

## **OCMS Protocol for Parents and Carers v1.6**

### **Receiving Music Tuition via Microsoft Teams**

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 subject to our current Terms and Conditions of Contract. The price you will be charged as well as the method of payment remain the same.

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.

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

- **By accepting the offer of online music tuition for your child, you agree to abide by this Protocol.**
- 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, Bec Thomas, by emailing [rebecca.thomas@oxfordshire.gov.uk](mailto:rebecca.thomas@oxfordshire.gov.uk) immediately.

**Please read the following document below to show that you have read, understood and agree to adhere to the Protocol for online teaching.**

### **Online lesson delivery Protocol**

**I agree to adhere to this Protocol so that my child can access Oxfordshire County Music Service's (OCMS) online music tuition:**

**Throughout the following protocol, where 'lesson' or 'lessons' are referred to, the same points apply equally to ensemble, workshop or other music teaching delivered online via Microsoft Teams by OCMS teachers.**

- **I will not video or audio record any part of the lesson nor allow my child to do so. This includes the use of screen shots.**
- I hereby give consent for my Child to have online lessons via the media proposed by the Council.
- I agree to remain nearby or in the same room with my Child for the duration of the lesson.
- I understand that the lesson must take place in a suitable room where there are no other children, and my Child 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 understand that, in the case of a group lesson, I and my child will be visible to the other lesson participants (students and parents/carers).
- I understand that the links to lessons on Microsoft Teams sent out by teachers are intended for the recipient only and under no circumstances can be shared or forwarded to other parents.
- I understand that I may only forward my child's lesson invitation to my child's school email address if OCMS have had written consent from the school to do so. In this situation, I understand that I will still need to be present to accept the call and remain with or nearby my child for the duration of the lesson.
- I understand that my lessons will be timetabled for the same day and time each week and agree to my Child attending them unless in exceptional or unavoidable circumstances.
- I understand that if I do not attend a timetabled lesson without prior agreed re-scheduling, I will be charged the full cost of the lesson. If I am late for a lesson, the teacher will remain available to teach for the unexpired period of that time-tabled lesson ONLY but I will still be charged for the full cost of the lesson.
- I understand that if the lesson is affected by background distractions in my location that make it impossible for the teacher to deliver the lesson and/or other children in my location 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 I will still be charged the full cost of the lesson.
- 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.
- We reserve the right to review the arrangements for lesson delivery in line with Government guidelines and prior arrangement from schools.

**By agreeing to online lessons for your child, you confirm your agreement to this protocol.**