



## **Online Music Production Classes**

### **Terms and Conditions & Remote Teaching Policy**

Redbridge Music Service (RMS) is part of Vision Redbridge Culture & Leisure, John Savage Centre, Fencepiece Road, Hainault, Ilford, IG6 2NB. **Tel:** 020 87082828 **Web:** [www.visionrcl.org.uk](http://www.visionrcl.org.uk)

### **RATIONALE**

Redbridge Music Service offers live online Music Production classes to students, allowing them to work remotely and use home technology setups to support their learning needs.

Music Service lessons will be delivered over the internet using Microsoft Teams and Ableton Live.

The guidance below will provide instructions on what is needed to make online learning fun and safe.

### **TERMS & CONDITIONS**

Vision Redbridge Culture and Leisure, Redbridge Music Service (RMS) will provide online tuition under the following terms and conditions.

Parents/carers are subject to the terms and conditions as laid down by RMS as detailed below, and agree to abide by these terms and conditions:

Redbridge Music Service/ Vision Redbridge Culture & Leisure reserves the right to update this guidance at any point.

### **ONLINE DELIVERY – MUSIC PRODUCTION COURSE**

1. Redbridge Music Service will offer Music Production courses that will be delivered on Microsoft Teams and Ableton Live over 10 weekly sessions. The dates and times of the sessions will be made clear to the user before registering for the course.
2. Users are expected to attend all of the sessions in order for the content to be taught and in a logical sequence.
3. Users will pay for the course as a one-off upfront fee via Bookwhen.
4. No refunds will be offered to users who are unable to attend or miss a session.
5. In the case of an extenuating circumstance where it isn't possible to deliver a lesson, an additional lesson(s) will be placed at the end of the course to ensure that the full 10 sessions are offered.

## **SAFEGUARDING GUIDELINES FOR PARENTS**

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

### **Parents must:**

- Present themselves at the start of the lesson and remain nearby during the online lesson so that they are able to monitor the conversation, support in setting up the lesson and be within earshot for practical help.
- Ensure the student is dressed appropriately
- Ensure the student does not take phone calls, message others, or use devices that aren't requested by the teacher for learning.
- Ensure Siblings do not disrupt the lesson or distract the Pupil.
- Only use Microsoft Teams or the tutor's Vision email address to contact them.
- **Share any concerns directly with Redbridge Music Service by emailing [admin.music@visionrcl.org.uk](mailto:admin.music@visionrcl.org.uk)**

### **Parents must not:**

- Pass the tutor's email address on to the student.
- Share any licence codes for use of the software provided by the Music Service.
- Share or redistribute any content of the lessons delivered.
- Record the lesson.

## **SAFEGUARDING GUIDELINES FOR TEACHERS**

Student safeguarding is the highest priority during any remotely streamed video lesson. The following points must be observed to protect both the student and the tutor.

- All lessons must be timetabled during the normal working hours of Monday to Saturday at the Music Service.
- Teachers must not teach a remote lesson unless they are healthy to do so.
- Teachers and children must wear suitable clothing, as should anyone else in the household.
- Any computers used should be in appropriate areas, for example, not in bedrooms; and where possible be against a neutral background.
- Live lessons must be kept to the timetabled length.
- Language must always be professional and appropriate, including from any family members who might be in the background.
- Teachers must only use their visionrcl.org.uk email address to communicate with parents.
- Visionrcl.org.uk email accounts are only to be used for work relating to Redbridge Music Service.
- Teachers should only contact students via their parent/carers email address/Microsoft Teams communications account.

- Teachers should check that the student is accessing the live stream in a communal room in their house, not in their bedroom. If the bedroom is the only option, for example where a computer cannot be moved or others are working in the rest of the house, then the door should be open. A parent or carer must be present at the start of the lesson and remotely monitor the live stream throughout the lesson.
- All lesson timings for Microsoft Teams lessons must match the RMS office master timetable and be delivered at the times agreed by the Senior Leadership Team. A member of the Redbridge Music Service team may join that lesson at any point to monitor what is happening, just like they would if they were observing a lesson.
- Teachers must not record the lessons.
- Teachers must not pass their personal mobile number on to students.
- Teachers and pupils must not share any content over social media.
- Teachers should not friend or follow pupils on their personal social media accounts.
- Teachers must not accept any offers to carry out online teaching over platforms such as Zoom, Facetime, Whatsapp, Facebook Messenger. This leaves them extremely vulnerable from a safeguarding perspective.
- Teachers will not accept or offer the opportunity to teach pupils privately outside of Redbridge Music Service. This is specifically referred to in the Staff Handbook.
- Teachers and Parent/Carers must report any safeguarding concerns to the Designated Safeguarding Leads at Redbridge Music Service (Simon Roberts/Chris Wilcox).

## **GENERAL GUIDELINES FOR REMOTE LESSONS**

### **Environment**

It is helpful to think about where the learner is going to be and get everything set up before each lesson. The Teacher will have other students before and after each lesson, so being set up and ready on time means you can make the most of the time.

The space should be somewhere:

- Where your child 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)
- That isn't an inappropriate place that you wouldn't invite teachers into e.g. a Bedroom.

### **Parents should:**

- Make sure their device/laptop is plugged in, so power supply is not lost mid-way through a lesson.
- Ensure the camera placement is positioned in an appropriate position for the lesson (not too near/far to the camera)
- Check the sound quality is clear, with no interfering background noises.
- Have the required resources available and ready to use that will support and enhance the lesson.

## **EQUIPMENT & TECHNICAL REQUIREMENTS**

For music production classes, pupils learning remotely will need:

- A PC or Mac
- Stable internet connection
- A video camera for online video calls
- Headphones
- A MIDI controller keyboard (preferable but not essential)

**Parents must ensure their system supports the required technical specifications BEFORE REGISTERING FOR THE COURSE – use the link below to check.**

<https://help.ableton.com/hc/en-us/articles/115001663530-Live-Minimum-System-Requirements>

Redbridge Music Service will not offer refunds for the course where it is not possible to access the software due to inadequate technical specifications.

The course is taught using Ableton Live which requires a free software download. The link to this will be sent once the course has been paid for. You will also receive a licence code that will allow access to the software for the duration of the course. It will then be de-activated upon completion.

To download the software the parent will be required to setup an account directly with Ableton Live that requires the user to enter their personal email address.

Redbridge Music Service has no access to the data shared directly with Ableton and as such takes no responsibility for the third-party agreement between the user and Ableton.

**Parents are encouraged to view Ableton’s privacy policy (below) BEFORE REGISTERING FOR THE COURSE and downloading the required software.**

<https://www.ableton.com/en/privacy/>

### **Using Microsoft Teams**

The invite to attend a Teams lesson will be sent via an email. The email will have a link that you will need to click on at the time of the lesson. It will look like this:

#### **Join Microsoft Teams Meeting**

It will be a reoccurring meeting so you can click on the same link that you receive for all lessons that have been scheduled to take place.

If you are using an Apple device, it is best that you download the Teams app to your device which will launch when you click on the link. It is worth noting that if you add the event to your iOS calendar, the link generated in the calendar will not work. You are best to click on the link in the email which should give you the option of joining the meeting via the app or a browser.

### **Internet connection**

For most people the internet connection should be fine. 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). Or use a network cable to connect your computer to the router.

- Checking that other people in the house aren't using the internet at the same time (e.g. streaming video or TV).
- 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.
- Redbridge Music Service are not obliged to make up lessons where complications occur with the user's internet services.

*Revised C.W Dec 2024*