Information for parents

About Telford & Wrekin Music
Telford & Wrekin Music has been delivering instrumental and vocal tuition in schools since April 2007. We provide a number of high quality opportunities for music making across Telford & Wrekin for children and young people including:

- Small group and individual singing and instrumental lessons.
- Ensemble opportunities for children and young people.
- Musical instrument hire
- Remission available to students in receipt of Free School Meals please request further details.
- Whole class music lessons at Key Stages 1 – 3
- Performance opportunities such as Telford Sings, Telford Recorder Festival as well as opportunities to take part in regional workshops and events.

How to get lessons for your child

Complete an Application Form –

- Online: www.telfordandwrekinmusic.co.uk
- Email: Telford.Music@telford.gov.uk

We will do our best to provide lessons as soon as possible after receiving your application as long as there are sufficient numbers on our Waiting List for a new group to start. This will normally be at the beginning of the following term.

If only one or two pupils wish to learn a particular instrument your child will be placed on our waiting list which is reviewed every half term.

As soon as lessons become available the instrumental/vocal teacher will contact parents directly with lesson details.

Practice
Commitment to regular practice is essential in order to make steady progress and in order to develop, practice at home between lessons is important. Tutors will set targets for students to work on and will hope that you, as a parent, will check progress and encourage your child to practice.

Reviews
Primary school pupils will receive a Log card which should be taken to each lesson to be signed by the music tutor. Please take time to read the Log Card as it will give details on what your child should be practising and any notes that the teacher feels you should be aware of i.e. change to lesson times.

A yearly Parents Evening takes place for the tutors to be able to speak with you face to face on your child's progress. In the meantime if you have any questions contact the office and they will ask the tutor to contact you directly.

PRICE LIST 2024/2025

Vocal and instrumental Lessons	
Small Group Lessons **Groups of 2 x 20 minute Lesson** **Groups of 3+ x 30 minute Lesson**	**Payment options:** **Direct Debit: £28.95* per month** **One off annual payment: £289.50*** *Based on lessons starting at the beginning of Autumn term at £9.65 per lesson, (£96.50 per term). (Please see Terms & Conditions for details)
One to One x 20 minute Lesson	**Payment options:** **Direct Debit: £52.89* per month** **One off annual payment: £528.90*** *Based on lessons starting at the beginning of Autumn term at £17.63 per lesson, (£176.30 per term) (Please see Terms & Conditions for details)
Instrument Hire	
All Instruments Hire	**Payment options:** **Free of charge**

All lessons operate on a Waiting List basis, lessons will not commence until there are enough pupils to form a new group, slot into an existing group of the relevant standard or in the case of individual lessons that the tutor has availability.
Before applying for music services please ensure you have read and agree to the terms and conditions within the Information Pack and understand the notice periods required.
Please contact TWM office if you require any further assistance.

Ensemble membership will be charged for a whole year (i.e. 3 x £30.00) if instrumental lessons are not taken with TWM.

Telford & Wrekin Music
6B Darby House
Lawn Central
Overdale
Telford
TF3 4JA

Telephone: 01952 382367

Email: telford.music@telford.gov.uk Visit: www.telfordandwrekinmusic.co.uk

Telford & Wrekin Music: Terms and Conditions

Lessons

Small Group
A guaranteed minimum of 30 lessons per academic year will be provided and will be a maximum of 30 minutes in length depending on group size and 20 minutes for individual lessons.

As the school year is approximately 38 weeks long, there will be weeks when lessons do not take place. Please check the **Calendar of Music Teaching Weeks** for information on music teaching weeks.

Lessons

Time & Location
Tutors will visit your child's school to provide lessons during school hours at times agreed with the school.

If a student arrives for their lesson on two occasions with no instrument, it is the tutors discretion whether they teach or not and the cost of the lesson will not be refunded.

Primary Schools – The day of the lesson will be specified and children collected or sent for at the correct time of the lesson each week.

