

Essex Music Service

Terms and Conditions (Parents)

May 2022



Supported using public funding by



**ARTS COUNCIL
ENGLAND**



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Parents/carers and pupils are subject to the terms and conditions as laid down by Essex Music Service as detailed below, and agree to abide by these terms and conditions.

Learn-It! Terms and Conditions cover all in school Instrumental Learning, including 1-to-1 peripatetic teaching, small group teaching and Band-It!

FAQS for parents

How do I apply? In School and Out of School Lessons

- For in school lessons, your school will provide you with a letter to apply for lessons – please speak with your school office if you have not received this.
- We also offer lessons after school and on Saturdays at various Music Centres. For out of school lessons, please apply to the Music Centre you wish to join [by clicking here](#).

How do I pay?

- Most Essex schools are registered for our Direct Parent Billing service which means you will receive a termly invoice from Essex Music Service via email to pay in advance for the upcoming term. This will only happen once your child has been matched with a tutor at the school.
- For some schools, you should pay your school in their preferred way, and we invoice the school. Your school will make which option they have chosen clear in their letter.
- Our tuition rate from September 2022 to August 2023 is £32.00 per hour.

I'm struggling financially – is there help?

- We offer tuition discount for disadvantaged families of between 50% - 66% per term depending on the lesson type.
- We also offer discounts for Looked After Children and Post Looked After Children.
- You can apply for a tuition discount at the same time you apply for lessons.
- Further details are available [on our website](#)

How many lessons will my child have?

- We normally provide 10 lessons per term, so 30 per year.
- As the Autumn term is longer, it may be that more are given in that term and fewer in Spring/Summer which would need to be agreed in advance by the School.

How do I know when my child's lesson is happening?

- The school will tell you when your child's lesson is happening once they have been matched with a tutor.

How do I hire an instrument?

- Follow [this link on our website](#). Please ensure you give us plenty of time before lessons start to get the Instrument ready and delivered.
- You will be invoiced for the Instrument Hire once per term, separately to lessons

How do I know how my child is doing?

- Your child will have a practice diary or tutors will use the online Study Planner, and the tutor will write notes in there

How do I contact my child's tutor?

- First we suggest using the practice diary that your child will have.
- You can ask through the school office – we can't share tutor details directly without permission, but if you get in touch, we can ask the tutor to get in touch with you.

How do I cancel tuition?

- You must give notice if you wish to stop lessons.
 - To stop lessons at the end of the **Autumn Term**, you must give notice by **30 October**.
 - To stop lessons at the end of the **Spring Term**, you must give notice by **15 February**.
 - To stop lessons at the end of the **Summer Term**, you must give notice by **31 May**.
- You can give notice by either emailing us at musichub@essex.gov.uk or logging on to SpeedAdmin and using the 'discontinue' button

I have changed schools – what do I do?

- Speak with your first school and stop the lessons there.
- Contact your new school office to register for lessons there.

1 Learn-It! (In-School Instrumental Learning)

1.1 Applying for Tuition

1. All lessons requests must be made as advised by the school office or music department. This will either be a registration through our SpeedAdmin software system or through the School in which the lessons take place.
2. Tuition is ongoing and will continue throughout a child's career at school until notice is given to stop.
3. We provide 30 lessons during the School year
 - a. Some schools offer more lessons in a term depending on the tutor's availability;
 - b. Each termly invoice is usually for 10 lessons, but there may be greater or fewer than 10 lessons per term by prior arrangement (i.e. the Autumn term being longer, there may be more lessons, so in turn there would be fewer in Spring and/or Summer).
4. Once you have applied for lessons:
 - a. Essex Music Service will match the Student with a Tutor at the school on a termly basis for all Direct Parent Billing Schools;
 - b. For schools that take payment themselves, the school will match the Student with a Tutor;
 - c. Either Essex Music Service or the School will notify the Tutor of a new student;
 - d. If there is currently no space for your child to start lessons, they will remain on a waiting list until a slot becomes available.
5. Parents/Carers must advise Essex Music Service if you no longer wish your child to be on the waiting list for lessons.

