

SFE Music School Online Memorandum of Understanding

- Online Lessons will take place on the Office 365 platform, using the Meetings function of the (free) Teams App, available for iOS, Android and PC/Laptop devices – search for Microsoft Teams or use the following link: <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>
- The App must be downloaded onto a suitable device and used by an adult, using an adult's email account.
- Weekly Lessons will be offered during term time, reflecting the equivalent of Music School's commitment to 36 Lessons in a calendar year.
- Online Lesson times must be at a time agreed with the Teacher (via email). These will be between 9.30am and 7.30pm Monday to Friday or between 9.30am and 5.00pm on Saturdays.
- Although Lessons would normally be for 30 minutes, younger pupils may be offered two shorter Lessons during the week of 15 minutes each.
- Customers partaking in Online Lessons have the ability to rearrange a Lesson, via email to your Teacher, with a minimum of 24 hours' notice prior to the Lesson required. Services For Education will then endeavour to rearrange the Lesson. If the Lesson cannot be rearranged, the Lesson will be cancelled without charge.
- Where less than 24 hours' notice is provided of the need to rearrange an Online Lesson, Services For Education will seek to rearrange the Lesson, if possible. Where the Lesson cannot be rearranged, the Customer will still be charged the full price for the Lesson.
- The date of the next lesson will be confirmed by email.
- Pupil progress will be tracked and pupils are expected to complete practice diary entries.
- An appropriate communal household space must be used for the Lesson, such as a living room.
- All safeguarding or child protection concerns must be forwarded to the Head of Music School/ Designated Safeguarding Lead, Paul Douglas paul.douglas@servicesforeducation.co.uk
- The Head of Music School (or a named nominated senior leader) may join the Lesson as an observer as part of our programme of Quality Assurance measures.
- If the pupil is a child:
 - Lessons will only be scheduled with the consent of an adult.
 - Consent is to be confirmed by agreeing to the terms of this 'SFE Music School Online .Memorandum of Understanding' document at the time of booking Online or Flexi Lessons.
 - If the pupil is a child of primary school age, an adult must accept and acknowledge the video call and be present at all times (the adult does not have to be completely in shot), and then end the call.
 - If the pupil is a child of secondary school age, an adult must accept and acknowledge the video call.
 - SFE Music School staff will not continue with the Lesson if there is no adult present, or the Lesson is taking place in an unsuitable space.