Secondary Schools – The student should consult the music notice board each week to check the time of their lesson and arrive promptly. They will not be collected. It is the responsibility of your child to ensure they attend their lessons each week. No refund can be given for lessons missed due to forgotten times.

Fees/Additional Costs

Please refer to our website for the current Price List or contact the office.

We operate a Direct Debit scheme which allows you to spread the cost of lessons until the end of Summer term. If a payment is not made lessons will be suspended. If a payment is late lessons will not automatically be resumed.

An annual price review will take place in April each year.

TWM operates a scheme to support families who are in receipt of Income Support or who meet Child Tax criteria and will provide 1 academic year (30 weeks) of music lessons on the eligible remission rate. Please refer to our website for remission criteria. *Lessons will be charged at the full amount for applications received without proof of benefit and no refunds will be made. Remission is only applicable for Small Group Lessons.*

Pupils will need tutor books for their lessons. Parents/carers are responsible for purchasing books promptly at the request of the tutor. Other costs such as exam entry (which are not compulsory) will also be charged to the parent/carer.

Absence

Pupil – refunds are not available when a pupil does not turn up for a lesson, or due to illness, if they are away on a school trip or if the school cancels the visit.

Music Tutor – any absences by TWM tutors will be made up either in the same term as the absence occurs or if this is not possible, during the remaining academic year. In the case of long-term tutor absence (three weeks or more) we will do our best to find a replacement but this cannot be guaranteed.

Refunds will only be made at the end of the academic year once the opportunity has been given to make up for missed lessons by the tutor only.

Cancellation of Lessons

Half a terms notice is required to stop lessons with TWM.
If you wish to cancel lessons notice must given to the TWM office in writing at the postal or email address below. Verbal notification to the tutor or school is not acceptable.

Terms and conditions continued…

Instruments

Purchasing an instrument – We suggest you do not purchase an instrument until the tutor confirms lessons are about to commence. Your child's tutor will have informed views about the size, price and reliability of instruments.

Instrument Hire – We offer a range of the most common instruments which are suitable for beginners. Instruments are offered for hire subject to availability and normally only for the first year of tuition. (we do not hire guitars, drums or keyboards)

Instrument hire is subject to the following terms & conditions:

i. Before the hire of an instrument can be commenced an Application Form with the details of the instrument required, or Instrumental Hire Form needs to be fully completed.
ii. The hire of instruments is available to any pupil of a Telford & Wrekin school who has lessons with the Telford & Wrekin Music Service (subject to availability)
iii. Instruments requested will be delivered via the pupil's music tutor as soon as is practicable.
iv. The hirer is responsible for the safe keeping of the instrument.
v. The hirer is responsible for the maintenance of the instrument and to pay for all repairs deemed necessary by TWM. The hirer will contact TWM immediately in the event of damage to the Instrument.
vi. The hirer is responsible for the insurance of the instrument. It is essential the instrument is insured either via house contents insurance or by specialist instrument brokers.
vii. The hirer will pay the cost of replacement in the event of loss or irreparable damage.
viii. If in instrument hired from us is lost or stolen, you must notify TWM in writing. If the instrument is stolen then a Crime Number must be provided. Instruments will not be replaced.
ix. If an instrument needs to be returned we need to be informed in writing. If lessons have stopped and the instrument not returned then you will continue to be charged for Instrumental Hire.
x. Instruments must be returned immediately to the instrumental instructor under the following circumstances: Lessons are stopped, a pupil leaves school or moves to a school outside of T&W, the instrumental instructor or TWM requires the instrument to be returned, the instrument is damaged.
xi. Rests, replacement reeds and strings and other accessories and expendables are not included in the hire fee.
xii. Instruments from TWM remain the property of the service and ownership cannot be sold or transferred by the hirer.
xiii. Only the child/young person nominated by the hirer on the application form can play the instrument.
xiv. Instrument cases must never be opened in transit.
xv. Fees: Current Instrumental Hire fees can be found on our website or by contacting the TWM office.
xvi. Instrument Hire fees are payable either annually in advance or monthly by direct debit.
xvii. An annual price review will take place in April each year.

