Online Music Lessons

Guidance and terms and conditions for parents, carers and learners

Learning online is a good way to help learners continue to enjoy the many benefits of music education when it is not possible to attend school. Although it is not the same as face-to-face music activities or lessons, it is still very effective for learning and maintaining a virtual musical community.

This guide sets out what is needed to make online digital music lessons a fun and safe way to continue a musical education and will look at:

1. How the teacher will invite parents, carers and learners to the lesson.
2. How to get set up - devices, apps, and internet connection.
3. How to get the most out of a lesson - setting a space aside for the lesson and having instruments ready.
4. How to stay safe online - and how to treat the lessons in the same way that you would in a school.
5. What we expect of parents and carers.
6. Terms and conditions.

1.Inviting parents/carers to lessons

- Severn Arts will use Microsoft Teams for the online digital music lessons.
- The Severn Arts teacher will send an email inviting the parent/carer to join the lesson via the parent/carers email address supplied on the application form.
- The email will specify the date and time for the lesson – the parent/carer 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.

The teacher will use a register to record attendance and log the date and time of each lesson (just as happens in face-to-face lessons in school).

2. 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).

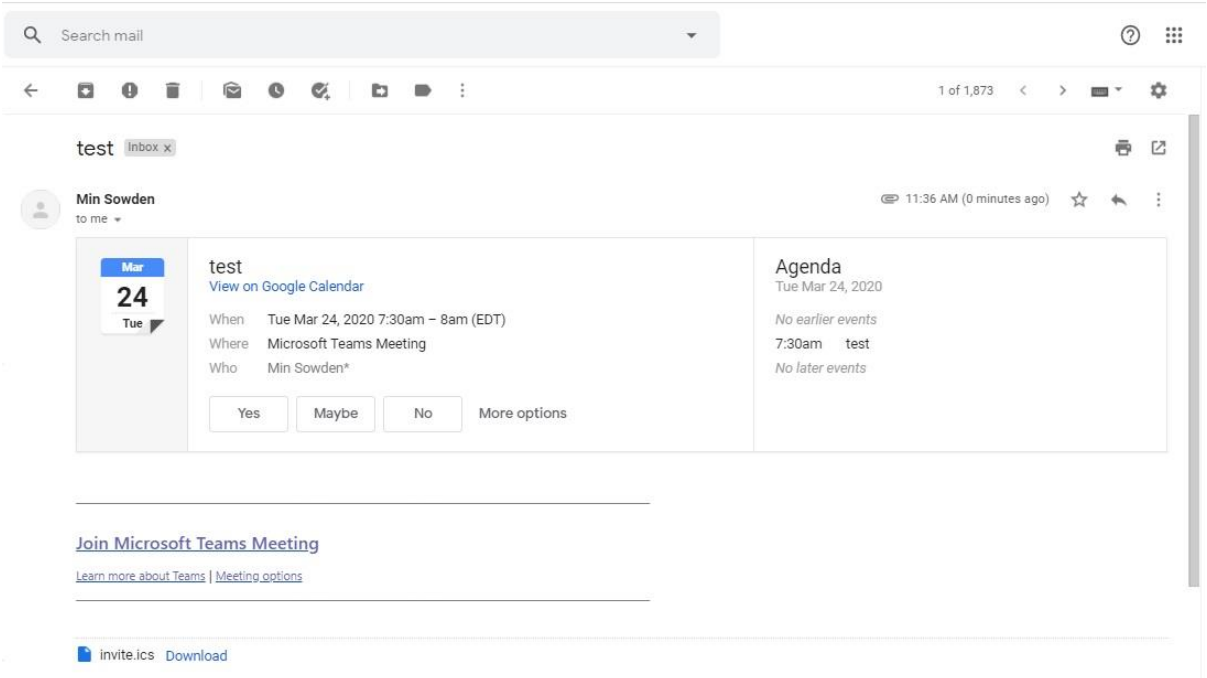
The lesson will be delivered through Microsoft Teams which supports the following browsers:

