

## Online Music Lessons with Zoom - Parent Information

During these extraordinary times, we are pleased to offer online lessons at our “Virtual Music School”. Online lessons deliver an excellent musical experience for children and young people that is fun and helps them to make progress with their instrument or voice.

This page sets out what is needed to make online learning a fun and safe way to continue a musical education and includes:

- How to get set up - devices, apps, and internet connection
- How to get the most out of a lesson - setting a space aside for the lesson and having instruments ready
- What WFMS will do to ensure a safe and successful lesson takes place
- What you need to do to ensure a safe and successful lesson takes place

### How to get set up

#### Support and resources

- How to join a meeting  
<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- Firefox related issues  
<https://support.zoom.us/hc/en-us/articles/206681276-Firefox-opening-multiple-tabs-when-joining-a-meeting>
- Error message  
<https://support.zoom.us/hc/en-us/articles/203850319-Cannot-Continue-The-Application-is-Improperly-Formatted-Authenticode->
- Zoom Video tutorials  
<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

WFMS is using Zoom Education for music lessons and activities. This means you don't need to use any personal IDs or phone numbers. Instead, WFMS will send an email with the meeting ID and password to the parent or carer's email address, along with a date and time for the start of the session. You will receive this the day before the lesson is due to take place.

#### Equipment needed

You'll need a PC, Mac, a 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 you can use a headset with mic, or a pair of headphones that have a built-in mic (as often used for phones)

#### Chrome browser

On a PC or Mac you will need to go to [www.zoom.us](https://www.zoom.us) and use that as your browser for the session. Once you're set up and online, you simply enter the meeting ID and password when prompted. You'll be asked to "open zoom", and you can click the "Join now" button to start the lesson at the time given by the teacher.

### **Internet connection**

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). 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).
- 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.

We understand that 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 during the lesson. If the speed is permanently slow (for both landline and mobile data) where you live then there are alternatives for distance learning as mentioned previously.

### **How to get the most out of a lesson**

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).

### **What WFMS will do to ensure a safe and successful lesson takes place**

#### **Safeguarding**

- All of our teachers have an enhanced DBS which is valid and renewed every three years.
- Our teachers have London Borough of Waltham Forest ID badges and can show during lessons if required.
- If your child is due to receive a lesson from a teacher who is not his/her usual teacher, please be assured that the replacement teacher will also have been DBS-checked and will also have their London Borough of Waltham Forest Council ID badge during lessons. We will provide you with the replacement teacher's name. They will be a specialist in the instrument that your child is learning, and they will be a current member of Waltham Forest Music Service (WFMS) staff.

#### **Online security**

- It is the responsibility of parents, to ensure that steps have been taken to secure your own internet access and the connection can support a video call for the lesson duration.

### **Appearance**

- Our teacher will wear appropriate clothing for teaching.

### **Teaching environment**

- Our teacher will be physically located in safe working space that is appropriate for giving online lessons.
- Our teacher will teach in a room where others cannot see or listen in. If this is not possible, headphones will be worn, and screens angled away towards a wall and away from any other people.
- Our teacher will not audio or video record, or stream, the lessons.

### **Lesson day, time and length**

- Lessons will take place once a week (Monday to Thursday after school and Saturdays).
- Where possible, lessons will take place at the same time and on the same day each week.
- Lessons will last for 10, 20 or 30 minutes depending on the length of lesson paid for.
- The Music Service will agree the lesson day and time with you via email.

### **Behaviour**

- Our teacher will behave in a professional manner; just as he/she would in a face-to-face music lesson.

## **What you need to do to ensure a safe and successful lesson takes place**

### **Clothing**

- Your child must wear appropriate clothing for their lessons, e.g. similar clothing to what they would wear on a non-uniform day.

### **Teaching environment**

- My child must be physically located in safe learning space that is appropriate for online lessons.
- Your child should be in a room with, or near, an adult, so that the adult can hear and see the lesson taking place. It is the responsibility of the parent/carer to ensure that this is happening.
- If your child has concerns during the lesson, parents/carers should be available to assist with issues, some which may arise are;
  - 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.

### **Lesson day, time and length**

- You/Other responsible adult and your child will need to be available for the lesson to take place at the pre-arranged time. The Music Service will email you to arrange this this time which you will confirm in writing. If no written confirmation from the parent is received, the lesson will not go ahead as scheduled.

### **Device for teaching**

- You will need to provide your child with a suitable device for receiving lessons on. This would ideally be a desktop or laptop but it can be a tablet. The device will need to have a working camera with audio functionality.
- Your device will need to be connected to the internet.
- Your device will need to have alerts, etc, turned off, so that they do not interfere with the lesson.
- You will need to set up the online platform with the teacher before the start of each lesson.

**Behaviour**

- Your child must agree to concentrate and behave as he/she would in a face-to-face music lesson.
- Follow the teacher's instructions.
- Ask the teacher before leaving the session (e.g. to go to the loo).
- Not take phone calls, message others, or use devices that aren't requested by the teacher for learning.
- Not having other browsers or apps open during the online lesson which could be distracting.
- 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).

**Please note:** If the above conditions are not met, our teacher will terminate the lesson.

We hope your son/daughter enjoys their online lessons and find this beneficial when so much of their normal routine does not exist.

If you have any questions, please do not hesitate to contact us at [music.service@walthamforest.gov.uk](mailto:music.service@walthamforest.gov.uk).

If you have confidential concerns, please email Mary Mycroft, Head of Service [mary.mycroft@walthamforest.gov.uk](mailto:mary.mycroft@walthamforest.gov.uk) and if you would like to discuss these, please leave a number to be contacted on.