Telford & Wrekin Music Service reserves the right to amend any of the above Terms and Conditions.

Please keep TWM advised of any changes to your contact details.

If you require any further information, please visit our website or contact the Telford & Wrekin Music Service team.

Telford & Wrekin Music Service
6B Darby House
Lawn Central
Overdale
Telford
TF3 4JA

Telephone: 01952 382367
Email: Telford.Music@telford.gov.uk
Visit: www.telfordandwrekinmusic.co.uk

APPLICATION FORM FOR INSTRUMENTAL AND VOCAL LESSONS

Please return to: Telford & Wrekin Music, 6B Darby House, Lawn Central, Overdale, Telford, TF3 4JA

Email: Telford.Music@telford.gov.uk or complete online at www.telfordandwrekinmusic.co.uk

STUDENT (please use BLOCK CAPITALS)

Surname: _____ Forename: _____

Date of Birth (dd/mm/yy) _____/_____/_____

What gender does your child identify as : Male ☐ Female ☐ Non-Binary ☐ other (please state)_____
Prefer not to say ☐

Current School: _____ Current Year Group: _____

Is the student a registered Child in Care and has social worker? Yes ☐ No ☐

If your child has Special Education Needs/medical condition, please provide details _____

_____

PARENT/GUARDIAN/CARER (please use BLOCK CAPITALS)

Title (Mrs/Mrs/Ms/Miss): _____

Surname: _____ Forename: _____

Address: _____

_____Postcode: _____

Telephone: Home _____ Mobile _____ Work _____

Email: _____

LESSONS & INSTRUMENTS

Instrumental/vocal lessons required: First choice: _____ Second choice: _____

If the student is NOT a beginner, for how long have they been learning? _____

Type of lesson required*: Small group ☐ Individual ☐

*refer to price list

☐

I would like to hire the following instrument*: (please specify) _____ N/A

***Excludes guitars, keyboards or drum kits. Refer to Price List and Terms & Conditions.**

Please do not buy or hire an instrument until you have been given a lesson start date from the tutor.

Continued overleaf….

PHOTO CONSENT

Telford & Wrekin Council frequently uses photos of people in publications and on our website to publicise our services or celebrate special events. These may appear in our printed publications, on our website, or both. We may also send them to the news media.

Please answer questions 1 and 2 below:

May we use your photograph, or that of your child(ren) if under 18, in publicity materials produced by Telford & Wrekin Council, including printed publications, presentation and on our website?

Yes ☐ **No** ☐

We regularly send publicity material about our services, including photographs where appropriate to the media, especially local press. Can we use your child's photograph in this way?

Yes ☐ **No** ☐

Please note that websites can be viewed throughout the world, not just the United Kingdom where UK law applies.

Please note that you are entitled to withdraw your consent to our use of the photographs at any time by contacting Telford & Wrekin Music.

How did you find out about Telford & Wrekin Music? _____

PAYMENT and AGREEMENT

I will make payment via:

☐ Direct Debit (Please ensure you return the completed mandate with this application)

☐ One-off-payment inclusive of all lessons running until the end of Summer term.

☐ I attach proof of benefit if applicable

Please note that if lessons are provided before proof of benefit has been received then you will be charged the standard fee, and no credit will be given. Remission is only available for small group lessons.

☐ **I have read, understood and agree to the Terms & Conditions regarding lessons, instrument hire and photo consent (as appropriate) described within the application pack.**

Signed: _____ Dated: _____

NOTE: your signature on this agreement will confirm to the Music Service that you have read, understood and agree to abide by the terms and conditions stated in the Application Pack..



Pay your Invoice by Direct Debit

Direct Debit is a simple, safe and convenient way to pay your Invoice. Payments are taken automatically so you don't have to worry about falling behind with your installments.

A Direct Debit gives the Council permission to take money from your bank account in agreed amounts at agreed times.