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

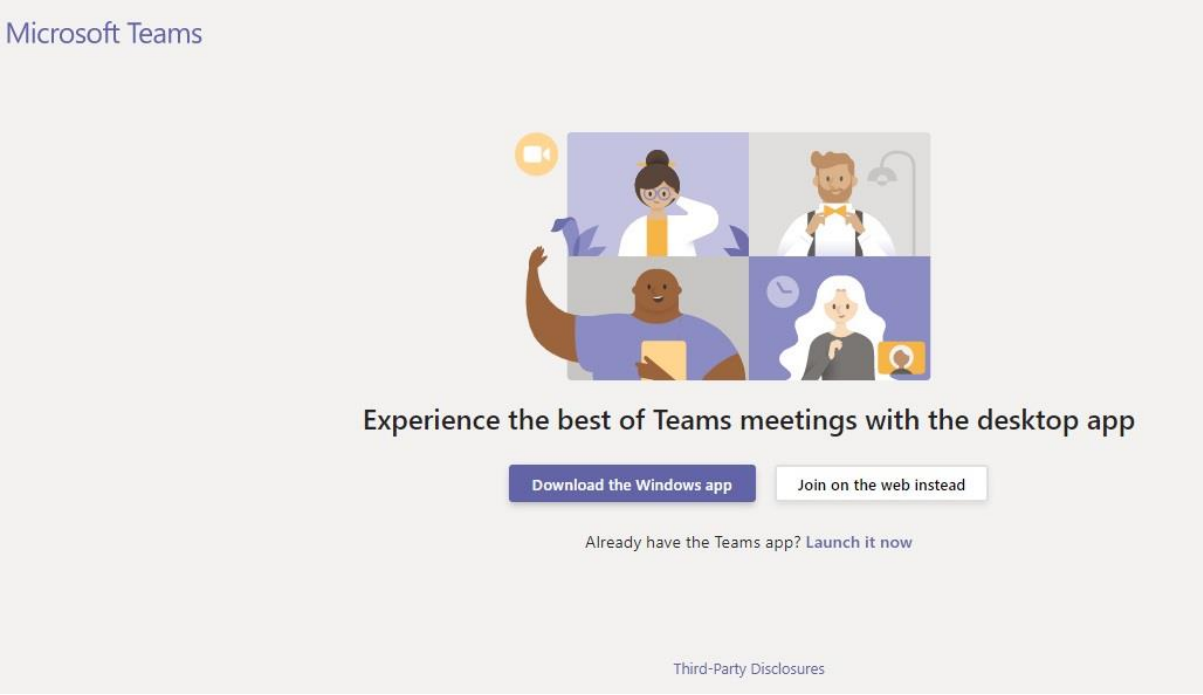
You will need to download one of the above browsers to access Microsoft Teams.

Joining an online Teams meeting

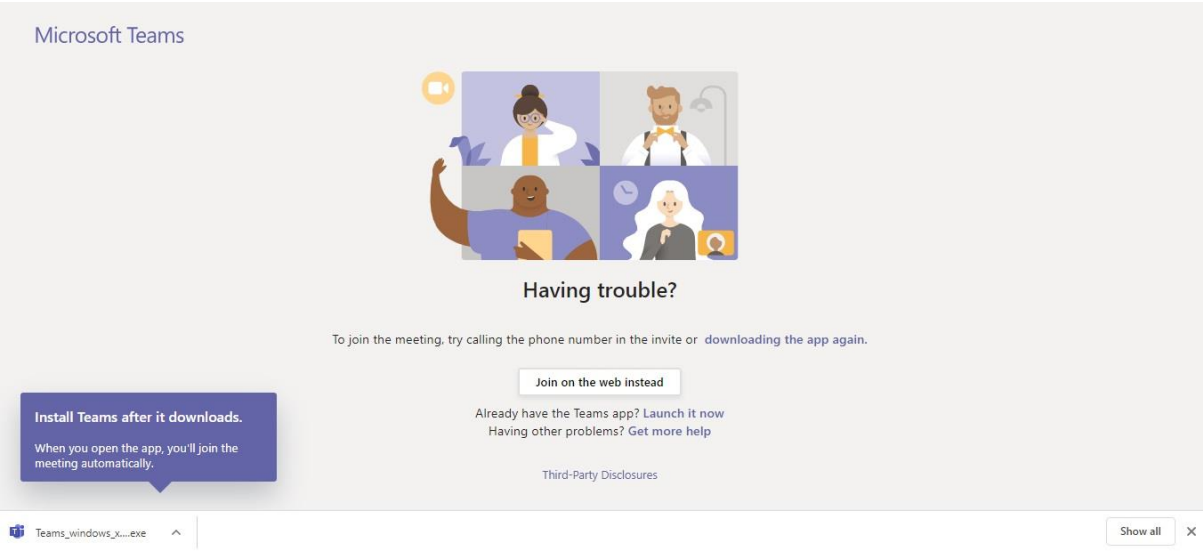
Step 1
Open email and click Join Microsoft Teams Meeting.



