

## **ARRANGEMENT AND ORGANISATION OF TUITION**

Hertfordshire Music Service will;

1. Provide 33 weeks tuition per year. You will not be charged for the cost of any weeks that cannot be delivered by the Music Service.
2. Provide group lessons (minimum of 30 minutes), individual lessons (minimum of 20 minutes) and the direction of ensembles according to the requirements of the school.
3. Given as much notice as possible, our teachers will endeavour to make up lessons lost due to school events e.g. school closures, exams, trips, snow days etc. but this cannot be guaranteed if the teacher is not able to adjust their timetable. You may be charged for cancellations made at short notice.
4. If a teacher becomes unavailable through long term sickness a replacement teacher will be provided where possible but cannot be guaranteed.
5. Provide billing reports for schools to check.
6. Make arrangements to charge schools after the end of each term. You will be charged for the number of lessons taught retrospectively.
7. Provide prepopulated registers to the teachers for use in schools and make music tuition report forms available to download from the website. Practice books are available from your Area Office
8. Provide [financial support](#) for music fees for eligible pupils and children looked after.
9. An [assisted instrument purchase scheme](#) is available for pupils to buy instruments specifically for Music Service instrumental lessons or ensembles.

## **QUALITY ASSURANCE**

Hertfordshire Music Service will;

1. Operate according to the [Privacy Notice](#) published on our website.
2. Take responsibility for legal and financial arrangements for the employment of instrumental teachers, including the payment of all on-costs. Ensure they have a DBS check and attend safeguarding training. For DBS clarification please contact the Area Office.
3. Provide performance management and professional development opportunities for all teachers.
4. Work in partnership with the appropriate leaders in the school to ensure effective quality assurance and monitoring of the teaching and learning. Please discuss any concerns with your Area Head as they arise.
5. Deal with any queries or complaints promptly and ensure that effective outcomes are achieved.
6. Manage any disciplinary or capability matters in partnership with the school.
7. Support the school in its own concerts and encourage instrumental/vocal teachers, as part of their directed time, to attend parents' evenings and concerts.
8. Make links with classroom music. This will include whole class tuition and informal music and preparation for GCSE and A level examinations.

## **THE SCHOOL IS ASKED TO UNDERTAKE THE FOLLOWING:**

### **ADMINISTRATION AND ORGANISATION**

1. Purchase the service on an annual rolling contract. Discuss any substantial amendments to the contract with the Area Head. If you wish to cancel the whole contract please provide **a full term's notice in writing**.
2. Provide Music Service teachers with written half a term's notice of any changes in their hours.
3. Make sure that pupils are allowed to attend their instrumental/vocal lessons at the agreed time.
4. Ensure the teachers are aware of any school events that may affect their teaching and have access to your calendar.
5. Make their own arrangements to collect fees from parents.
6. Ensure that parents/carers are aware that half a term's notice is required in writing to the school for lessons to cease. This means that notice to terminate tuition would be required from the parents/carers at half term to stop at the end of that term (and at the end of term to stop at the following half term). A [sample application form and full terms and conditions](#) are available on the website. (Music Centres have a policy of half a term's notice to cease at the end of terms only and schools may wish to adopt this policy also).

### **ARRANGEMENTS FOR MUSIC SERVICE TEACHERS**

1. Provide suitable accommodation and equipment for teaching, ensuring that vision panels are in all doors and rooms are well ventilated and heated.
2. Ensure that Music Service teachers are made aware of and abide by all relevant school policies and procedures e.g. health and safety, behaviour management protocols, dress code etc.
3. Ensure that Music Service teachers are given information about their pupils that might influence teaching methods e.g. dyslexia, SEN and home circumstances. The teacher will treat this information in confidence.
4. Ensure that instrumental/vocal teachers complete the registers in school each week. Copies of teachers' online registers can be provided on request. The school should verify the termly Billing Advice from the Central Music Office and raise any queries promptly. Please note that the effective administration of registers and service delivery reports and collection of fees is regularly examined by the County Council auditors.
5. Facilitate a reasonable break for the teacher as appropriate.
6. Undertake appropriate administrative arrangements including the organisation of the timetable as necessary.
7. Ensure that all parents/carers receive an instrumental/vocal report at least once a year. Some schools use their own forms, but others use those available on the Music Service website. All instrumental and vocal teachers must complete these reports as part of their directed time.

If a school wishes to discuss any aspect of their administration please contact your area office.

# Service Level Agreement

between

**Hertfordshire Music Service and Schools**

for the

**Provision of Instrumental/Vocal Tuition**

**Financial Year 2018 - 2019**

EAST AREA	WEST AREA
<p><b>Area Head:</b> Rebecca Kelly</p> <p><b>School Liaison Officer:</b> Anella Taylor</p> <p><b>based at:</b> Central Office Mid Herts Centre for Music &amp; Arts Birchwood Avenue Hatfield AL10 0PS</p> <p><b>Tel:</b> 01438 845853 eastareaschools@hertfordshire.gov.uk</p>	<p><b>Area Head:</b> Angela Gilby</p> <p><b>School Liaison Officer:</b> Victoria Newman</p> <p><b>based at:</b> Watford School of Music The Clarendon Muse 70 Rickmansworth Road Watford WD18 7JA</p> <p><b>Tel:</b> 01923 225531 or 01442 453473 westareaschools@hertfordshire.gov.uk</p>