

# Adult Online Music Lessons

## Guidance and Terms and Conditions

This guide sets out what is needed to make online digital music lessons successful and will look at:

- How the teacher will invite the student to the lesson
- How to get set up - devices, apps, and internet connection
- How to get the most out of a lesson - setting a space aside for the lesson and having instruments ready
- Terms and conditions

### Invitation to lessons

- Severn Arts will use Microsoft Teams for the online digital music lessons
- The Severn Arts teacher will send an email inviting the student to join the lesson via the email address supplied on the application form
- Please note the Severn Arts teacher will use their Severn Arts email address
- The email will specify the date and time for the lesson – the student must accept or decline the invitation
- The contact email address provided on the application form will be used in case of IT difficulties during the lesson

### How to get set up

#### Equipment

You will need a PC, Mac, tablet or a smartphone. Whichever it is, it will need to have a built-in camera, or a webcam attached. It will also need to have a built-in microphone and speaker, or for better quality a pair of headphones that have a built-in mic (as often used for phones).

The lesson will be delivered through Microsoft Teams which supports the following browsers:

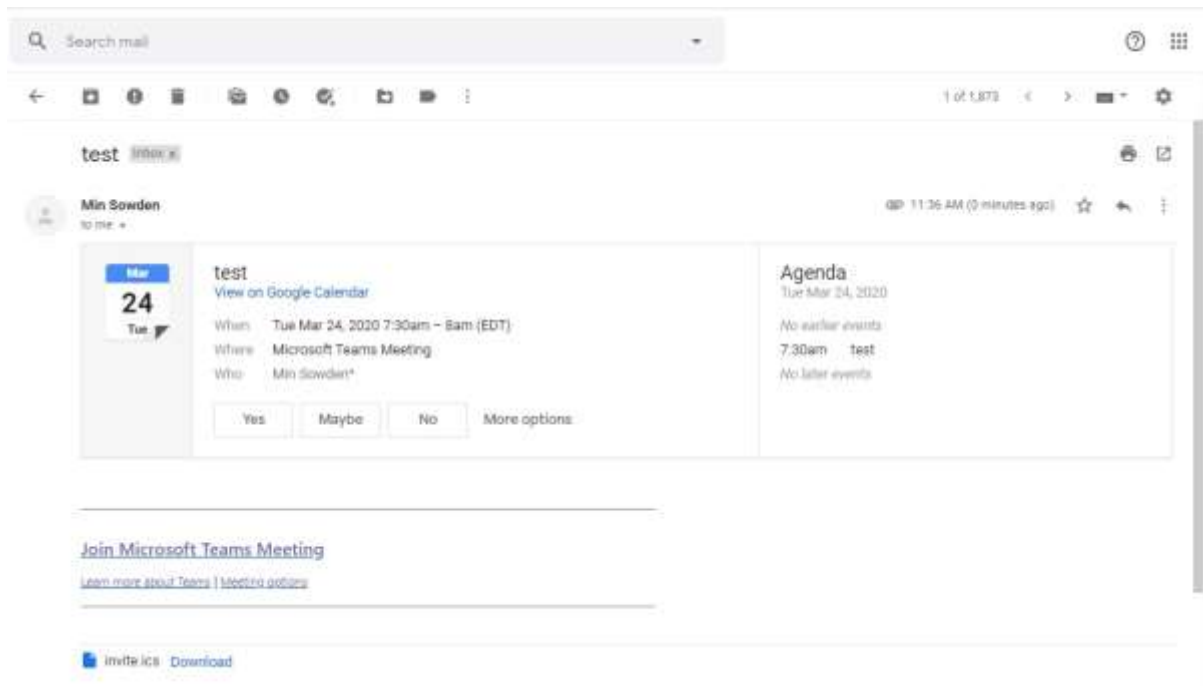
- Internet Explorer 11
- Microsoft Edge
- The latest version of Google Chrome
- The latest version of Firefox

You will need to download one of the above browsers to access Microsoft Teams.