Step 2
Click on Download the Windows App.

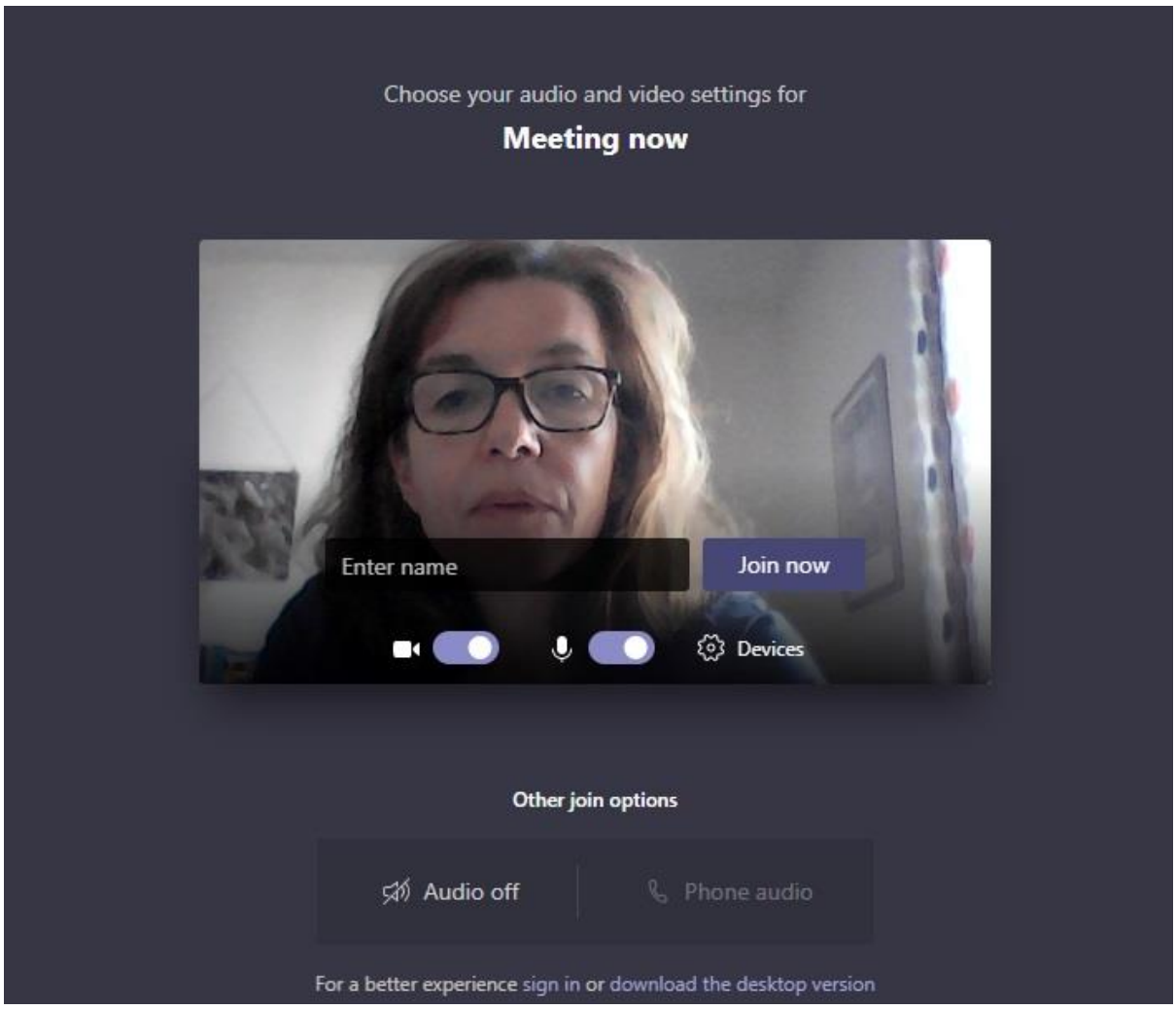


You will then be given the option to install Teams after it downloads. When you open the app you will join the meeting automatically.