1.2 Paying for Tuition

1. For Schools that have opted to use the Direct Parent Billing Service, an invoice will be sent to the Parent/Carer in advance of the term.
2. Payment can be made online using a credit or debit card and must be made before lessons commence.

3. The remaining Schools will collect payment from the Parent/Carer, and Essex Music Service will invoice the school termly.
4. Credit will only be due if Essex Music Service cannot supply any session, e.g. owing to Tutor illness (see below)

Fees are per term, and are payable in full until the end of the term in which notice to end the contract has been given, in accordance with the notice period as detailed below.

1.3 Lesson Length

1. The minimum lesson length for 1-to-1 tuition is 15 minutes; our recommended minimum length is 20 minutes.
2. The minimum lesson length for a small group lesson is 10 minutes per student (thus group lessons should be at least 20 minutes for two students or 30 minutes for three students or more).
3. Lessons will take place in school during the normal school day.

1.4 Cancelling Lessons & Notice Periods

1. Once the Parent/Carer/School has registered for tuition, they are liable for the term's tuition.
2. No refunds will be given: the agreement is binding and will continue until it is cancelled.
3. Our teaching is termly. If you wish to cancel ('discontinue') your child's lessons, notice must be provided to the School or Music Service, and/or by using the ['discontinue' feature within SpeedAdmin](#) according to the cancellation dates below.
 - a. To stop lessons at the end of the **Spring Term**, you must give notice as detailed above by **15 February**.
 - b. To stop lessons at the end of the **Summer Term**, you must give notice as detailed above by **31 May**.
 - c. To stop lessons at the end of the **Autumn Term**, you must give notice as detailed above by **30 October**.
4. If notice to withdraw is received after this specified date, the Parent/Carer(s) will be required to pay the full term's fees for the following term, as notice is given at half-term for the end of that term.
5. The option to waive all or part of the tuition charge is at the discretion of the Tutor.
6. In the interests of fair practice, notice periods are the same for Schools as they are for Tutors.

7. Verbal notification by students or the Parent/Carer(s) to Tutors will not be accepted.
8. We understand that on occasion there may be exceptional circumstances under which lessons may stop, be the cause the Tutor, the School, the Parent/Carer(s), or the student. These circumstances will be examined by the Administration Officer on a case-by-case basis.
9. Where a student changes schools during term, it might not be possible to make a like-for-like fit with the new school; in this circumstance each case will be examined by the Administration Officer on a case-by-case basis.

1.5 Pupil Absence

1. Refunds cannot be given for non-attendance of students,
2. It is not the responsibility of Tutors to ensure students attend lessons; however, every effort will be made to encourage good attendance.
3. Schools are required to provide Tutors, in advance of term starting, with a copy of the School diary/calendar:
 - a. Schools are responsible for updating Tutors as to any changes within the diary/calendar;
 - b. Where events are added which affect Tutors (e.g. Non-Student Days, School trips, exams etc.) should be expressly notified to them no later than two weeks before, so that the session can be rearranged; this includes, but is not limited to, School trips, illness, or forgetfulness;
 - c. If less than two weeks' notice of an event is given, no credit will be due if the Tutor is unable to offer an alternative date.;
 - d. If the Tutor is not notified of an event until they arrive on the day, they should teach any students who are available but may require the School to alter the timetable for that session;
 - e. There will be no further expectation on the part of Essex Music Service that the Tutor makes up the session.
4. Where appropriate, lessons may be taken in advance; for example in the run up to exams, or before a long scheduled absence and time taken off in lieu afterwards. Such requests are at the discretion of the Tutor.
5. Please note that Tutors will do what they can to help students catch up lessons but in the case of a student falling more than 2 lessons behind it will probably not be possible to catch every lesson up.
6. Essex Music Service follows the guidelines set out in Essex County Council's, Managing Sickness Absence Policy (full copies available on request).