## Joining an online Teams meeting

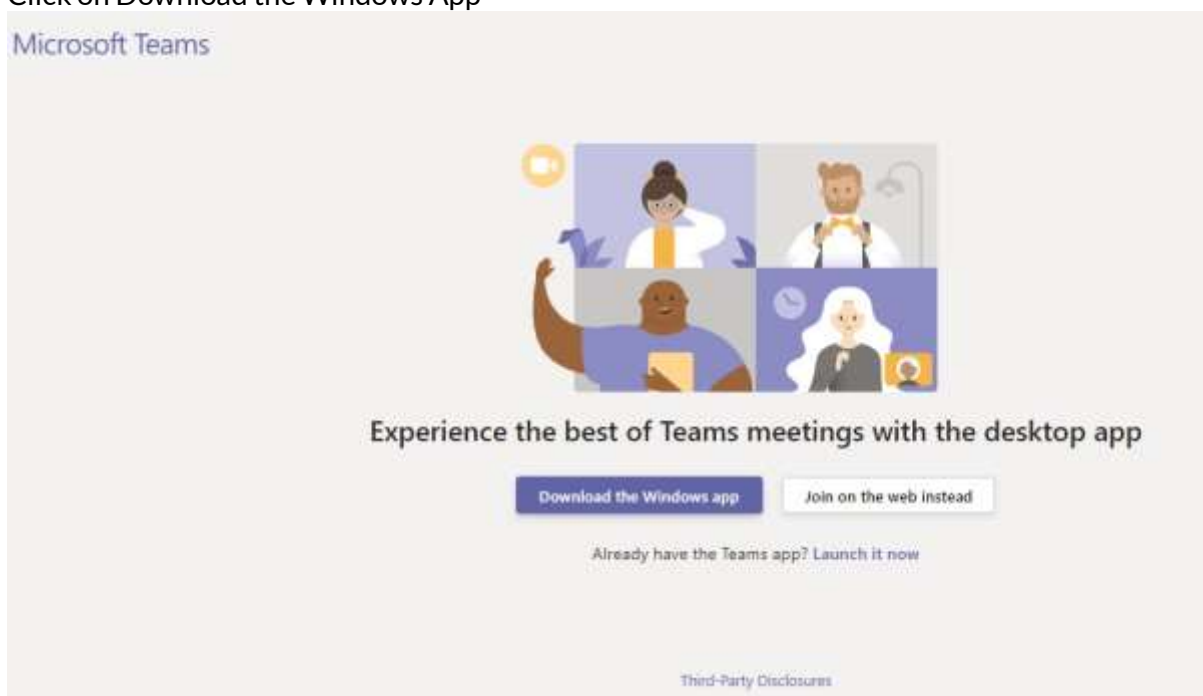
### Step 1

Open email and click Join Microsoft Teams Meeting

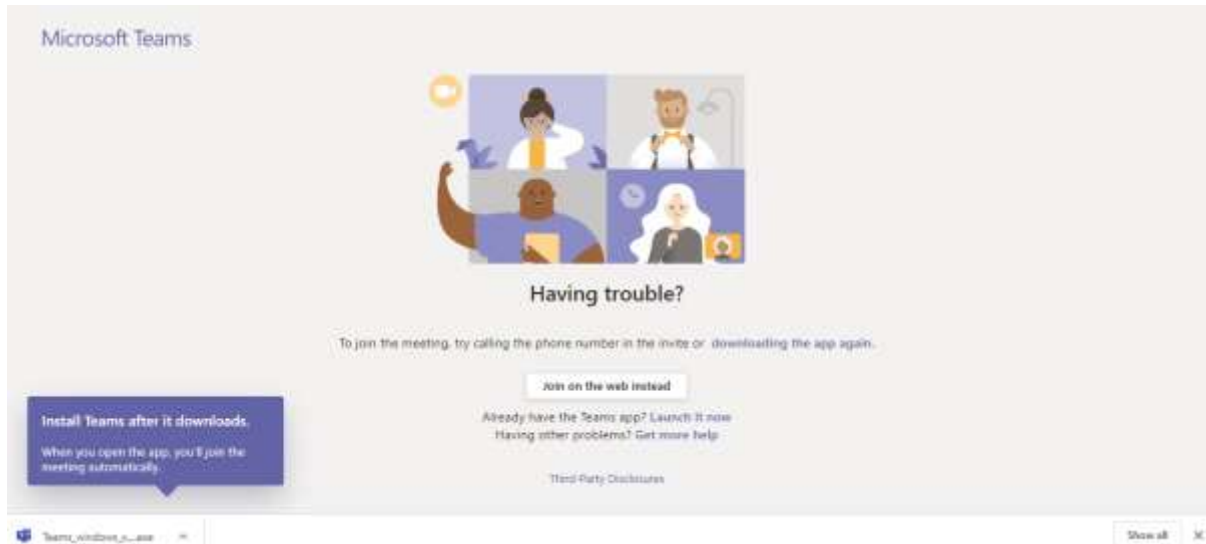


