

Midlands Collective
Digital Teaching/Learning Policy

1. Midlands Collective, hereinafter referred to as MC, is aware of the copyright regulations of the Copyright, Designs & Patents Act 1988 – ‘the Act’.
2. All MC digital teaching will be private. No lesson content will be relayed to the public except in the case of short excerpts for marketing purposes. Students’ identities will be checked before they’re admitted into the online lesson.
3. MC will use a variety of methods to prepare online lessons: tutors may pre-record part of their sessions or present them live but they will all be streamed out to the students using a closed, secure video-conferencing app such as Zoom.
4. If it is necessary to make a copy of any other piece of music for teaching and studying, it will be an excerpt only. (Copying versions of whole works or movements, and displaying whole works or movements on the screen, will not be undertaken.)
5. When teaching digitally, the tutor may "screen share" an excerpt of a piece of printed music or script for study purposes.
6. Music materials used for teaching and learning digitally are for individual learning only. They should not be shared with anyone else.
7. When teaching digitally, the tutor may play a recording of music, or music & words: it may very well be a copyright work but, in all cases, only short excerpts will be played, for study purposes.
8. A tutor may demonstrate by performing a work live during a lesson, within the closed, secure videoconferencing app such as Zoom. It may very well be a copyright piece and the tutor will check the copyright status of the work. The performance will not be shared with anyone outside the lesson.
9. Students are expected to attend their online classes at the time specified. There is no guarantee that late-comers will be admitted to the session.
10. MC may make a recording of each online session for quality control and marketing purposes.

Payments

Full payment must be received in advance to confirm a place.

For all students, courses must be registered in advance. Payment can be made up until 24 hours before the course start time to guarantee the place. If payment for registered places is not received by this time there is no guarantee that your payment will be processed in time.

Sibling discounts can only be made to students who share and log on from the same physical address.

Cancellation

If a booking is cancelled, a minimum of 24 hours notice before the course begins should be given.

Occasionally some courses may be cancelled due to circumstances beyond Midlands Collective control. The administration team will endeavour to contact paid customers and will either offer an exchange for the course or, in rare cases of a cancellation, a full refund will be given.

Midlands Collective reserves the right to cancel a course if the minimum numbers of participants has not been met. All efforts will be made to place a student in an alternative course or offer a pro-rata refund where appropriate.

If a single class does not take place due to circumstances beyond our control, Midlands Creative will view this class as postponed and will reschedule.

Refunds

Midlands Creative cannot offer a refund if you do not attend courses.

A full refund will be given if the chosen workshop date/course is fully booked on receipt of payment.

As part of acceptance onto a digital course, students will be asked to confirm that they have read this policy.

Midlands Collective, February 2021