# **Acceptable Use Policy (AUP) Bolton Music Service - our response to Covid19 and providing music instrumental lessons, vocal lessons and music workshops remotely. 1. Purpose** 1.1 Bolton Council’s music service is committed to providing a continued safe and secure service to children and young period during this pandemic (Covid-19) 1.2 This policy sets out Bolton Council’s Music Service’s approach to providing a continued music service in a safe, secure and appropriate environment, with support from youth workers in some Soundtracks sessions. 1.3 To provide this service, the Music Service teachers will continue to ensure that they follow all Bolton Council policies and procedures. 1.4 This policy outlines what Music Service teachers may and may not do when using teams or skype for tuition purposes only, and the consequences for not following this policy. These are outlined within the Council’s main Acceptable Use Policy. 1.5 This supplementary Acceptable Use Policy is for the Covid-19 period only and does not replace Bolton Council’s MBC’s main Acceptable Use Policy. It outlines the IT tools that can ONLY be used and is a guide to both Staff (Music Teachers) and Parents/ Carers 1.6 This policy will be reviewed regularly by the senior management team and updated in response to changes during the Covid-19 period. **2. Technology to be used.** 2.1 Microsoft Teams and Skype for Business are secure video/ voice conferencing platforms that are available to Music teachers from Bolton MBC. No text/ chat/ file sharing should be used within teams or skype. All lessons MUST be only undertaken from the official Bolton.gov.uk account and not a personal account. 2.2 No other video/ voice conferencing technologies can be used at any time. The only exception to this rule is Zoom which can only be used if agreed by the Head of Service and must only be used when Teams/ skype can not be used. 2.3 A separate guide has been developed in order to support teachers to arrange lessons online through Microsoft Teams or Skype for Business. Further guidance and instructions must be followed in relation to any exception for the use of Zoom. Further guidance is also available from the Bolton Intranet.

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# **3. Information Governance principles when using Microsoft Teams or Skype for Business Music teachers** At all times staff must agree to the following conditions of usage: 3.1 Staff (music teachers) MUST ensure that before any lesson that the parents/carers agree to the use of the technology through confirmation by email and MUST agree to the use of this technology solely for the purposes of providing a music lesson remotely.

# 3.2 At no time will there be any recording made of the lesson (video and or voice) or text/ chat/ file sharing be used. 3.3 If there are any safeguarding concerns then these MUST be reported immediately through the existing Bolton MBC policies and procedures. Please report any concerns to the Bolton Music Service Designated Safeguarding Lead carolyn.baxendale@bolton.gov.uk 3.4 All music lessons MUST be booked through the parent/carer. No lessons should be booked directly with the child/young person for whatever reason. Staff MUST remain the “host” at all times which means staff have full control of the call. 3.5 Staff MUST not invite a child/young person to the call but instead use the parents/carer as the conduit to the music lesson with the Child/ Young person.

3.6 Staff MUST ensure that all music lessons are booked by sending a team’s/skype appointment. There should be no requests made by a parent or child/young person. This will ensure that staff are in full control of the call.

3.7 Staff MUST not under any other circumstances allow (admit) anyone else to the call. The call is initiated ONLY by staff and should only be an invitation to the parent’s/carer’s email.

3.8 If staff believe someone else has joined the video call they MUST immediately close/ stop the lesson/call and report this to the Information Governance Team.  
  
3.9 There MUST be no other contact through teams or skype (or with exception zoom) which is not covered under this acceptable use policy. This includes texts messages, chats and sharing of files.   
  
3.10 Staff must always use a business-like profile picture and establish a serious and professional manner when using either Microsoft teams or skype (or with exception zoom). Bolton Music Service identification badges must always be worn.

3.11 Staff must emphasise to the child/young person and their parents that is to be used for lessons only and not for any other contact, e.g. sharing photos or general messaging.   
  
3.12 Staff must emphasise to the parent/career who may not have used teams or skype to only receive calls from known contacts.  
  
3.13 When teaching via Microsoft Teams/ skype (or with exception zoom) staff MUST ensure that this is in a safe and secure environment which does not at any time result in other people who live at the same address being broadcast (or heard) via the video call.   
  
3.14 Staff should dress smartly and use a neutral background which does not show any backgrounds such as family photographs or any other images which relates to your family/friends or would be unsuitable for any other reason

3.15 At all times the parent MUST be present whilst the video call is ongoing. If the parent needs to leave the call, staff must close the call and call back to recommence the lesson. Staff MUST inform the parent of this so there is a need to build in some preparation time for the parent and for staff before the call has been made.

3.16 The lesson MUST not take place in a bedroom (or any other bedroom or unsuitable room e.g. dressing room).

3.17 The lessons MUST be set up using the parent’s device (i.e. laptop/tablet/PC), not the child's device.  
  
3.18 Although the call is not recorded, only the child/young person and parent should be visible during this call.   
  
3.19 At all times staff MUST follow information security and other associated Bolton Council policies.

3.20 As per Bolton Council has usual Safeguarding policy communication between students / staff via social media, personal email, text messaging, gaming or other app platforms is not allowed.

3.21 As there is no video or sound recording of the music lesson the only audit of the lesson is the time and date of the call.   
  