### Step 2

Click on Download the Windows App

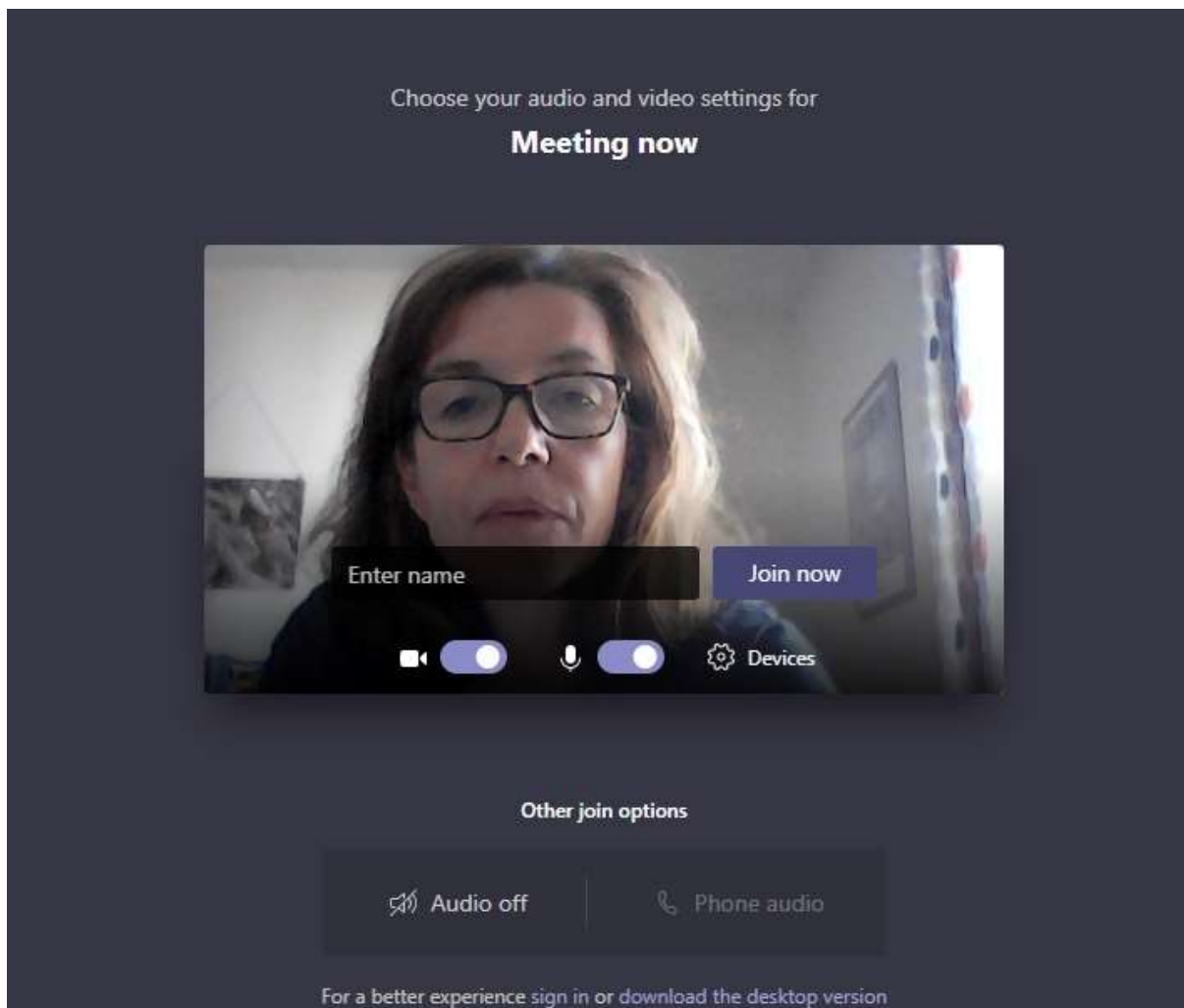


You will then be given the option to install Teams after it downloads. When you open the app you will join the meeting automatically.