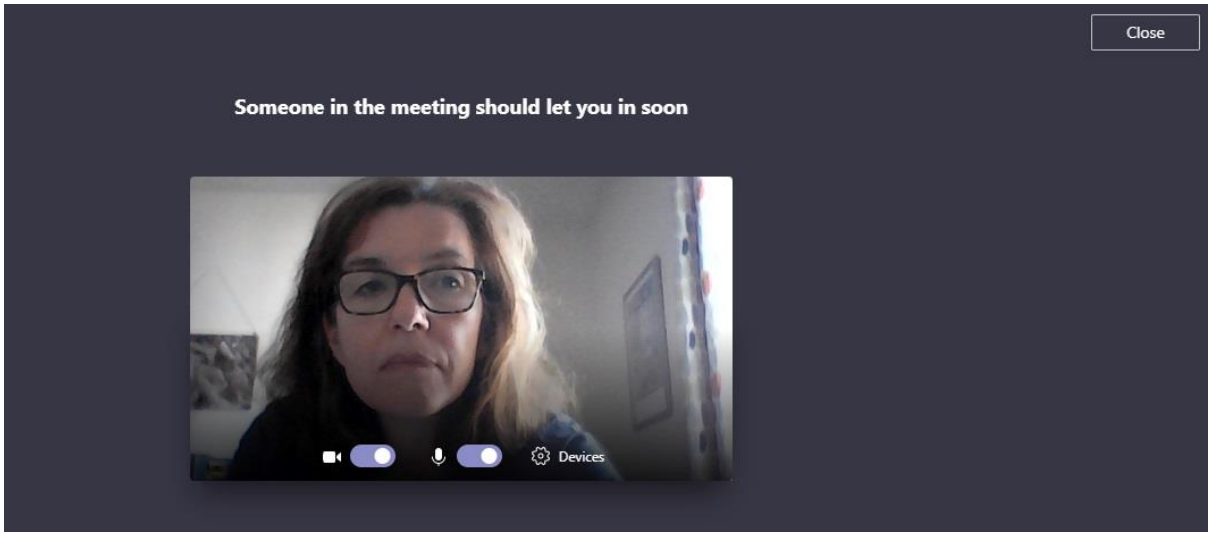


Step 3

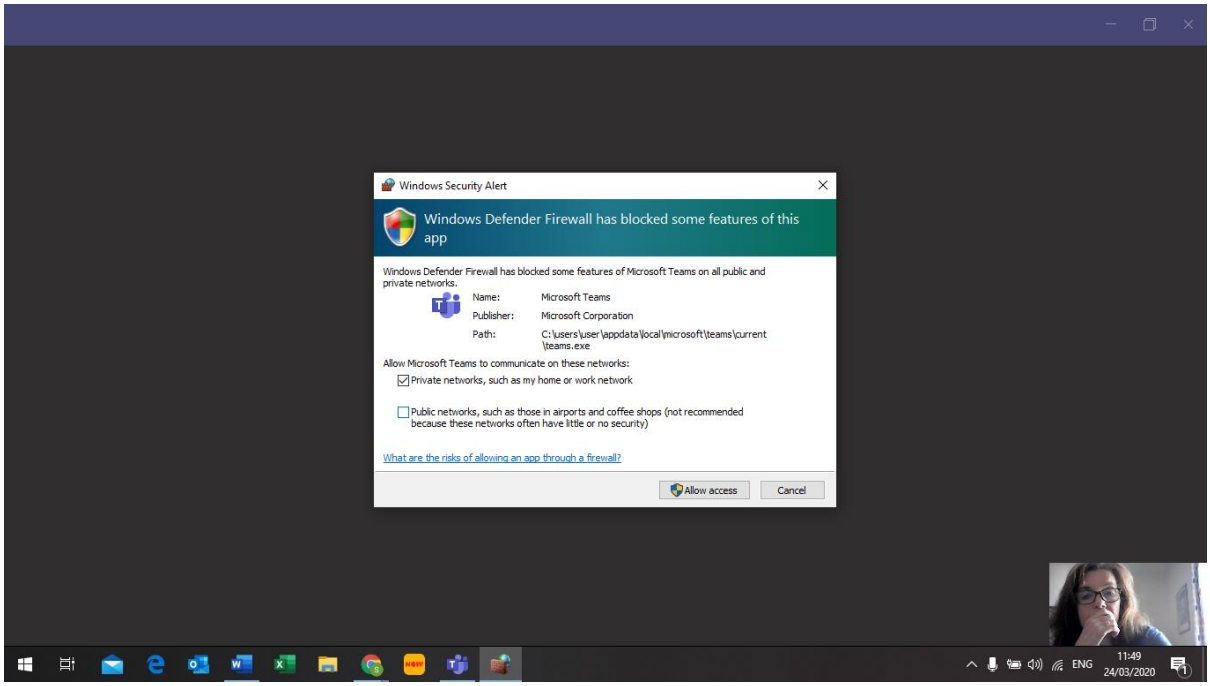
Enter your name (first name only is fine) and click the purple button – Join now.