3.22 If an exception has been agreed and Zoom is to be used, then the following security measures **MUST** be adopted by the Music Teacher. It should be stressed there is no audit or central administration to validate these controls are in place so you **MUST** as part of any request, confirm this with the Head of service. These controls are detailed within appendix one. Reminder: If at any time someone enters the zoom meeting you **MUST** suspend the meeting immediately and report to the Head of Service.

# **Advice to parents/carers:**

In order to ensure Bolton Council maintains high standards of safeguarding, the council would like to make you aware of the following advice to enable a safe remote teaching environment:  
  
As per our usual safeguarding policy we do not allow communication between a child/young person and staff via social media, personal email, text messaging, gaming or other app platforms.   
  
Please also note

* The parent/carer MUST be present for the full duration of the lesson
* At no time will a recording be made. (video or voice)
* All calls will be initiated by the Music Teacher and no one else.
* At no time should you accept an invite from someone you do not know.
* If you are unsure who the person is who is arranging the music lesson, do not accept the call and contact carolyn.baxendale@bolton.gov.uk
* You must ensure before the call, that your child/young person is suitably dressed and ready for that teaching lesson.
* Please ensure that you do not take part in an online session in your bedroom (or any other bedroom or unsuitable room)
* When setting up the room where the music lesson will be made make all efforts to ensure no one else will be seen or heard from that call.
* All calls will be arranged via your email only. No other email address can be used, for example the email address of the child/young person.
* You must not at any time invite others to the call. If you or the teacher believes another person had been invited or is on the call, the call MUST be terminated.
* Always follow best practice in information security.
* Never accept any request/call if you do not know the requestor.
* The lessons must be set up using your device (i.e. phone/laptop/tablet/PC), not the child's/ young persons.

Bolton Council has taken all reasonable step to ensure that this lesson remains safe and secure and accepts no liability or claim using this technology.  
  
  
Other support at this time.

Mental Health Support to families: If you or your child are affected emotionally by the current situation, please seek advice and support from Young Minds (<https://youngminds.org.uk/> ). They offer a service free of charge to young people and parents. You can also contact us at [www.bolton.gov.uk](http://www.bolton.gov.uk) if you have queries about support or for ongoing health advice continue to use the online service: <https://111.nhs.uk/>  
  
  
  
 **Music lesson via Microsoft Teams/Skype for business/Zoom**  
I…………………………………………………..(NAME OF PARENT/CARER)

agree to the use of Microsoft teams / skype for business / Zoom so that

…………………………………………….. (NAME OF CHILD/YOUNG PERSON)

…………………………………………… (DOB)

can continue to receive a music lesson remotely.   
  
At no time will there be any recording of this music lesson (voice or video)

This is an online workshop, and there will be a minimum of two teachers in the session

I, the parent/carer, will sign in to the session using my email address and following this WILL / WILL NOT ( please delete) be present in the room with my son/daughter during the session.  
  
I will not accept any call from anyone I do not know and if I believe someone has accessed the call, I will terminate the call immediately and report to [carolyn.baxendale@bolton.gov.uk](mailto:carolyn.baxendale@bolton.gov.uk)

Signature of parent/carer………………………………………………………………

Dated…………………………………………………………………………………….  
  
By signing this you have also accepted that you have read and understood and will follow the advice we have provided.

A copy of the Music Service’s privacy notice can be accessed from <http://boltonmusicservice.com/>

Please sign, scan and return this form to Stephen.Bolton@bolton.gov.uk

**Appendix one**

**Security settings/functions for online teaching with Zoom**

Zoom have improved security functions, which have been pre-configured as default settings for added protection. The software must be kept up to date with the latest version in order to maintain the highest levels of stability and security. Tutors must check all settings, and configure as necessary, before any online session begins.

**ID and invitations to lessons**

* Removal of ID from title bar to prevent Host/Tutor’s information being copied.
* System should be set to issue a randomly generated Meeting ID and Unique Password for each lesson rather than using the Personal ID of the Host/Tutor – this mitigates anyone trying to join future meetings as ID/password won’t be the same.
* Host/Tutor receives a notification should any participant share the link with anyone else who is not invited to join the lesson.
* Invitation settings should be set to allow give participants the option to join the lesson using their web browser or Zoom software on their computer or tablet.

**Mitigating Zoombombing**

* All participants joining the lesson are placed in a ‘waiting room’ with sound muted and with video switched off, until admitted to the lesson by the Host/Tutor. Whilst in the ‘waiting room’ participants cannot see, hear, be seen or heard by anyone else in the lesson.
* The Host/Tutor has full control and the ability to remove anyone from the waiting room who was not invited to the lesson.
* Once the lesson begins, the room can be ‘locked’ by the Host/Tutor to prevent anyone else from joining.
* The ‘Share Screen’ and ‘Chat’ functions should be switched off in Settings and is managed by the Host/Tutor.

**Other management functions**

* The Security button on the Host/Tutor’s screen is easily accessible for use by the Host/Tutor during the lesson.
* The ‘emojis’ function should be switched off in Settings.
* The Host should have their video ‘Pinned’ to the screen.
* The Host/Tutor has the ability to remove anyone from the session for bad behaviour or where guidelines are not being adhered to. Once removed they are unable to re-join that lesson.
* The Host/Tutor has the ability to place participants back into the waiting room (akin to being placed on hold on a telephone, or waiting outside the classroom, but with no sound or image) should this be necessary.