Complete and return the enclosed form.

It's convenient – your payment will be taken on the 1st of each month over a 10 month period for the academic year.

No more queuing, no need for cash, debit cards or telephone calls into the office each term to make your payment.

It's secure – the Direct Debit guarantee protects all of your payments.

It's efficient – the money we save can be put back into improving services.

When we receive your completed form, we'll take your bank account details and set up your Direct Debit. We'll send you a confirmation letter that includes a copy of the Direct Debit Guarantee.

a co-operative council

Telford & Wrekin COUNCIL

(For Telford & Wrekin Council Official Use Only)

This is not part of the instruction to your Bank or Building Society

Your Name and Address

Instruction to your Bank or Building Society to pay by Direct Debit

Originators Identification Number

9	8	2	8	0	4

Reference Number

(This is your Sales Ledger Account Reference, which is shown on your Invoice)

Please fill in the whole form, including the official use box above, using a ball point pen, then send it to:

Telford & Wrekin Music
6B Darby House
Lawn Central
Overdale
Telford
TF3 4JA

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Post Code

Instruction to your Bank or Building Society

Please pay Borough of Telford & Wrekin Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.
I understand that this Instruction may remain with Telford & Wrekin Council and, if so, details will be passed electronically to my Bank/Building Society.

Name(s) of account holder(s)

Bank/Building Society Account Number

Branch Sort Code

		-			-		

Signature(s)

Date

Contact Telephone Number

Banks & Building Societies may not accept Direct Debit Instructions for some types of account.

This guarantee should be detached and retained by the payer

DIRECT Debit

The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit Telford and Wrekin Council will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request Telford and Wrekin Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by Telford and Wrekin Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Telford and Wrekin Council asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

APPLICATION FOR REMISSION OF FEES

Telford & Wrekin COUNCIL

It is a *Council* requirement to have Proof of Benefit. If you wish to apply for a reduction in charges please complete this form in full and return with your proof of benefit. Please note that renewed proof is requested each year and the proof supplied must relate to the current financial year. Please ensure that you sign and date the form.

Surname of Pupil: …… Forename(s) of Pupil: ……...

Address: ……

……

Postcode: …… Tel No:……

A full remission can be given if you fulfil the following criteria – lessons will be **free**.

Parents are in receipt of one of the following (please tick the box beside the benefit that applies to you):

Income Support (IS) ☐

Income Based Jobseekers Allowance (IBJSA) ☐

Support under part VI of the Immigration and Asylum Act 1999 ☐

Child Tax Credit, provided you are **not** entitled to Working Tax Credit and have an annual income, as assessed by the Inland Revenue, that does not exceed £16,190 ☐

Pension Credit, provided they receive the **Guarantee** element and are **not** entitled to Working Tax Credit ☐

Child in Care (This child is in the care of the Local Authority and had a social worker) ☐

A **25% remission** can be given if you are in receipt of Child Tax Credit and Working Tax Credit and your joint family income is below £16,190.

Please tick the box if you qualify for a 25% remission in fees ☐

Telford and Wrekin Council have agreed that the national indicator of low joint income (£16,190) should be used as the criteria for accepting Child Tax Credit for the remission of Music Service charges. The form we require is a TC602 issued by HM Revenue and Customs. Within this form there will be a sentence stating the total income that has been used to assess your tax credits.

Please supply a copy of **all** pages of your proof of benefit, not an extract, and attach to this form. If you are unable to supply your proof of benefit at the time of application please enclose the full payment and contact the office in order to arrange for the money to be credited against a future invoice once proof of benefit has been supplied. Please note that we do not backdate remissions unless this has been agreed in advance with the Finance Department.

This information will be kept fully confidential between you and the Music Service.

I confirm that the joint family income of myself and my partner/husband/wife is less than £16,190 per year.

I confirm that the above information is correct and that I am eligible for a reduction of fees for instrumental lessons.

Signed _____

_____

You are reminded that it is an offence to claim benefits to which you are not entitled