



Lincolnshire
Music Service

Parent Protocol for Receiving Instrumental and Vocal lessons via LMSDigiTeach

In order to ensure that online learning is a safe and enjoyable experience for all concerned, we have put together the following Protocol that parents and carers must adhere to. This Protocol is in addition to our current Terms and Conditions.

All the rules for safe, professional behaviour that apply in a practice room lesson at school or in a music centre, still apply online and all our teachers have been given comprehensive advice about delivering online lessons safely. As you are already aware, all our teachers have been safely recruited, have up-to-date training, are fully DBS checked and are experienced professionals. Many of them also have extensive experience due to lesson provision during the COVID-19 lockdowns.

In addition to this, online learning has the following safeguards in place:

- Parents must confirm that they have read and agree to the Protocol before lessons can commence
- All lesson invitations will go to parents/carers and they will log in for their child.
- If anything happens that you, as a parent, feel uncomfortable about you should report it to our designated safeguard lead for LMSDigiTeach, David Chambers, by emailing david.chambers@lincolnshire.gov.uk immediately.

Protocol for Online Teaching

- Lessons will not be recorded, by the Teacher, Student or Parent under any circumstances. This includes the use of screen shots.
- Online lessons will be provided via software authorised by the Council; Microsoft TEAMS and Zoom.
- I agree to remain nearby or in the same room with my Child for the duration of the lesson. As good practice, you should greet the Teacher before the lesson commences.
- I understand that the lesson must take place in a suitable room where there are no other children, and my Student will remain undisturbed.
- I understand that lessons must never take place in a bedroom, nor in a bathroom for any reason.
- I will ensure that my Child is dressed appropriately, in daytime clothing and I understand that teachers will end the lesson if a child, in the opinion of the teacher, is not appropriately dressed.
- I will ensure that my Child is aware that the chat facility in TEAMS and Zoom, is not to be used as part of the lesson unless the teacher is sending specific instructions. Chat can be further utilised, if necessary, within SpeedAdmin.
- I understand that my lessons will be timetabled within SpeedAdmin and that any lesson change will be notified by the tutor.
- I understand that no other contacts are invited into the online lesson. As per lessons in school, the lesson is for the Tutor and Child explicitly. Arrangements for the date and time of the lesson should be made between the parent/carer and the instrumental teacher only
- I understand that if the Student does not attend a timetabled lesson without prior agreed rescheduling, there will be no refund. If the Student is late for a lesson, the teacher will remain available to teach for the unexpired period of that time-tabled lesson ONLY. No refund, in part of full will be offered.
- I understand that if the lesson is affected by background distractions that make it impossible for the teacher to deliver the lesson and/or other children are visible, that the lesson will be ended. The teacher will seek to rearrange the lesson where possible but, if it cannot be rearranged, I understand that there will be no refund of the lesson cost.
- I understand that if the lesson is affected by technical issues that cannot be fixed within a reasonable period of time, then the teacher will end the lesson and contact me. Where possible, they will seek to rearrange the lesson. If the lesson cannot be re-arranged for any reason, I understand that I will still be charged the full cost for that lesson if the technical issues were attributable to problems with my IT system. If the technical problem arises from the Council's IT system, and the lesson cannot be re-arranged, then I will not be charged.
- This Protocol is only applicable when normal face to face music lessons cannot take place.