1.6 Tutor Absence

1. Where a Tutor is absent, according to the nature of the sickness and providing Essex Music Service is notified within good time, we will aim to provide a cover teacher.
2. Our Tutors are covered by ECC sick pay, and are not obliged to make up the days they are off sick.
3. Essex Music Service follows the guidelines set out in Essex County Council's, Managing Sickness Absence Policy (full copies available on request).

2 Community provision

2.1 Applying for Tuition

1. All lessons requests must be made through our SpeedAdmin software system for the relevant Community Music Centre you are interested in attending.
2. Tuition is ongoing and will continue until a child is 18 unless notice is given to stop.
3. We provide 30 lessons during the School year, 10 in each term.
4. Once you have applied for lessons:
 - a. Essex Music Service will match the Student with a Tutor at the setting
 - b. The Tutor will be notified they have a new student.
 - c. If there is currently no space for your child to start lessons, they will remain on a waiting list until a slot becomes available.
5. Parents/Carers must advise Essex Music Service if you no longer wish your child to be on the waiting list for lessons.

2.2 Paying for Tuition

1. Parent/Carers will be sent an invoice via email to pay the term's fees up front.
2. Payment can be made online using a credit or debit card and should be made by the invoice due date displayed on the invoice.
3. Credit will only be due if Essex Music Service cannot supply any session, e.g. owing to Tutor illness (see below)

Fees are per term, and are payable in full until the end of the term in which notice to end the contract has been given, in accordance with the notice period as detailed below.

2.3 Lesson Length

1. The minimum lesson length for 1-to-1 tuition is 15 minutes; our recommended minimum length is 20 minutes.
2. The minimum lesson length for a small group lesson is 10 minutes per student (thus group lessons should be at least 20 minutes for two students or 30 minutes for three students or more).

3. Not all lesson lengths are available in every setting.
4. Lessons will take place in school the advertised opening hours of the Community Music Centre you have applied to.

2.4 Cancelling Lessons and Notice Periods

1. Once the Parent/Carer/School has registered for tuition, they are liable for the term's tuition.
2. No refunds will be given: the agreement is binding and will continue until it is cancelled.
3. Our teaching is termly. If you wish to cancel ('discontinue') your child's lessons, notice must be provided to the District Support Assistant or Music Service, and/or by using the ['discontinue' feature within SpeedAdmin](#) according to the cancellation dates below.
 - d. To stop lessons at the end of the **Spring Term**, you must give notice as detailed above by **15 February**.
 - e. To stop lessons at the end of the **Summer Term**, you must give notice as detailed above by **31 May**.
 - f. To stop lessons at the end of the **Autumn Term**, you must give notice as detailed above by **30 October**.
4. If notice to withdraw is received after this specified date, the Parent/Carer(s) will be required to pay the full term's fees for the following term, as notice is given at half-term for the end of that term.
5. The option to waive all or part of the tuition charge is at the discretion of the Tutor.
6. In the interests of fair practice, notice periods are the same for Schools as they are for Tutors.
7. Verbal notification by students or the Parent/Carer(s) to Tutors will not be accepted.
8. We understand that on occasion there may be exceptional circumstances under which lessons may stop, be the cause the Tutor, the School, the Parent/Carer(s), or the student. These circumstances will be examined by the District Lead Tutor on a case-by-case basis.
9. Where a student changes Schools during term, it might not be possible to make a like-for-like fit with the new School; in this circumstance each case will be examined by the District Lead Tutor on a case-by-case basis.

2.5 Pupil Absence

1. Refunds cannot be given for non-attendance of students,

2. Please note that Tutors will do what they can to help students catch up lessons but in the case of a student falling more than 2 lessons behind it will probably not be possible to catch every lesson up.

