

The Bee's Keys Swindon LTD (trading as The Bee's Keys)
Suite 22, Crowood House, Gipsy Lane, Swindon, SN2 8YY

Policies Bundle (All)

Updated date for all documents: 26 May 2026

Next review for all documents: August 2027

1) Equality and Diversity Policy and Plan

Commitment

The Bee's Keys is dedicated to providing equal opportunities, access, and outcomes for all. We are committed to challenging discrimination in all its forms and promoting diversity, dignity, and inclusion in our music lessons and in our working practices.

Policy statement

At The Bee's Keys:

No pupil, employee, job applicant, contractor, supplier, or member of the public will be discriminated against, harassed, or receive unfavourable treatment based on race, ethnicity, nationality, colour, disability, sex, gender (including gender identity), marital or civil partnership status, pregnancy or maternity, family commitments, caring responsibilities, sexual orientation, age, religion or belief, political beliefs, social class, trade union activity, or irrelevant spent convictions.

As a music tuition provider, we play a crucial role in:

Promoting fairness, dignity, and respect

Fostering positive relations between different communities and social groups

Ensuring equality of opportunity and access

Addressing disadvantage

Combating discrimination and harassment

We deliver flexible, accessible music lessons and aim to promote a diverse workforce that reflects the communities we serve.

Equality and diversity in music tuition

We are committed to delivering high-quality music lessons that are accessible and fair. We recognise that direct and indirect discrimination can occur if services are inappropriate or inaccessible. Our goal is to eliminate such discrimination and ensure equality of opportunity, access, and outcomes for all.

We regularly review our services to ensure fair access and identify areas for improvement.

Implementation in music tuition

To ensure our lessons are fair and accessible to all:

We review our services regularly in terms of accessibility and appropriateness
We welcome feedback from students and parents/guardians
We monitor our delivery of equality and diversity

Information about our lessons will be clear, inclusive, and available in different formats where needed (including for those who are visually impaired).

Equality and diversity in employment and contracting
Our commitment to fair recruitment and equal pay means that:

Decisions are based solely on relevant merits and abilities
Personal characteristics unrelated to the role will not be considered
We support disadvantaged or underrepresented groups in accessing opportunities

We review recruitment and selection criteria to ensure fairness.

Handling complaints
If any teacher, student, parent/guardian, or other individual feels they have been discriminated against, they can raise the issue with the studio owner.

Bullying and harassment
Any person who experiences, witnesses, or suspects bullying or harassment should report it to the studio owner. All complaints will be taken seriously and investigated.

Relevant legislation
Key legislation informing this policy includes:

Equality Act 2010
Human Rights Act 1998
Gender Recognition Act 2004
Racial and Religious Hatred Act 2006

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2) Health and Sickness Policy

Introduction

We are committed to maintaining a healthy environment for all students, staff, contractors, and visitors. To protect everyone's wellbeing, please follow this policy when attending lessons, especially in the event of illness.

1. General sickness and rescheduling

If a student is unwell, parents/guardians (or adult students) should inform us before the scheduled lesson.

Where possible, lessons may be rescheduled at no additional cost if we are notified in advance.

Failure to attend a lesson without prior notice will result in the lesson being charged.

2. Infectious illnesses (including COVID-19)

We ask that students do not attend in-person lessons if they have symptoms of an infectious illness.

For COVID-19, we ask families to follow current NHS guidance. If you have a positive test and/or symptoms, please do not attend lessons until it is safe to do so.

3. Fever and stomach illnesses

For illnesses involving fever, vomiting, or diarrhoea, students should remain at home for at least 24–48 hours after symptoms have stopped.

4. Contagious illnesses

If a student is diagnosed with a contagious illness (for example, strep throat, conjunctivitis/ pink eye, or similar), they should stay at home until the risk of spreading the illness has passed.

5. Ability to participate

Students should only attend lessons if they are well enough to participate fully. If a student is too tired or unwell to engage, they should rest at home.

