

PATHWAYS MUSIC SCHOOL COVID-19 FAQ

1. What is the plan if primary and secondary schools close?

From our perspective there will be two parts : Business as usual for those students able and willing to come to lessons. As discussed earlier, Pathways is in the unique position of only ever teaching four students at a time in a large space. However, we will also deliver online lessons via 'zoom' for those students who either can't or don't want to come physically for lessons because of concerns over Coronavirus.

2. What happens if we're all locked down?

In that event, the studio will close. Clearly, kids especially but also our adult students will be bored! Hobbies will be more important now than ever before - and so our lessons will instead go on via 'zoom' at the normal lesson time in the digital learning environment. The only time a lesson would be missed is if a teacher is sick - in which case a replacement would be arranged or lessons credited as per our usual procedures.

3. What should I do if I or my child is unwell?

If you or your child is unwell with flu like symptoms, please do not bring them to lessons. They can receive online lessons if they feel well enough. Furthermore, if you receive confirmation that your child or a member of your family has Coronavirus (COVID-19) please notify us as soon as it is known. The number to call or text is 0488 26 19 26 in such circumstances. Do not come to the studio for lessons. If a member of staff believes that you or your child is displaying flu-like symptoms, they are being asked to not teach that lesson and to notify you.

4. I am required to isolate but feel fine. Can I have lessons?

Not at the studio, but via our online provider, 'zoom' you can have real-time lessons with your teacher. Any students that are self isolating or who are sick but feel well enough to have lessons, can, from the comfort of their own home. It's incredibly simple and all you need is a phone/ipad/PC or Mac with a camera. For very young students, parental help and assistance is recommended. For details, text us ahead of time (we need 24 hours notice to set up on our end) and we can forward instructions to help you get started.

5. How does Zoom Work?

Zoom uses your computer webcam to display your real-time video to your teacher. In return, you will be able to see your teacher, their instrument and be able to hear each other. You can share resources, whiteboards and music digitally through zoom. It is the same as having a lesson but instead of sitting next to each other, you're learning from your piano at home.

6. When would zoom lessons be scheduled?

At your normal lesson time. To change lesson times, you would contact our main number in the same way you would if you needed to change times for a physical lesson.

7. Should I 'pause' lessons while things settle down?

The first question is why? Everyone will desperately need hobbies if the stricter measures that the Government have discussed come in. Secondly, lessons have happened digitally across the globe for years now - this is just something we haven't taken part in, until now. The final point to make is that if everyone did that, we couldn't stay in business! So, it's very important for all our teachers' livelihoods that business carries on as usual - we all love the work we do and take immense pride in passing our knowledge to those that love music; so we ask that you continue to support us, as you usually do.

8. What happens if there is a confirmed case of Coronavirus in a child that attends Pathways Music School?

We will follow the advice of SA health. It is likely we may need to close for a short period in order to follow the thorough deep cleaning practices necessary to re-open. During the next few months, please check texts and emails prior to coming for lessons.

9. What happens if my teacher is unwell?

Because of the heightened concern around COVID-19 any teacher with flu like symptoms is being asked to stay at home. Clearly, for teachers, lessons are their livelihood and so we will be asking that they make these lessons up. More often than not, this will be during a holiday time - however with the roll out of our new online system, you will also be assigned a makeup credit to use whenever there is a free spot at your convenience.

10. What happens to piano lessons at the Primary schools (SMDPS and FHPS)

Your child can continue their routine as normal. This means that while schools are open, lessons will continue as normal. In the event of school closures either shortly or later down the track, we will deliver lessons via the zoom online platform. Zoom is super easy to use and is perfectly suited to an education setting. Any lessons that are unused from Term 1 or Term 2 will be delivered in this way in the event the school is closed.

