

Thurrock Music Services – Music School Terms and Conditions

1st Draft – 18th November 2023

Whilst this document is not exhaustive, the majority of the terms and conditions contained within rely on best practice and good communication between parent(s) / Carer(s), the TMS tutor and Thurrock Music Services

Contents

1	Administration	2
1.1	Contact	2
1.2	Lesson Length	2
1.3	Absence	2
1.4	Notice Periods	3
1.5	Administrative responsibilities	3
2	Safeguarding	3
2.1	Safeguarding and Child Protections	3
2.2	Identity cards	4
3	On-Site Requirements	4
3.1	Accommodation	4
3.2	Health and Safety and Accidents	5
3.3	Special Education Needs and Disabilities (SEND)	5
3.4	Organisation of Timetables	5
3.5	Registers	6
3.6	Examination entries	6
4	Quality Assurance	6
4.1	Mentoring Process	6
4.2	Satisfaction / Complaints	7

1 - Administration

1.1 Contract

- 1 All lessons must be booked through the Thurrock Music Services (TMS) via email: music.services@thurrock.gov.uk or online via the contact form on the Thurrock Music Education Hub Website: <https://thurrockmusic.co.uk/atmusicsschool.php>
- 2 The Music Service will arrange for payment of the lessons on a termly basis.
- 3 Each term consists of 10 lessons
- 4 If a tutor is unavailable for a session (due to illness for example) they may arrange to make up the session at a mutually convenient later date (this could include doubling up a lesson time if there is time to do so) or the Music Service may offer a refund.
- 5 Lessons will not be made up if the student is absent or late for any reason or where arrangements are in place for the lesson(s) to be made up at a later date.
- 6 Notice of termination of lessons is required at least two weeks before the end of the Music School term.
- 7 TMS will endeavour to fulfil all requests but if no lesson spaces are available for a specific instrument parents will be informed as soon as practically possible.
- 8 Specific Parent / Carer obligations include:
 - Registering for the lessons as per point 1 above
 - Paying for a term of tuition within two weeks of accepting the place.
 - Ensuring their child brings an instrument, music (originals not photocopies) and any accessories (rosin, valve oil, reeds etc.) to each lesson.
 - Informs the Music Service in advance (at least by the day of the Music School session) of any absences

1.2 Lesson Length

- 1 The minimum lesson length is 15 minutes
- 2 Parents can book additional time to increase lessons to 30 minutes and up to one hour
- 3 There are separate rates for adults and students. However, where families wish to learn together a child will learn free when the adult pays for a lesson.

1.3 Absence

- 1 It is not the responsibility of the tutors to ensure students attend lessons on time
- 2 Thurrock Music Service will notify parents of the Music School Session dates in advance of the first session. Session dates can also be found at: <https://thurrockmusic.co.uk/atmusicsschool.php>
- 3 Refunds cannot be given for non-attendance of students – this includes school trips, illness or forgetfulness.
- 4 TMS tutor will keep a register of attendance.

- 5 Students need to sign in when they arrive at, and sign out when they leave, the Music School.
- 6 Where a tutor is absent and where notification is given TMS will try to provide a cover tutor. Where lessons cannot be covered the tutor may arrange to make up the lesson at a later date or the Music Service may make a refund.

1.4 Notice Period

- 1 If a student withdraws from lessons during the term the full term must be paid for.
- 2 No refunds will be given: completion of the sign-up process and payment is accepted as a binding agreement and will continue until the end of the term.
- 3 Verbal notification by students or parents / carers to the tutor will not be accepted.
- 4 Notification to terminate lessons must be in writing (an email music.services@thurrock.gov.uk is sufficient) to the TMS office.
- 5 We understand there may be exceptional circumstances where lessons may need to stop. The circumstances will be examined and resolved by a member of the Music Service Senior Leadership Team on a case-by-case basis.

1.5 Administrative Responsibilities

- 1 The teacher in charge of the Music School must maintain accurate records of attendance.
- 2 This and other statistical information will be used to demonstrate the range of musical offer in the borough.
- 3 Information regarding Music Schools will be submitted to Arts Council as part of the Annual Survey in the Autumn Term. This information is used to justify the use of annual DfE grant.

2– Safeguarding

2.1 Safeguarding and Child Protection

- 1 Education Safeguarding concerns should be addressed without delay to Roy Dignum, Head of Music Services (RMDignum@thurrock.gov.uk)
- 2 All Music Tutors will have a current, enhanced DBS check. DBS numbers and dates are held by the Music Service but not the certificates
- 3 All Music School tutors are required to attend Safeguarding Training every two years. Certificated Safeguarding training undertaken in other Local Authorities will be accepted as proof that the tutor has been trained to the suitable standard so long as the dates are still valid.