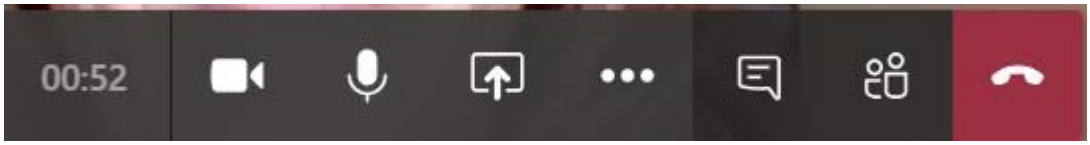
You will then need to wait until the teacher responds to your request to join the meeting.



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

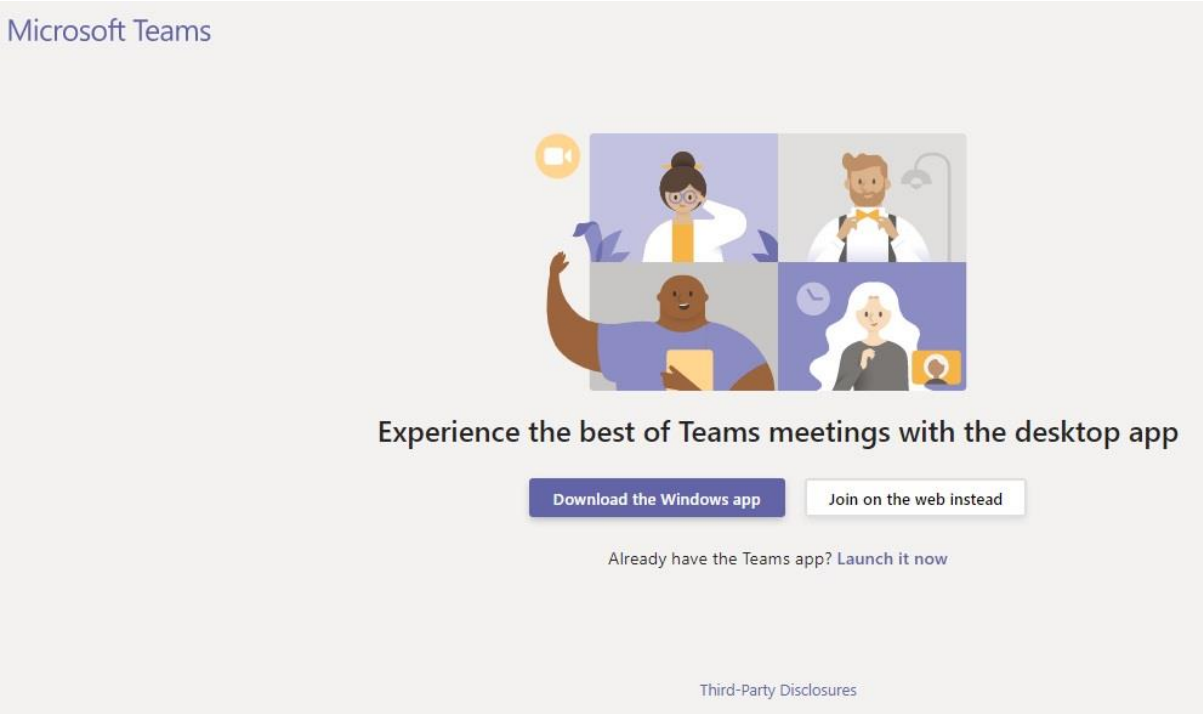


As soon as the teacher has accepted your request to join the meeting you should then see your teacher on the screen. To allow the teacher to see you and talk to you make sure your camera and microphone are switched on. The tool bar shown below will show on your screen. You can click on the icons to turn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

