

VIVO SINGING STUDIO

Vivo Singing Studio Safeguarding, Behaviour & Social Media Policy

Formerly Vivo Music Studio

This policy applies to lessons, coaching sessions, workshops and other activities delivered by Kamilla Dunstan through Vivo Singing Studio.

Vivo Singing Studio is operated by Kamilla Dunstan as the sole teacher. The studio was formerly known as Vivo Music Studio. Some references to Vivo Music Studio may still appear on older materials, website pages, booking systems, emails or social media content during the transition period.

1. Safeguarding Commitment

Vivo Singing Studio is committed to safeguarding and promoting the welfare of children and young people.

All students, parents, guardians and visitors are expected to support a safe, respectful and appropriate learning environment.

Kamilla Dunstan will take reasonable steps to ensure that lessons are delivered in a professional, safe and supportive manner.

2. Scope of This Policy

This policy applies to:

- One-to-one singing lessons
- Vocal coaching sessions
- Audition preparation
- Workshops or group sessions delivered by Kamilla Dunstan
- Communication between the studio, students, parents and guardians
- Any photography, video, audio recording or social media activity connected with the studio

3. Under-18 Students

For students under the age of 18, communication will usually take place through the parent or guardian.

Kamilla Dunstan will not engage in unnecessary private communication with under-18 students.

Where direct communication with a student under 18 is necessary for lesson administration, audition preparation, scheduling, repertoire, or similar practical reasons, this should only happen with parental or guardian knowledge and consent.

Parents and guardians must provide accurate emergency contact information and must inform Kamilla Dunstan of any relevant medical, behavioural, learning, access or safeguarding needs that may affect the student's lesson experience.

4. Parent and Guardian Responsibilities

Parents and guardians are responsible for:

- Ensuring students arrive and are collected on time
- Remaining contactable during lessons
- Providing relevant medical, behavioural, learning or safeguarding information
- Supporting the studio's safeguarding and behaviour expectations
- Supervising children before and after lessons
- Ensuring children are not left unattended outside agreed lesson times

For one-to-one lessons with students under 18, a parent or guardian must remain on site unless otherwise agreed in writing in advance. This may include waiting inside the studio, in a designated waiting area, or in a vehicle outside.

If a parent or guardian leaves the premises without prior agreement, the lesson may be paused or ended and may remain chargeable.

Parents and guardians must supervise children around any animals on the premises and must inform Kamilla Dunstan before booking of any allergies, fears, medical needs or assistance dog requirements.

5. Behaviour Expectations

All students, parents, guardians and visitors are expected to behave respectfully towards Kamilla Dunstan, other students, families and anyone on the premises.

The following behaviour will not be tolerated:

- Aggressive, threatening or abusive behaviour
- Discriminatory language or conduct
- Bullying, intimidation or harassment
- Disruptive behaviour during lessons
- Inappropriate comments, gestures or physical behaviour
- Damage to property, equipment or facilities
- Repeated failure to follow studio rules or reasonable instructions

Vivo Singing Studio reserves the right to end a lesson immediately if behaviour becomes unsafe, inappropriate or disruptive. In such cases, the lesson may remain chargeable.

Repeated or serious breaches of this policy may result in lessons being suspended or ended permanently.

6. Teacher Protection and Professional Boundaries

Kamilla Dunstan has the right to work in a safe and respectful environment.

Parents and guardians must not confront, challenge or behave aggressively towards Kamilla before, during or after lessons.

Any concerns should be raised calmly and privately at an appropriate time, not during active teaching time.

If Kamilla feels unsafe, intimidated or placed in an inappropriate situation, she may end the lesson immediately and ask the student, parent, guardian or visitor to leave the premises.

7. Physical Contact

Some singing teaching may occasionally involve physical guidance, such as helping a student understand posture, breathing, alignment or tension.

Any physical contact will be minimal, appropriate, professional and connected directly to the learning purpose.

Students may decline physical guidance at any time. Parents or guardians may also request that no physical contact is used during lessons.

8. Photography, Video and Audio Recording

No photography, video or audio recording is permitted during lessons or on the premises without prior consent from Kamilla Dunstan and, where relevant, the student and parent or guardian.

This includes:

- Recording lessons
- Taking photos in the studio
- Filming performances or exercises
- Recording other students, parents or visitors
- Posting studio-related images or videos online

Where recordings are made for learning purposes, they must only be used for private practice unless separate permission has been given for wider use.

9. Social Media Policy

Vivo Singing Studio may occasionally use photos, videos, testimonials or performance clips for studio promotion, celebration of student achievements, educational content or social media updates.

Images, videos or identifying information relating to students under 18 will not be shared publicly without parent or guardian consent.

Consent may be withdrawn at any time by contacting Kamilla Dunstan. Withdrawal of consent will apply to future use, although it may not always be possible to fully remove material that has already been shared, reposted, printed or distributed.

Students, parents and guardians must not post images, videos or recordings from the studio that include Kamilla, other students, families or visitors without prior consent.

10. Online Communication and Messaging

Communication should remain professional, appropriate and connected to lessons.

For under-18 students, lesson-related communication should usually go through a parent or guardian.

Messages may include:

- Lesson times
- Cancellations or rescheduling
- Repertoire
- Practice notes
- Audition preparation
- Performance information
- Payment or administration

Any inappropriate messages, excessive messaging, abusive communication or boundary-crossing behaviour may result in lessons being paused or ended.

11. Confidentiality

Personal information shared with Vivo Singing Studio will be treated sensitively and only used where relevant to lessons, safety, administration or safeguarding.

Confidentiality may need to be broken if there is a safeguarding concern, risk of harm, legal obligation, or serious concern about the welfare of a child, young person or vulnerable person.

12. Safeguarding Concerns

Any safeguarding concern, disclosure or welfare issue will be taken seriously.

Where appropriate, Kamilla Dunstan may contact parents, guardians, local safeguarding services, the police, medical professionals or other relevant agencies.

If a child or young person is believed to be at immediate risk of harm, emergency services may be contacted.

13. Medical, Access and Additional Needs

Parents, guardians and adult students should inform Kamilla Dunstan of any relevant medical conditions, allergies, disabilities, access needs, anxiety, neurodivergence, vocal health concerns or other factors that may affect participation in lessons.

This allows reasonable adjustments to be considered where possible.

Vivo Singing Studio may not be able to safely provide lessons if essential information is withheld.

14. Accidents and Incidents

Any accident, injury, safeguarding concern, behavioural incident or significant issue arising during a lesson or while on the premises should be reported to Kamilla Dunstan as soon as possible.

Where appropriate, a written record may be kept.

15. Review of Policy

This policy may be reviewed and updated from time to time to reflect changes in studio practice, safeguarding guidance, legal requirements or insurance requirements.

16. Agreement

By booking, attending or continuing lessons with Vivo Singing Studio, students, parents and guardians confirm that they have read, understood and agree to follow this Safeguarding, Behaviour & Social Media Policy.