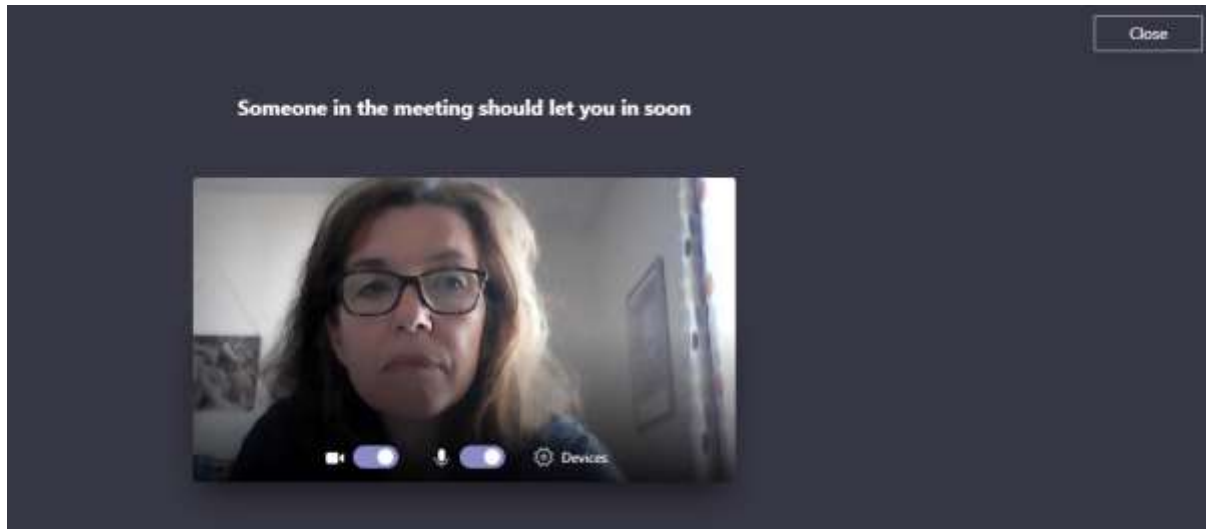


### Step 3

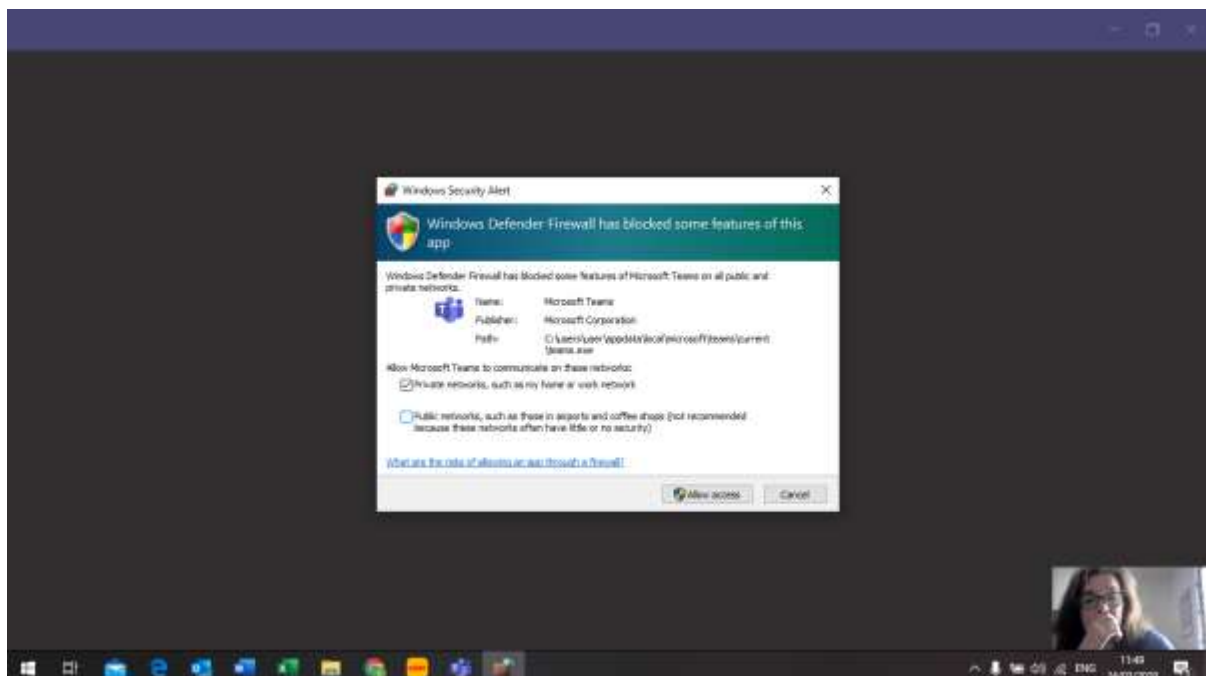
Enter your name (first name only is fine) and click the purple button – Join now.



