



Home Visits, Studio Visits and Blended Learning Policy

This policy covers the safeguarding and operational requirements for situations where learning for a pupil is provided outside of either a school/setting or a Cambridgeshire Music Centre location.

Over the last 10 years the arts education landscape has changed considerably. As well as providing tuition on school sites and in school time, Cambridgeshire Music also provides arts activities in Community, Child and Family, and other similar centres and through home visits, tutor studios and blended learning, which may include home visits, live video sessions and recorded or written online resources. The flexibility this provides enables our high standard of creative work to be delivered in more locations, which improves access and opportunity for young people and adults. This in turn promotes growth of activity and a broader range of participants.

There are three types of provision that Cambridgeshire Music operates to support the delivery of activities (e.g. instrumental lessons):

1. Home Visits, where a tutor visits a family home to provide the activity
2. Studio Visits, where a pupil and parent/carer visits a studio operated and approved by the service which is not managed by a setting or Cambridgeshire Music itself.
3. Blended Learning, where provision is using agreed technology to enable virtual learning alongside face to face visits as arranged.

We have this policy to ensure that the safeguarding of all taking part in teaching and learning is managed to the highest standard and that the processes that should be followed are clear. Safeguarding is our highest priority which we take very seriously and any concerns are followed up immediately to ensure a safe and secure environment for learning.

For the safety and security of our clients, families and tutors, the following procedures must be adhered to and form a part of the acceptance of any booking or contract for service.

This is a policy that:

- our tutors must follow if providing any of the above types of activity
- explains the procedures to be followed which will be different depending on the mechanism being used (see below).
- is communicated to customers at the time of setting up the activity or on request

What is:

- **A Home Visit?** In some cases it is not practical to provide an activity in a setting such as a school or a music centre. In these circumstances a home visit may be offered as an alternative option, where a tutor provides the lesson in the student's own family home.
- **A Studio Visit?** Although home visits are possible, it's often more practical for a tutor to provide several lessons in a single location. Where the facilities are available and appropriate, the service may authorise the provision by a tutor from their own studio location if they have one and students and parents/carers will be able to visit and have the lesson there.
- **Blended Learning?** Blended Learning engages students with learning through a combination of:
 - One or more face-to-face lessons or other music-making opportunities at their home ("home visit") or at an external location such as a music centre.
 - Remotely provided lessons in which students and tutors interact in a live teaching environment online ("live video session")
 - Access to online recorded and written learning resources

Procedures

| Cambridgeshire Music managers will: | Blended Learning | Studio Visits | Home Visits |
|--|------------------|---------------|-------------|
| Have a risk assessment that is reviewed and updated by managers for tutors carrying out delivery of these activities. | ✓ | ✓ | ✓ |
| 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 students, parents and carers information in advance about the software to be used for live video sessions, how video and audio data will be recorded and stored, and how and by whom it can be accessed. | ✓ | | |
| Discuss the process with parents/carers if requested, before any live video lessons take place, to identify any concerns and provide additional support where needed. | ✓ | | |

| Cambridgeshire Music managers will: | Blended Learning | Studio Visits | Home Visits |
|---|-------------------------|----------------------|--------------------|
| Obtain consent from parents/carers to record and (subject to consent parameters) use video of themselves and the student. | ✓ | | |
| 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. This will include obtaining consent from students over 18 years old or parents/carers of students under 18. | ✓ | | |

| Cambridgeshire Music tutors delivering activities can only do so if: | Blended Learning | Staff Studios | Home Visits |
|---|-------------------------|----------------------|--------------------|
| There is parking available for visits, and the venue is accessible | ✓ | ✓ | ✓ |
| The workspace provided for is appropriate, with ventilation and lighting/heat as required, and safe in which to work. | ✓ | ✓ | ✓ |
| The workspace(s) has windows so that there is “passing observation” possible or alternatively the door to the room is left open. | ✓ | ✓ | ✓ |
| The workspace is equipped any agreed items required for the lesson (e.g. a music stand, headphones). | ✓ | ✓ | ✓ |
| The parent or carer is on site for the whole of the duration of each session, and available for communication with the tutor during that time. They do not have to remain in the workspace but can do so if they wish. | ✓ | ✓ | ✓ |
| Participants below the age of 18 attending for an activity are accompanied by a known responsible adult who has been agreed can carry out the pastoral role. | | ✓ | |
| There is a suitable place either in or near to the workspace where the parent or carer can wait and the ability for them to observe the session taking place. They do not have to remain in the workspace but can do so if they wish. | | ✓ | |
| Everyone tutors come into contact with or they will see via the video link is dressed appropriately for being seen in a public context. | ✓ | ✓ | ✓ |
| Accept that “spot” checks may take place at any time activities are scheduled to be provided | ✓ | ✓ | ✓ |