- 4 TMS tutors will be required to sign to say they have read the **Keeping Children Safe in Education** updates every September.
- 5 The teacher in charge of the Music School will be provided with a list of emergency contacts.
- 6 Parents of primary school age children are required to drop their children off at the main entrance to the school and not in the car park. The duty of care for the child is with the Music Tutors once the child enters the building.
- 7 Parents of primary school age children are required to pick their children up from the main entrance to the school. Pupils will not be released until the tutor or other member of the Music School is confident the child is in the care of a parent / carer.
- 8 If a parent is delayed picking their child up from a music school they should endeavour to contact the receptionist at the school to inform them.
Woodside Primary Academy – 01375 372513
Ortu Hassembrook Academy – 01375 671566
- 9 Secondary school age students are expected to arrive and depart the Music School at the discretion of their parents.

2.2 Identity Cards

- 1 All Thurrock Music Services tutors carry Music Service Identity Cards, featuring their name and a photograph.

3– Onsite Requirements

3.1 Accommodation

- 1 The accommodation should be adequate to the needs of the service delivered ie smaller rooms for 1:1 tuition but larger spaces for ensembles. Rooms should have suitable heating and ventilation.
- 2 The teaching room should have a window and window in the door for safeguarding reasons.
- 3 If the teaching space is not adequate the tutor should raise it with the school and the Music Service but schools may be limited to what can be offered.
- 4 It is the responsibility of the tutor to assess their accommodation every week and ensure it is free from any hazards (eg trip hazards) and to ensure any fire exits are not blocked. Should a tutor have concerns about their teaching space this should be reported immediately to the school and then to a member of the Music Service SLT. If necessary the tutor should move / remove the hazard if safe to do so or seek

assistance from the school site staff. Where concerns remain, alternative accommodation should be sought.

3.2 Health and Safety and Accidents

- 1 Tutors that suffer accidents at a Music School should report it to the school in the first instance where the school will have appropriate measures for reporting and responding to the accident, and secondly to the Music Service.
- 2 Where pupils suffer an accident at a Music School the tutor should:
 - report it to the school in the first instance and ensure the student receives the appropriate care.
 - They should then report it to the lead tutor of the music school as soon as required.
 - The lead tutor should contact the parent as required depending on the severity of the issue.
 - The lead tutor should then report the issue the Music Service SLT at an appropriate time depending on the severity of the issue.
 - The tutor and lead tutor should make notes of the incident including, date, time, where the incident happened, how or why the injury occurred, what was observed as an injury, what care was offered / administered at the school, when and who the child was placed in the care of.

3.3 Special Education Needs and Disabilities

- 1 Parents are asked to let the tutor know SEND details which might impact the quality of learning for the student.
- 2 Tutors are expected to adapt their teaching to be inclusive and support students with SEND
- 3 Tutors should discuss with the Music Service any additional resources that could be acquired to support the learning of the student.

3.4 Organisation of Timetables

- 1 The timetable for the Music School will be produced and updated by the Music Service admin department.
- 2 If tutors wish to change the timetable this needs to be negotiated with the admin department before any changes are implemented.
- 3 If tutors are delayed (eg by traffic) where safe and possible they should inform the Music Service and / or lead tutor form the music school as soon as possible. In this instance tutors would be expected to make up the time at a mutually convenient later date.

3.5 Registers

- 1 Students need to sign in and out of the Music School each week.
- 2 Tutors are required to keep a record of pupil attendance throughout the term.

3.6 Examination Entries

- 1 TMS holds ABRSM grade exams every term.
- 2 The tutor will recommend to the parent that an exam is taken at the appropriate time.
- 3 The tutor should explain additional costs to the parents at the time of recommendation. These include accompanist costs, exam costs, transport to and from the exam centre etc.
- 4 The parent will need to pay for the exam cost by the entry deadline – this information will be available from the TMS office.

4– Quality Assurance

4.1 The mentoring Process.

- 1 Our Tutors are mentored using the Effective and Teaching Learning Framework developed by Essex Music Services, Southend-on-Sea Music Services, Thurrock Music Services, Trinity College London, and Canterbury Christ Church University.
- 2 The process focuses on six key areas: a. The language of every session is music; b. Students are fully engaged in learning; c. All students are included in learning; d. Creative approaches to teaching and learning allow students to develop holistically as musicians; e. Students make clear musical progress in every session and over time; f. Teachers and students will engage in continual assessment of progress.
- 3 TMS Managers or Tutor Mentors may visit the School to observe Tutors from time to time for purposes of monitoring and quality assurance.
- 4 Each Tutor is visited once per year per role, so one Tutor might receive a visit for 1-to-1 tuition, First Access, ensemble work etc.

4.2 Satisfaction / Complaints

- 1 Day to day issues and queries are often easily resolved between the School and the Tutor.
- 2 In most cases where the issue can be resolved by a conversation between those involved, with the teaching relationship continuing in a more positive way.
- 3 In the unlikely event of more serious issues and complaints, these should be addressed to the Head of Music Service.
4. TMS: 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 is to ensure the wellbeing and safety of all involved.
- 5 Where an official complain is raised Thurrock Council will appoint an appropriate investigating manager, the manager will seek to establish fact, consult as appropriate, and follow the relevant policies and guidance, including the Council's complaints Policy