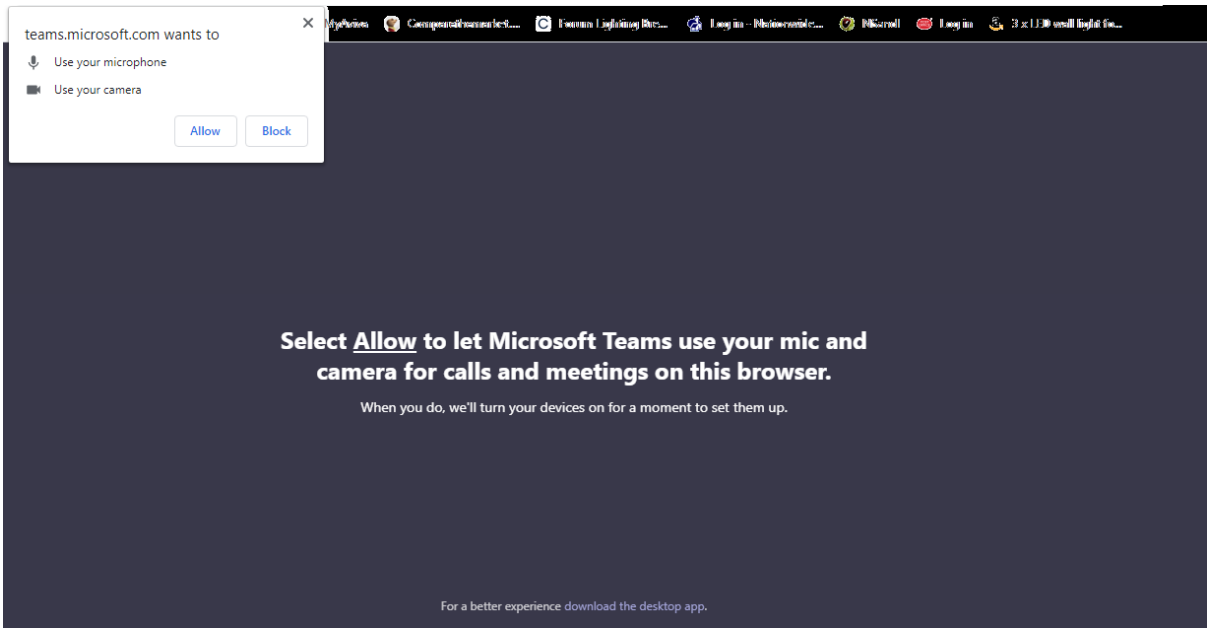


Join on the web instead

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 (info@severnarts.org.uk)if you would like help in setting up a Teams meeting before your child's 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.

For those who don't have a fast-enough internet connection for live online digital lessons, Severn Arts teachers will be able to recommend resources, and support students' practice at home by other means such as email. But for many people, live online digital lessons will be the best way forward.

3. How to get the most out of a lesson and staying safe online

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 learner is going to be and 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).

- Within earshot of a parent, carer, or responsible adult (to help sort out practical difficulties, or if the internet connection drops, or if the learner is uncomfortable about anything).
- That isn't an inappropriate place that you wouldn't invite teachers and other students into (like a bedroom).

Treating the lessons in the same way you would in school

There are some other things to think about as lessons will be taking place in the informal space of people's homes rather than in the more "professional" setting of a school. It is important for the learning experience and for learners' safety that the same behaviour is expected in online lessons that would be expected at school.