You will then need to wait until the teacher responds to your request to join the meeting.



You might then see the screen below where you need to choose which box to tick and then press Allow access.

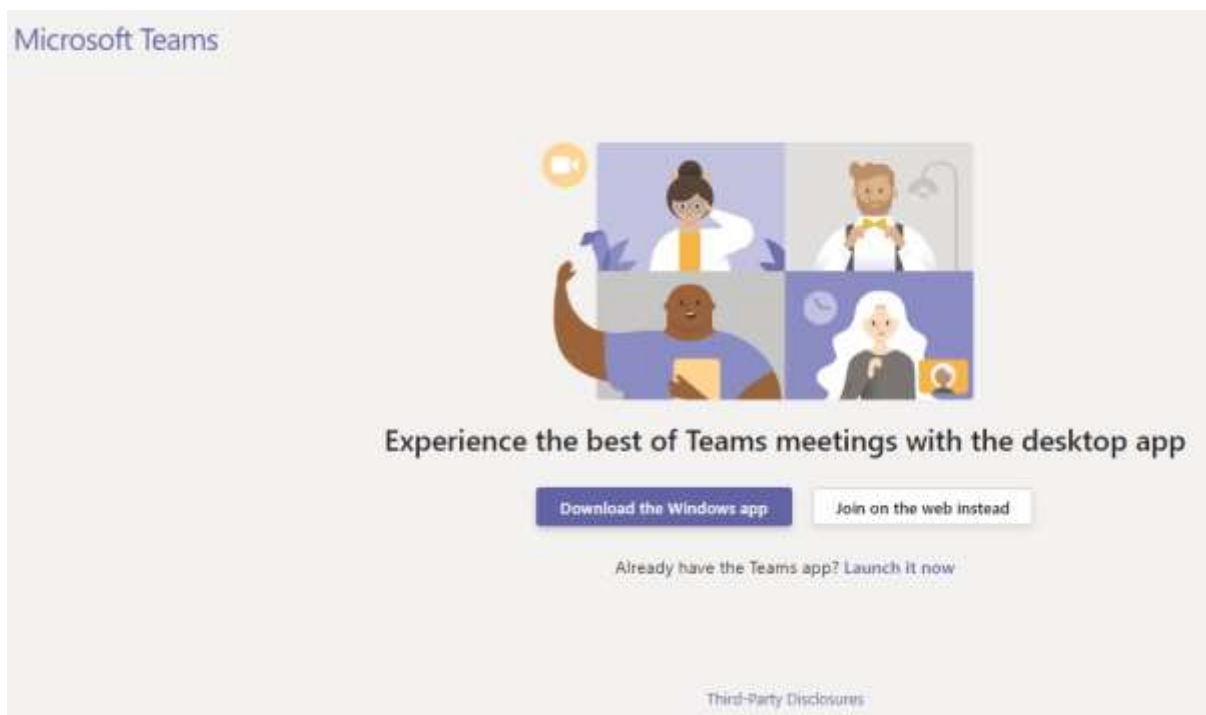


As soon as the teacher has accepted your request to join the meeting you should then see your teacher on the screen. To allow the teacher to see you and talk to you make sure your camera and microphone are switched on. The tool bar shown below will show on your screen. You can click on the icons to turn them on and off.



