

# Instructions and Terms and Conditions for 'Virtual Academy' Online Music Lessons for Hope Creative and Flow Creative Students October 2020



These terms and conditions form the basis of a contract between Bristol Plays Music and Parents/Carers. Parents/Carers are subject to and agree to these terms and conditions. Bristol Plays Music reserves the right to vary these terms and conditions at any time and without notice.

## 1. ENROLMENT

- All contracts for music tuition and other music activities are only made with Parents/Carers.
- Lessons are funded by Bristol Music Trust, and the programme is administered by Bristol Plays Music. Please contact Bristol Plays Music with any queries or concerns.
- Children in Care (6-18) and disabled young people (11-25) are entitled to free one-to-one lessons. We will consider requests outside these age limits if online lessons are suited to the needs of the child/young person.
- After registering your interest, we will contact you to find out more, and you will then be placed on a waiting list while arrangements are made with your tutor. Your tutor will then get in touch to arrange the lessons.
- Lessons are booked per double term. You will be advised at the beginning of each double term how many lessons have been allocated to your child.

## 2. FEES

- The Flow Creative and Hope Creative Online is an online music programme for disabled young people (age 11-25) and Children in Care (age 6 -18). Free lessons are available to children in care, disabled young people and children with an EHCP.
- For Hope Creative: If you would like to purchase more lessons than your allocated amount, either by using pupil premium or other means, please contact [lu.bristow@bristolbeacon.org](mailto:lu.bristow@bristolbeacon.org) Lessons cost £18 per 30 min.
- If your child is eligible for funding from the Pupil Premium Grant (PPG) and your school has agreed this can be used for music tuition, please ask your school to send us the details.
- Parents/carers will be notified of any fee changes in advance.

## 3. COMMENCEMENT

- After registration, your email address will be given to the Hope Creative or Flow Creative tutor assigned to your child who will be in touch with you regarding lessons day/time.
- All lessons will be delivered via Zoom or Microsoft Teams.

#### **4. DURATION OF LESSON**

- Online music tuition is given on an individual basis except when other arrangements have been agreed.
- You will be booked a lesson slot of one hour, and you can agree with your tutor the length of time within this that works for your child.

#### **5. TIMETABLING OF LESSONS**

- Online music tuition takes place between the hours of 9am and 7pm, Monday to Saturday.
- Tutors will coordinate with Parents/Carers to find the most appropriate available time. The lesson will take place at the same time for the duration of the double term where possible.
- The tutor will confirm lesson times by email to the Parent/Carer and send Zoom links/Teams invitations.
- Music tutors are not responsible for reminding parents/carer of upcoming lessons.

#### **6. MISSED SESSIONS/LATE ATTENDANCE/CANCELLED LESSONS**

- Students should be ready for their lesson to start promptly at the agreed time. If the lesson is late starting, the duration of the lesson may be reduced, at the discretion of the tutor.
- If less than 24 hrs notice is given to cancel a lesson, this lesson will come off the student's allowance.
- If more than 24hrs notice is given, the lesson can be rescheduled to another date.
- If the lesson is not attended and no notice is given, tutors will inform the project managers and lessons will be paused until contact has been made. This lesson will come off the allowance allocated for that double term.
- If two lessons are missed without notice, BPM reserve the right to cancel the remaining lessons.
- If a lesson stops due to technical issues, you can arrange to make up the remainder of the lesson on another day with your tutor.

- If a tutor is unable to teach a session/lesson due to, for example, illness, they will rearrange the lesson for a later date.
- We understand that for some young people attending lessons will be a struggle on some days, and you may need to cancel at the last minute. Please do contact your tutor as soon as possible to let them know, but do not feel pressured to go ahead with the lesson if it is not right at that time. We will not be able to replace that lesson, but your lesson the following week will go ahead as usual.

## **7. SUPERVISION**

- Parents/Carers are responsible for students during the lesson. The tutor must see the parent/carer at the start and end of every lesson to ensure the supervision is there.
- Parents/carers can allocate another responsible carer to be present during the lessons. Please advise your tutor if this is the case.
- Parents/Carers must remain in the vicinity of the music lesson – not necessarily in the same room, but must remain in the same building with the door to the teaching room left open.
- The lesson will be stopped if no parent/carer/allocated person is present and the lesson will come off the allocation.

## **8. INSTRUMENTS/ACCESSORIES**

You are not required to have a specific instrument for Flow Creative or Hope Creative. We will talk to you about your specific situation.

## **9. TERMINATION OF LESSONS**

If you wish to cancel your child's lessons you must notify:

[lu.bristow@bristolbeacon.org](mailto:lu.bristow@bristolbeacon.org) (Hope Creative) or [jenni.parkinson@bristolbeacon.org](mailto:jenni.parkinson@bristolbeacon.org) (Flow Creative) at least one week in advance of your next scheduled lesson to avoid a lesson charge.

## **10. LIABILITY**

Bristol Plays Music does not accept liability for loss or damage to students' instruments or personal possessions. Parents/Carers should arrange appropriate insurance for these items.

## **11. GENERAL DATA PROTECTION REGULATIONS (GDPR)**

For details of how Bristol Plays Music manages and protects personal data please refer to the Bristol Music Trust Privacy Policy

<https://www.bristolplaysmusic.org/about/privacy-policy/>

## **12. CODE OF CONDUCT**

Parents/Carers will be required to adhere to the Virtual Academy Code of Conduct for all online lessons. Please see below for the Code of Conduct.

## Virtual Academy Code of Conduct for Parents/Carers



Like an 'in-person' music lesson, online lessons should be participatory and fun. They should become a normal part of the weekly routine. Here are some tips to keep it a fun, professional, safe and effective learning experience for your child.

- Online lessons should take place in an appropriate room in the home and where possible, not in the student's bedroom.
- Make sure all the technology is working before the lesson starts. For example, download any apps and check internet access. You may also want to check your mic and camera are on the correct settings. You will receive a How-To Guide for Zoom once lessons have been confirmed.
- Depending on individual circumstance, students should be ready and waiting to join the lesson at the scheduled time with any necessary equipment or resources.
- Students should not share any personal or private data with BPM tutors or chat with tutors on other social media platforms.
- If a lesson stops due to technical issues, please record the details and arrange another lesson with your tutor. This will not affect your lessons allocation.