Responsible behaviour and dress

To help make lessons safe and enjoyable, a parent or carer should be within earshot of the student taking part in the online lesson. Just as in a school or other face-to-face lesson, learners are asked to:

- Dress appropriately (e.g. not wearing pyjamas). Students are courteously asked to wear clothing that would normally be worn in public.
- Follow the teacher's instructions.
- Ask the teacher before leaving the session (e.g. to go to the toilet).
- Not take phone calls, message others, or use devices that aren't requested by the teacher for learning.
- Not have other browsers or apps open during the online lesson to reduce the risk of inappropriate content being visible to others.
- Not take screenshots or record video of sessions (as in schools, written permissions are needed to take photos or video of children and young people).

In an online lesson the background behind the learner will be visible to the teacher so, it is good to make sure:

- That you try and have a neutral background that doesn't show any personal information (e.g., screens with social media profiles), or personal items (e.g., laundry drying).
- Doesn't have anything that might offend others (e.g., posters with inappropriate language).
- That there isn't a TV on and screen showing content in the background.

Responding to learner concerns

A parent/carer or responsible adult should be within earshot of the child during the online lesson. Students will be told that if they have any concerns before, during, or after a lesson they should ask the parent/carer for help. This could include for example:

- Technical issues with the computer or internet connection.
- Practical issues, such as arranging the appropriate space to play their instrument.
- Other issues, such as not being comfortable with what is happening in a lesson.
- Tuning of, or problems with the instrument.

The parent/carer should be aware that the reporting of any safeguarding concerns is the same as under Severn Arts Safeguarding Children Policy (just as it would be in face-to-face lessons in schools). Any concerns can be addressed to Severn Arts Designated Safeguarding Leads (Our Designated Safeguarding lead is Debbie Fawcett d.fawcett@severnarts.org.uk and the Deputy Safeguarding Lead is Ian Hattersley i.hattersley@severnarts.org.uk).

Teacher response to concerns

If the teacher feels the student hasn't followed the kind of behaviour expected in a school environment, in spite of prompting, or is concerned about something (inappropriate dress or language, for example), the teacher will stop the session for that learner, and then contact the parent or carer later to explain, and to help resolve any issues.

5. What we require and expect of parents or carers, and their involvement in lessons

- Having the support of a parent/carer is one of the key factors in young people's musical development. And it is only natural that they may want to be involved and see what is happening in the lesson too.

- Support from a parent or carer in setting up the online lesson is often needed. Being within earshot is important for safety as well as for practical help. Parents are expected to be present at the start and finish of lessons. This helps teachers make sure everything is alright and ready to go at the start, and so parents/carers know at the end of each session about plans for practice and the next lesson.

- It is important that the lessons start and finish on time and do not overrun. The teacher may have a lesson before and afterwards so they will need to stick to

the arranged time of the lesson. Please therefore ensure that the lesson environment is set up in plenty of time with all IT and resources ready and on hand to start the lesson promptly. Instruments can be warmed up/tuned up for instance beforehand to help the lesson begin promptly.

- The level of involvement of the adult during the lesson will depend on the age of the student. Younger children may need a person in the room for the duration of the lesson to help keep them focused and safe, particularly if it's a new activity. But too much parental involvement can also be distracting or cause shyness with older students. In general, it is recommended that after the first few online lessons, the parent/carer is within earshot but not "in the lesson", particularly with older students wherever possible.

6. Terms and conditions

These terms and conditions form the basis of a contract between Severn Arts and Parents/carers.

- Parents/Carers 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 are payable online at the time of application.

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

- The Severn Arts teacher will confirm lesson times by email to the Parent/Carer by sending calendar invites to join a Microsoft Teams lesson.

- Summer Holiday Online music lessons are given on an individual basis only.

- A lesson is either 20 or 30 minutes. Parents/Carers can choose either option for their child when enrolling.

- Severn Arts teachers are not responsible for reminding parents/carer 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 parent/carer/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 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 your child's 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 parents/carers to be mindful of our staffs' own family commitments and only ask to reschedule where necessary. If a lesson cannot be rearranged, parents/carers will still be charged.

- If you wish to cancel your child's lessons, you must notify Severn Arts via email to info@severnarts.org.uk

- Fees will not be refunded for any outstanding lessons due to cancellation/non-attendance of lessons part way through the four-week block.

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

7. Questions or queries

Severn Arts very much looks forward to continuing with you on your musical journey. If you have any questions or queries, please do not hesitate to contact Severn Arts info@severnarts.org.uk