

Online Tuition and Safeguarding Agreement for Parents and Students

On signing up for Online Tuition with RMT, Parents and Students agree to the following guidelines.

We politely request that all families:

- remember that all communication regarding Online Tuition will come from RMT official addresses. This may be admin@richmondmusictrust.org.uk or the teacher's @rmtstaff.org.uk address. RMT Teachers are not permitted to email parents from private accounts. The RMT Teacher may choose to share his/her mobile number with parents at his/her discretion but is under no obligation to do so.
- are aware that all communication in relation to Online Tuition, both from the Teacher and the office, will be made via the parent, using the contact information provided during the Online Tuition Sign Up process. Under no circumstances will the RMT Teacher be permitted to contact a student to organise lessons on the student's email/phone/social media platforms.
- select a suitable, quiet location for lessons to take place (preferably not a bedroom). Please use an area where the background is neutral and make sure that personal items are not on display.
- ensure that young people understand that, just as at school, we expect behaviour, verbal/written communication, and dress to be appropriate at all times throughout Online Tuition. If the RMT Teacher feels this is not the case, s/he will immediately end the online lesson and contact the parent to discuss the situation.
- endeavour to be punctual and organised. Parents must be familiar with the technology in their home, and willing to support their child in ensuring that all equipment is ready to be used in advance of the lesson commencing. Failure to do so will result in valuable teaching time being lost whilst equipment is set up and we do not expect our teachers to extend lesson times because of this.
- understand that the lesson can only be started and ended by the RMT Teacher. The student will not be able to "enter" the online lesson before the teacher, and the teacher will "end lesson for all".
- make sure that an adult is present/reachable as below:

Students aged 12 and under

adult present (not required to be visible on screen) *or at least in earshot* throughout the lesson.

Students aged 13-18

adult should be present for the start and end of the lesson and reachable throughout.

- agree that, wherever practical and possible, the parent should not interject/interrupt the lesson once it begins, other than when invited by the teacher or when requested by the student.
- understand that, for safeguarding reasons, RMT Teachers are not permitted to record online lessons. However, if there is a part of the lesson which the teacher feels it would be useful for the student to have recorded to aid practice, the teacher will specifically ask the parent to enter the lesson to record as appropriate. In no circumstances is it acceptable for the student to record the lesson; this must be actioned by the parent.
- agree to make brief notes as requested by the RMT Teacher as the lesson progresses in order to ensure that it is clear what should be practised in between online sessions. Notes can be made in the RMT Yellow Practice Notebook, or on any other notepad as available. Teachers will not ask students to take copious notes, but will instead dictate clear, age appropriate instructions at key points in the lesson. Parents of younger students may prefer to write the notes on behalf of their child.

Online Tuition Guidelines for Parents and Students (continued)

We politely request that all families are aware that:

- where a technical fault/illness on the part of the teacher occurs prior to the start of the lesson and prevents the lesson from being delivered at the agreed time, the teacher/RMT will contact the parent within 24 hours to arrange an alternative time for the delivery of the lesson.
- where a technical fault on the part of the teacher occurs at any time during a lesson and prevents the lesson from being delivered in full, the teacher will contact the parent as soon as possible to arrange a convenient time for the completion of the lesson.
- where a technical fault/illness/other legitimate reason on the part of the student occurs prior to the start of the lesson that will prevent the lesson from being delivered at the agreed time, the parent is responsible for contacting the teacher (by email) a minimum of 1 hour before the agreed lesson start time to notify the teacher that the student can no longer attend at the agreed time. The teacher will then respond to this email as soon as they can, where possible, arrange an alternative time for the delivery of the lesson. Parents should not expect an immediate response to such an email as the teacher will most likely be teaching. Should the parent fail to contact the teacher a minimum of 1 hour before the agreed lesson start time, the teacher is not obliged to schedule an alternative time for the delivery of the lesson and the lesson may be lost.
- where a technical fault/illness on the part of the student occurs at any time during a lesson and prevents the lesson from being delivered in full, the completion of the lesson will be at the teacher's discretion.