6. Disruptive symptoms

If symptoms are likely to disrupt the lesson (for example frequent coughing, sneezing, or repeated trips to the toilet), we ask that students stay at home until symptoms have improved for at least 24 hours.

7. Hygiene practices

To help prevent the spread of illness:

Wash hands thoroughly with soap and water before playing the piano

Use hand sanitiser on entering the studio

Cover mouth and nose with a tissue or elbow when coughing or sneezing

Contact

If you have questions about this policy, please contact:

Sarah Loddington

Email: sarah@thebeeskeys.co.uk

Tel: 07740 099951

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3) Child Protection Policy and Plan

Preamble

The Bee's Keys values the wellbeing and safety of all students. This Child Protection Policy and Plan outlines our commitment to safeguarding children and young people.

Definitions

Child: anyone under 18 years old

Adult: anyone 18 years or older

Position of trust: adults in teaching roles at The Bee's Keys

Scope

This policy applies to all lessons and activities delivered by The Bee's Keys, including in-person and online lessons.

Safeguarding lead

The Studio Owner (Sarah Loddington) is the Safeguarding Lead for The Bee's Keys.

If a child is in immediate danger, call 999.

Screening

All teachers and volunteers working with children must be appropriately screened. This includes, as applicable:

Enhanced DBS check (with barred list check where required)

Interview

Two references

Teaching and supervision

All children under 12 must be collected by a parent/guardian.

Lessons should take place in a visible environment.

Online lessons should take place in an appropriate communal space.

Physical contact

Limited instructional contact (for example adjusting hand position) may be used only when necessary and with the student's consent. Inappropriate physical contact is prohibited.

Reporting

All teachers/volunteers must report safeguarding concerns immediately.

Record keeping

Safeguarding-related records will be stored securely and confidentially.

Review

This policy will be reviewed annually to ensure it remains relevant.

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4) Privacy Policy

Our commitment

We are committed to protecting your personal data. This policy explains what we collect, how we use it, and your rights.

Information we collect

We collect the minimum personal data necessary to provide our services. This may include:

Personal information: name, address, phone number, email address, date of birth (where relevant)

Transaction data: details of services requested or purchased

Digital information: information about website use (for example IP address)

Additional data: information you provide when making an enquiry or using our services

We do not store customer payment card details.

How we use your information

We use data to:

Provide lessons and respond to enquiries

Manage accounts and provide customer support

Communicate service updates and essential information

Disclosure of information

We do not share personal data with third parties except where necessary to provide a service (for example exam boards) or where required by law.

Your rights

You can request access, correction, deletion (where applicable), or object to certain processing. You can also withdraw consent for marketing at any time.

Contact

Sarah Loddington

Email: sarah@thebeeskeys.co.uk

Tel: 07740 099951

Address: Suite 22, Crowood House, Gipsy Lane, Swindon, SN2 8YY

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5) Privacy Statement

About us

We are the data controller for the purposes of UK data protection legislation.

Contact details:

Sarah Loddington

Email: sarah@thebeeskeys.co.uk

Tel: 07740 099951

Address: Suite 22, Crowood House, Gipsy Lane, Swindon, SN2 8YY

What personal data do we collect?

We collect data necessary to provide services. This may include:

Personal/contact information: name, address, email, phone numbers, date of birth

Payment information: details required for billing (we do not store payment card details)

Digital information: IP address and interactions with our website/social media

Correspondence: enquiries and communications

Lawful basis

We process personal data where:

It is necessary to perform a contract

It is necessary for legitimate interests (balanced against individual rights)

We must comply with legal obligations

We have consent (for example marketing)

Who we share data with

Where needed to provide services, we may share data with:

Accountants/auditors

Accounting software providers

Direct debit/auto-pay companies

Examination boards

My Music Staff

Retention

We retain personal data only as long as necessary for services and legal obligations.

Your rights and complaints

You can contact us to exercise your rights. If you are unhappy with how we process data, you can complain to the ICO.

ICO contact:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

<https://ico.org.uk/global/contact-us/>

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