

Online and Distance Learning Policy: Safeguarding

Policy for Portsmouth Music Service staff, students and parents/carers/responsible adults to follow when participating in online and distance learning.

This policy establishes the expectations for online and distance learning between Portsmouth Music Service's teachers and students learning from a private home or in school.

The purpose of this policy is:

- To safeguard all parties involved (this is in addition to Portsmouth Music Service's safeguarding policy)
- To make clear the responsibilities of all parties involved in the delivery of the lessons;
- To ensure a high quality learning experience for online/distance learning for students;

This policy applies to lessons/sessions/courses where:

- Students are not able to meet with teachers or other students face to face.
- Students are engaged in meaningful study through structured activities defined by the Portsmouth Music Service teacher.

Conditions

A parent/carer or responsible adult should be within earshot of the child during the online lesson and they should be able to see the lesson should they choose to enter the room i.e. keep doors open.

The responsible adult is not expected to take part or intervene in the lesson unless there is a concern raised. Students will be told that if they have any concerns before, during, or after a lesson they should ask the parent/carer or responsible for help.

Concerns could include:

- Technical issues with the computer or internet connection.
- Practical issues, such as arranging the appropriate space to place their instrument.
- Tuning of, or problems with the instrument (it is recognised that many adults will not be musical experts and the teacher can guide them in how to help).

- Allowing additional time to set up the technology.
- Not being comfortable with what is happening in a lesson.

Professional behaviour and dress

As lessons will take place in an informal home environment, it is important that both teachers and students follow the same behaviours as they would in a school environment. This will help minimise any safeguarding risks as follows:

- Appropriate dress (e.g. not wearing pyjamas). Both staff and students should wear clothing that would normally be worn in public.
- Following the teacher's instructions.
- Asking the teacher before leaving the session (e.g. to go to the toilet).
- Not taking phone calls, messaging others, or using devices that are not requested by the teacher for learning.
- Not having other browsers or apps open during the online lesson to reduce the risk of inappropriate content being displayed when in 'Present' mode or 'Screen Sharing' mode.
- Not recording the lesson in any way, either by teacher, student or parent/carer/responsible adult (a recording symbol is displayed should this be attempted and the teacher can remove a student if this happens).

Location of online lessons

The location in which both students and teachers take part in the online lesson should be suitable. Students, their parents/carers/responsible adult and teachers should ensure that lessons take place:

- In an appropriate room, using an upright chair or stool (e.g. not in a bedroom).
- Within earshot of a parent/carer/responsible adult.
- In a space that is conducive to learning where the student will not be disturbed.
- In a space with no external noise that may affect the lesson.
- In a space without direct sunlight behind the student as this makes it difficult for them to be seen.
- In a space that does not reveal any personal information and does not present a safeguarding risk.
- In order to prevent inappropriate content being shown to either party via the webcam, the background should be:
 - Ideally neutral
 - Not contain inappropriate or offensive content
 - Not contain personal items (e.g. personal items, laundry drying)
 - Not contain anything that may distract students (e.g. siblings or pets)

- Ideally not be in earshot of other loud sounds, e.g. television
- Check with the student at the start of the lesson if they feel comfortable in the environment and that they can stop at any time.

Mechanisms to identify, intervene, and escalate any incident where appropriate

Portsmouth Music Service's online learning safeguarding follows the same reporting process as with face-to-face lessons. Any concerns can be addressed to the Head of Portsmouth Music Service, Sue Beckett c/o portsmouthmusichub@gmail.com.

Parental involvement and expectations

Having the support of a parent/carer/responsible adult in setting up the lesson is often needed. Adults are expected to:

- Help or assist in setting up the lesson if needed.
- Be within earshot of the lesson for safeguarding reasons and for practical help.
- Be present at the start and finish of the lessons wherever possible.

The level of involvement required of the parent/carer/responsible adult will depend on the age of the student. Younger children may need a person in the room to help keep them focused and safe.

Too much parental involvement may be distracting for older students.

It is recommended that after the first few lessons, that parent is within earshot but not 'in the lesson', particularly with older students, wherever possible.

Screen sharing and file sharing

Zoom allows teachers to screen share with students. Teachers need to make sure they do not display:

- Personal information - e.g. having social media website open
- Inappropriate content - e.g. photos, text, apps or websites that are not relevant to the current teaching session

Teachers should ensure that they have a clean and clear screen and turn off any apps that may interrupt the session, such as alarms, alerts and incoming messages.

Zoom allows file sharing between teachers and students through the chat feature. Teachers should be vigilant in the files that they share and ensure that they are only relevant to the current teaching session.

Teachers are advised to store all teaching materials, files and resources in a dedicated folder, separate from personal files to ensure that unsuitable content is not shared to students.

Recording sessions or taking screenshots

Teachers will not make any video recordings or screenshots of sessions. This also applies to students and the responsible adult. In instances where students are in school and the school is not able to provide access to online lessons, a recording of the lesson will be made available to the school to distribute to the eligible students. Recordings will only be made available for a limited time and deleted when appropriate. Recordings will only be of the teacher and no other students will be featured.

Portsmouth Music Service does not authorise the recording of lessons in a normal face-to-face situation and this also applies to online sessions.

As parents/carers are expected to be within earshot of lessons at all times, the risks associated with online lessons are similar to those where the student is taught in a teaching room with glass doors or windows.

Senior staff from the Music Service may also attend lessons on occasions as part of quality assurance procedures and to monitor the safeguarding policy is being adhered to.

Chat

A chat function/messaging option is available through Zoom. This should only be used as part of the teaching interaction or for file sharing teacher resources. Teachers are not expected to save chats or instant messages via a session.

Students will be reminded to only use chat when directed by the teacher and the same standards of behaviour are expected during the online lessons as would be expected in school or a Music Centre lesson.

If a student's behaviour becomes a distraction for other students the teacher may explain to the student that they need to be given time out in a "waiting room". The responsible adult should be aware of this as they are in earshot of the lesson. Where a student's behaviour becomes a repeated issue, a senior member of staff from the Music Service may be asked to attend the next lesson and where necessary, the school will be alerted to the problem.

Parental Consent and GDPR for online tuition

Portsmouth Music Service will not collect any information about students' personal IDs or logons. Students/schools are not required to sign up to Zoom, however they will need access to the Zoom app, desktop client or the website: <https://zoom.us>

Lesson invitations will be sent to the school headteacher/administrator, requesting that the lesson details are distributed to the relevant student parent/carers.

Portsmouth Music Service will not have access to parent/carer contact details and schools will be responsible for distributing the relevant information to parents/carers.

Portsmouth Music Service uses an online sign-up form for Music Centre lessons which generally take place after school at the Music Hub. For these lessons, individual parents will be contacted and sent the relevant lesson invitation. They will be notified of a change to the terms and conditions of tuition and required to accept and agree to this.

Ensuring the quality of the lessons

Portsmouth Music Service is committed to providing a high quality experience for students in the online and distance learning environment.

Portsmouth Music Service will ensure that the online learning provision adheres to all existing relevant policies set out by Portsmouth Music Service and Portsmouth City Council.