiles. Tutors must use an appropriate image for their profile picture and must not share any personal information about themselves e.g. personal telephone number, email accounts, Facebook and other social media links.
- Before the start of the first video-lesson LMS tutors must ensure that a parent/carer has read and agreed to LMS's **Parent and Carer Online Learning Consent Form**.
- Tutors have the right to suspend a lesson if any of the provisions of this document are not complied with.
- When creating an e-lesson on Teams and inviting parents/carers via email, tutors must also invite [e-learning@lambethmusic.co.uk](mailto:e-learning@lambethmusic.co.uk) and include the date/time of the lesson.
- Tutors must not share their personal phone numbers with students or interact with students via social media, even for the purposes of sharing lesson content. Tutors and students must not 'friend' or 'follow' each other via social media accounts. Video-lessons are only permitted to take place via Teams and not other webcam or video chat platforms.

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- Tutors must always present themselves professionally, in dress and manner, as they would if they were giving a face-to-face lesson: whilst social media applications can encourage informality, tutors must continue to observe professional standards and the expectations of the [LMS code of conduct](#).
- Tutors should be identifiable by wearing their Lambeth Council ID lanyards (where possible)
- Tutors and children must wear suitable clothing, as should anyone else in the household.
- All delivery of online lessons must take place in appropriate areas, for example, not in bedrooms; and where possible be against a neutral background. Recommended virtual backgrounds are available on Teams (which block out any surroundings).
- Parents/carers must present themselves at the start and the end of the lesson and where possible remain nearby during the online lesson so that they are able to monitor the conversation. It is the responsibility of the parent/carer to ensure this is happening.
- The parent should not interject/interrupt the lesson once it begins, other than when invited by the teacher or when requested by the student.
- **Recording lessons is prohibited.** Teams make video recordings of meetings/lessons. Whilst there are arguable benefits of doing this (quality, training, safeguarding), it is not permitted for either party to record lessons. This is because LMS cannot ensure the security of the storage of these files or guarantee limitations of their future use.
- Tutors 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 any other people.
- Language must always be professional and appropriate, including from any family members who might be in the background.
- Parents and carers will receive a **Parental Guidance for Online Vocal and Instrumental Lessons** which they will agree to before online lessons with their children can commence – LMS tutors should feel at all times they are able to reinforce these agreements.
- If a child discloses a safeguarding concern to a tutor during a lesson, tutors will be expected follow the usual protocol for reporting a safeguarding concern and then contact the LMS Designated Safeguarding Lead (Bryan Welton, Head of Service).

The following points of reference should be observed;

**a. The tutor should listen without interrupting the pupil and not to ask any leading questions.**

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**b. The tutor should inform the next course of action to the pupil and then report the incident to the LMS Designated Safeguarding Lead (Bryan Welton, Head of Service).**

## **TERMS & CONDITIONS**

Please refer to our tutor or parent-specific guidance documents for details of our terms and conditions. These can be requested by emailing [courses@lambethmusic.co.uk](mailto:courses@lambethmusic.co.uk)

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