| Cambridgeshire Music tutors delivering activities can only do so if: | Blended Learning | Staff Studios | Home Visits |
|---|-------------------------|----------------------|--------------------|
| Their communication, attendance records and timetabling is maintained accurately | ✓ | ✓ | ✓ |
| Understand that if unavailable for work during the day, they should not operate sessions in the evening without agreement from their manager that they can return to work for this purpose. | ✓ | ✓ | ✓ |
| The tutor and their line manager are happy with the setting from a health and safety perspective. | ✓ | ✓ | ✓ |

| Parents and Carers/Guardians agree that: | Blended Learning | Staff Studios | Home Visits |
|---|-------------------------|----------------------|--------------------|
| They will give consent to the collection, storage and processing of recordings of themselves and the student. | ✓ | | |
| They will ensure that there is parking available for the tutor and that the venue is accessible. | ✓ | | ✓ |
| They will ensure an appropriate workspace is provided for home visits and for live video lessons, with either a window offering observation into the room or an open door option available and personal items out of sight. | ✓ | | ✓ |
| They will ensure the workspace is equipped with a music stand and any other agreed items for the lesson. | ✓ | | ✓ |
| They will provide a suitable device for live video sessions with microphone, headphones and camera, and will ensure that the device is switched on and working in time for the start of the session, with power points in a good condition and not overloaded. (Bluetooth headphones and built-in camera and microphone are recommended.) | ✓ | | |
| They will provide information in advance of live video session, of the device to be used, who else has access to it and what, if any, safeguarding measures are in place on the device. | ✓ | | |
| They will provide internet connection of sufficient data capacity and bandwidth. | ✓ | | |
| They will ensure that the device to be used for live video sessions has a suitable email account for accepting a link to the live video session. | ✓ | | |
| They will ensure that pupils, they themselves and any other adults or children visible by the tutor are dressed appropriately for being seen in a public context during home visits and live video lessons. | ✓ | | ✓ |

| | | | |
|---|---|---|---|
| They will ensure that other children and young people under the age of 18 do not come into sight of the camera during live video lessons. | ✓ | | |
| They will not record the screen of the device being used for a live video session. | ✓ | | |
| They will be on site for the whole of the visit or remote link-up and available for a conversation with the tutor if required during that time. | ✓ | ✓ | ✓ |
| They will be sensitive in ensuring that there are not interruptions to the work being carried out and conversations at the end of the session do not delay the tutor in departing for their next appointment. | ✓ | ✓ | ✓ |
| They will ensure they attend with their child if they are under 18 years old or provide a suitable adult notified in advance by the account holder to accompany the child. | | ✓ | |
| That no child will attend an activity unless it has been booked through Cambridgeshire Music, and only at the agreed time. | ✓ | ✓ | ✓ |
| They will remain in the workspace if requested by the tutor. | ✓ | ✓ | ✓ |
| They will ensure there is a simple way for pupils to report any concerns to a relevant adult before, during or after their lesson. Pupils should also be made aware of alternative methods for sharing information or seeking help such as CEOP, Childline or the police. | ✓ | ✓ | ✓ |
| They will accept that a session can only be provided if the conditions of the policy are met and that a charge for time may still be liable should it not be possible to provide the session if the tutor deems that they would be unable to comply with the policy. | ✓ | ✓ | ✓ |

Allocation of Home Visits, Studio Visits and Blended Learning

If an option for delivery is proposed by a member of staff as a solution the Cambridgeshire Music Business Team will carry out the following steps:

1. Contact the account holder to discuss if a home visit, studio visit or blended learning would be an acceptable solution, subject to an available member of staff, provide information, including policies and procedures, and ensure correct permissions are given. If agreed they will change the base for the tuition to the specific option (not available to clients as a selection option).

2. Allocate the tutor from those who have been approved by managers to provide these activities.
3. The tutor will then confirm the booking in the normal way and agree a session time and notify the relevant location. Once payment is made, lessons can commence in the normal way.

Management of Issues and Review

Any issue that arises as part of the provision of these mechanisms used for activities will be discussed within 24 hours with an appropriate manager in the service or sooner if urgent. Either account holder or staff member may raise an issue.

The safeguarding manager may suspend the approval for providing sessions if necessary while an issue is being investigated or following an investigation.

Policy Review

Annual review by Head of Cambridgeshire Music and Manager of Education Safeguarding Team

Last reviewed March 2020