2.6 Tutor Absence

1. Where a Tutor is absent, according to the nature of the sickness and providing Essex Music Service is notified within good time, we will aim to provide a cover teacher.
 2. Our Tutors are covered by ECC sick pay, and are not obliged to make up the days they are off sick.
 3. Essex Music Service follows the guidelines set out in Essex County Council's, Managing Sickness Absence Policy (full copies available on request).
 4. Credits will be applied to the Parent/Carer's account where a tutor is unable to deliver a lesson and no cover Tutor is found. This will automatically be deducted from the next invoice.
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3 Ensembles and County Music Groups

3.1 Applying for Membership

1. All membership requests must be made through our SpeedAdmin software system.
2. Membership is annual and continues all through the Academic Year unless appropriate notice is given to stop.
3. Members of each group will be provided with a schedule of rehearsals for the year and are expected to attend.
4. Once you have applied for membership:
 - a. Essex Music Service will be in touch to outline either the audition process or how membership works
 - b. You will be notified if you are successful in joining the Group. If your child is not quite ready for the group applied for, alternate music groups will be offered where possible.
 - c. If there is currently no space for your child to join, they will remain on a waiting list until a slot becomes available.
5. Parents/Carers must advise Essex Music Service if you no longer wish your child to be on the waiting list.

3.2 Paying for membership

1. An invoice will be sent out via email on a termly or event basis to the Parent/Carer in advance of any activity.
2. Payment can be made online using a credit or debit card and must be made before the event takes place.
3. Credit will only be due if Essex Music Service cannot supply any session, e.g. owing to Tutor illness (see below)

Fees are per term, and are payable in full until the end of the term in which notice to end the contract has been given, in accordance with the notice period as detailed below.

3.4 Cancelling Membership and Notice Periods

1. Once Essex Music Service has confirmed membership of a County Music Group or Ensemble, they are liable to pay for all events committed to.
2. No refunds will be given: the agreement is binding and will continue until it is cancelled.
3. Our membership is annual. If you wish to cancel ('discontinue') your child's membership, notice must be provided to the Music Service, according to the cancellation dates below.
 - g. To stop membership at the end of the **Spring Term**, you must give notice as detailed above by **15 February**.
 - h. To stop membership at the end of the **Summer Term**, you must give notice as detailed above by **31 May**.
 - i. To stop membership at the end of the **Autumn Term**, you must give notice as detailed above by **30 October**.
4. If notice to withdraw is received after this specified date, the Parent/Carer(s) will be required to pay for any events committed to.
5. Verbal notification by students or the Parent/Carer(s) to Tutors will not be accepted.
6. We understand that on occasion there may be exceptional circumstances under which membership may stop, be the cause the Tutor, the Parent/Carer(s), or the student. These circumstances will be examined by the Ensembles Officer on a case-by-case basis.

3.5 Pupil Absence

1. Refunds cannot be given for non-attendance of students
2. Parents/Carers and Students will be provided with a full calendar detailing all commitments for the year.

3.6 Tutor Absence

Where an event cannot run to due to Tutor absence, we will issue credits for this time. These will automatically be deducted from the next invoice.

4 Satisfaction & Complaints

1. Day to day issues and queries are often easily resolved between the School and the Tutor.
2. In most cases, a conversation between those involved will resolve the issue resulting in the relationship continuing in a more positive way.
3. In the unlikely event of more serious issues and complaints, these should be addressed to Jenni Thompson, Administration Officer at musichub@essex.gov.uk
4. Your complaint will be taken through our process with the most appropriate Manager on the team.
5. Essex Music Service:
 - a. takes all complaints made against Tutors and staff seriously.
 - b. has a duty of care to students, Schools, Parents/Carers, and Tutors.
 - c. has a priority to ensure the wellbeing and safety of all involved.

After appointing an appropriate investigating manager, the manager will seek to establish fact, consult as appropriate, and follow the relevant policies and guidance, including Essex County Council's 'Improving Performance' Policy.