

Townsend Tuition Online Policy

This Policy deals with Online Tuition only.

For any other information or other policies see *Townsend Tuition Policy*, *Privacy Policy*, or contact me.

1. This Policy

Where requested lessons may be given over Skype or Facetime. This policy outlines my working procedures.

2. Safeguarding

Safety of pupils is always my first priority, and this is no exception when using technology and the internet.

- a. This section refers mainly to pupils under 18 years of age, but principles of safety online are applicable to all.
- b. When starting our lesson over Skype/Facetime, a parent/carer must be present.
- c. For the duration of the lesson, a parent/carer must be nearby – the next room with the door open, checking regularly is fine.
- d. Wherever possible a piano should be in a communal area such as a living room and not a private area such as a bedroom. If this is not possible I would request that a parent/carer be present throughout the whole lesson.
- e. When our lesson ends, a parent/carer must be present.
- f. I will only require contact details from parents/carers and not pupils themselves.
- g. Practice and resources will also be sent to parents and carers rather than pupils directly.
- h. For other safeguarding information please see *Townsend Tuition Policy*

3. Contact details

- a. When using Skype I will be calling from this address:
petemt_99@hotmail.com (Please be aware, I will not be able to receive any emails to this address)
- b. When using Facetime I will be calling from this number:
07773164402.
- c. Before starting I will need to know:
 - i. How to call (Skype or Facetime)
 - ii. What your contact details are (Parent/carer, not pupil)
- d. For additional contact details please see *Townsend Tuition Policy*

4. Lesson setup

In order for lessons to go as well as possible there needs to be some preparation before each lesson. For pupils this is fairly straightforward.

- a. You need a device to stream online lessons. You can use a desktop computer, laptop, or tablet. Please be sure that your device is charged and/or plugged in during any online lessons.
- b. Your internet should be at 5mbps upload and download speed. To ensure optimum speed you can use an ethernet cable rather than wireless.
- c. Please download video calling software (Skype, or Facetime if you have an Apple product). Let me know what your username is prior to our first lesson so I can add you as a contact.
- d. You obviously need your instrument during online lessons. Make sure that your instrument is ready and in tune for your first lesson.
- e. Please find a stool or desk to place your device. The device should be positioned so I can clearly see you and the instrument.
- f. I'll let you know which exact method books and materials you'll need for your lessons. Be sure to have these ready to go before your lesson time begins so we can get started right away.
- g. New books and materials may need to be delivered directly to your house. Therefore, it would be useful to have your address.

5. Technical difficulties

- a. To reduce the chance of technical difficulties ensure you have followed points from section 4 'lesson setup'.
- b. There may be dropped calls from time to time during lessons. If this is the case we can simply call back and carry on.
- c. In the event that sound or visuals are lost temporarily we can hang up and call back.
- d. In the unlikely event that sound or visuals do not work at all, we may have to reschedule the lesson. In this case we can use the time to test equipment in preparation for next time.

6. Lessons

- a. I anticipate lessons to go smoothly. However, some additional help from someone older (parent/carer/older sibling) maybe helpful for younger children at the beginning.
- b. Younger children will probably need help setting up their device (so I can see both the pupil and the piano).
- c. Younger children may also need help during initial lessons (following directions, finding music, hand placements etc).
- d. Lessons and their content will broadly follow the same format as lessons in person.
- e. Practice will be written down by me during our lessons and sent by email to parents/carers.
- f. As time goes on pupils may find that they are at home more. Therefore, feel free to send me recordings of pieces, scales, compositions etc.

Townsend Tutoring