

THAMES Safeguarding Policy For Online Synchronous Learning

Rationale

This policy covers the safeguarding protocols and operational requirements for both staff and parents in the delivery of online learning when this is delivered outside of either the school setting or a THAMES Music Centre location.

THAMES tutors will use Zoom video conferencing software to deliver live music sessions via the internet from a designated and appropriate teaching space in their own homes.

This policy is in place to ensure that the safety and security of students and staff is managed effectively and to the highest standards possible, with guidelines and protocols that are both carefully considered and clear. In the interests of the above, all THAMES online sessions will be recorded and securely stored (according to the organisation's Data Protection Policy).

Any concerns that do arise will be followed up immediately and investigated in order to maintain safe and secure online learning environments and experiences for both our students and staff.

The following points must be observed and adhered to by all engaging parties in acceptance of the teaching and learning taking place.

In advance of online teaching and learning commencing, THAMES Management will:

- Have a general risk assessment in place for online tuition that will be continually reviewed and updated in light of feedback from tutors and parents
- Conduct visual risk assessments of tutor's home teaching spaces to ensure they are appropriate/safe
- Have clear procedures for managing queries or concerns for tutors, families or students before, during and after sessions including contact details for relevant managers
- Provide tutors with access to a Zoom account via a Tower Hamlets email address and instruction on how to use the software and to safely host an online learning session
- Provide parents and carers information regarding Zoom, including how to access and use, the process of an online learning session, how video and audio data will be recorded and stored, and when, how and by whom it can be accessed



In addition to this and as a continual process THAMES Management will:

- Record live video sessions as part of our monitoring and safeguarding
- Ensure that the collection, storage and processing of recordings of all data including live video sessions fully complies with General Data Protection Regulations

General guidelines for tutors in the delivery of online music sessions:

- Tutors must make sure their device / laptop is plugged in, and their internet connection is stable so that the neither power or connectivity are lost mid-way through a session
- Ensure that the camera placement is positioned in the correct way for the lesson:
Not too near/far from the tutor
With enough space and at a good angle to demonstrate the instrument clearly and effectively
- Lessons should be delivered using the best quality audio and visual equipment available and tutors should check the sound quality is clear, with no interfering background noises in advance
- Tutors should have planned the session and have any supporting resources available and ready to use

Safeguarding protocols for tutors who must ensure that:

- They only teach an online session if they are feeling fit and healthy enough to do so
- All sessions happen according to set timetabling, as defined by THAMES management
- The THAMES management Zoom account is invited to all online sessions. A member of the THAMES management may drop in to monitor the lesson at any point.
- The teaching space is appropriate and safe to work in with suitable ventilation/heating, no personal items in view, a clear blank background and a good level of light (subject to visual risk assessment by THAMES management)
- They are happy with the learning space provided for the student in line with the points above. A parent/carer should be present at least for the start of the session and monitoring nearby after this.
- They are dressed appropriately and that use of language is professional and appropriate throughout
- Login details for tutor Zoom accounts are not shared with anyone and on screen names for Zoom sessions must remain as the email account issued with no deviations
- They only use a tutor Zoom account to communicate with students/parents. Any further communication between tutor and students/parents will be done via THAMES Managers.
- They must not pass their personal mobile number and/or personal email address on to students or parents/carers

- They do not record any of the lesson content and/or share it on social media or with anybody
- They do not befriend or follow students or their family members on any of their social media accounts
- They do not accept or offer the opportunity to teach Tower Hamlets students online privately and outside of the platform and structures setup by THAMES and outlined above
- They report any safeguarding concerns to Karen Brock (Head of THAMES and DSL) Karen.Brock@towerhamlets.gov.uk or failing this, the relevant THAMES Manager

Safeguarding protocols for parents and carers who agree that:

- They give consent for their child to take part in THAMES online instrumental/vocal learning
- They give consent to the collection, storage and processing of recordings of their child and themselves
- They can provide an email address with which they will be able to setup a free Zoom account, the login details for which will not be shared with either their child or anyone else. The onscreen name for this account must be their child's full name with no deviations.
- They will provide an appropriate learning space for their child with sufficient space, a good level of light, no personal items in view and with a window or open door through which monitoring is possible.
Unless there is no other alternative it is advised that this space is not the child's bedroom.
- They will provide a suitable device with which their child can engage in the session including access to a camera and microphone. The device should be connected to power/a stable internet connection and turned on in advance of the session's start time.
- They will ensure that the learning space is equipped with any other supporting items required for the session
- They must present themselves at the very least at the start of the session and either remain in the room or nearby throughout so that they are able to monitor activity and conversation
- They will ensure that both their child and themselves are dressed appropriately for the session, and that no other children in the household under the age of 18 can be seen by the camera at any point
- They will not record any of the session content and/or share it on social media or with anybody else
- They will not attempt to befriend or contact the tutor on any form of social media or anywhere other than via the THAMES Office
- They will not share the THAMES Tutor Zoom account details or associated email addresses with their child or anyone else

- They will raise any concerns they might have directly with Karen Brock Head of THAMES and Designated Safeguarding Lead - Karen.Brock@towerhamlets.gov.uk

Any safeguarding concerns must be reported without delay regardless of the seriousness of the concern.

Any reported concerns related to staff conduct or allegations against the tutor will result in the immediate suspension of the lesson until the reported concern/allegation has been investigated.