### Join on the web instead

You can choose to Join on the web instead by clicking on the white button shown in the picture below.



You will then be asked to allow Microsoft Teams to use your mic and camera. When you have clicked allow you will be asked to Join now as in **Step 3** above.



Please do contact us via [info@severnarts.org.uk](mailto:info@severnarts.org.uk) if you would like help in setting up a Teams meeting before your first lesson. This may save lesson time and concern before the first lesson.

## Internet connection

Internet connection is everything! For most people the internet connection should be fine for good quality video and audio. It is worth testing this with friends or family before starting the first lesson. If it seems slow there are several things you can try:

- Move your PC/device closer to the router (if you're far away the wi-fi signal isn't as strong).
- Use a network cable to connect your computer to the router
- Try a Powerline Adapter
- Check that other people in the house aren't using the internet at the same time (e.g., streaming video or TV)
- Test the speed of the internet connection, for example, here: <https://www.speedtest.net>
- If there is a temporary problem with your line, you can contact your service provider to ask them to check for faults on the line

Not everyone has a fast broadband internet connection, or good mobile data signal. This can result in lower video quality, but generally the sound will be prioritised so you should be able to hear the teacher.

## How to get the most out of a lesson

### Setting up a space for learning

Although homes may not have much “spare space” and may have other people around, it is helpful to think about where the lesson will take place and to get things set up before each lesson. This should make it easier and safer to enjoy the lesson. The teacher will likely have other students after the end of each lesson, so being set up and ready on time means you can make the most of the time.

The space should be somewhere:

- With room to play your instrument, and to set up your laptop/PC/phone
- Where you can focus, and that isn't noisy (e.g. not with a washing machine on, or a TV, or other people coming and going)

## Terms and conditions for adult online music lessons

These terms and conditions form the basis of a contract between Severn Arts and the student.

Students are subject to and agree to these terms and conditions. Severn Arts reserves the right to vary these terms and conditions at any time and without notice.

Fees (where applicable) are payable online at the time of application. The lesson application will not be complete until lesson fees are paid upfront and in full.

- A block of 10 x 20-minute individual lessons costs: £125.00
- A block of 10 x 30-minute lessons costs: £187.50

After submitting the online form, your email address will be given to the Severn Arts teacher who will contact you regarding the day/time of the online music lessons.

The Severn Arts teacher will confirm lesson times by email by sending a calendar invite to join a Microsoft Teams lesson.

A lesson is either 20 or 30 minutes.

Severn Arts teachers are not responsible for reminding students of upcoming lessons.

Students should be ready for their lesson to start promptly at the agreed time. If the lesson is late starting, the duration of the lesson will be reduced.

Where a lesson has been arranged and agreed to and where the student does not answer the Microsoft Teams call, that lesson will be forfeited and there will be no expectation on the Severn Arts teacher to make up the lesson.

If a student is unable to attend a lesson due to sickness the lesson will be forfeited. However, if a Severn Arts teacher is unable to teach a session/lesson due to, for example, illness, they will rearrange the lesson for a later date.



In the case of long-term teacher absence (two weeks or more), we will endeavour to find a replacement.

If a timetabled lesson needs to be rescheduled, please contact the Severn Arts teacher in the first instance, if possible, with 24 hours' notice. They will do their best to rearrange the lesson to a mutually convenient time, but we ask student to be mindful of our staffs' own family commitments and only ask to reschedule where necessary. If a lesson cannot be rearranged, the lesson will still be charged.

If you wish to cancel the lessons you must notify Severn Arts via email to [info@severnarts.org.uk](mailto:info@severnarts.org.uk) Fees will not be refunded for any outstanding lessons due to cancellation/non-attendance of lessons part way through the term.

For details of how Severn Arts manages and protects personal data please refer to Privacy Policy - <https://www.severnarts.org.uk/privacy-policy>

## Questions or queries

If you have any questions or queries, please do not hesitate to contact Severn Arts [info@severnarts.org.uk](mailto:info@severnarts.org.uk)