



LEWISHAM MUSIC
ESSENTIAL INFORMATION FOR PUPILS, PARENTS
AND CARERS

SATURDAY MUSIC CENTRE

Lewisham Music

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ESSENTIAL INFORMATION FOR PUPILS, PARENTS AND CARERS FOR THE SATURDAY MUSIC CENTRE

Lewisham Music's Saturday Centre provides high quality music programmes led by specialist tutors and is successful because it has emphasised three important things: commitment, motivation and support. Parents and students should be aware of their responsibilities.

The following information provides an overview of our expectations. By understanding how the Centre works, the expectations of membership and your role in the process, you will be helping us to maintain its high standards.

Terms and conditions

Behaviour and commitment

- Once children have committed to a programme of timetabled sessions at the Centre, they are asked to honour that commitment for the remainder of the term. This is to be fair to the ensembles they have joined. Each member is an integral part of the team, and the team is greatly disadvantaged when some members don't turn up or drop out. If there is a legitimate reason why a student has to miss a Saturday Centre, please make sure you contact the Centre or let your tutor know the week prior.
- If your child becomes unhappy in the ensemble or music class, please discuss it with the Head of Centre as the problem may be easily resolved.
- Your child will be expected to attend regularly and behave in a courteous and polite manner at all times. Students are expected to behave with respect to themselves and to others around them whilst at the Centre, in accordance with the Lewisham Music's Behaviour Policy and Saturday Music Centre Student Agreement (see Appendix 1). Students are giving up their time and everyone has the right to learn without disruption. When on the school grounds, students should be aware that we use school facilities on the understanding that we leave everything as we found it.
- It is important for the students to have a regular home practice schedule. Like sports-people training their muscles and skills, musicians need to practise regularly in order to help develop their playing muscles as well as to reinforce concepts they learnt in their ensemble rehearsals and lessons.

Attendance

- If attendance is poor or your child behaves in a way which could be deemed inappropriate, either towards staff or students then we reserve the right to exclude the child from Saturday Music Centre programmes. Your child's group cannot progress adequately and reach high standards of attainment if children are persistently absent.
- Your child's group cannot progress adequately and reach high standards of attainment if children are persistently absent. Please ensure you inform your child's tutor or the Lewisham Music office of any known absences in advance and we would expect in these exceptional circumstances that a legitimate reason be given. In the event of planned or unplanned absence, please contact the Lewisham Music office as soon as possible on **020 3637 8088** (Monday to Friday) or **07464 352893** (Saturday).

- Your child must make him/herself know to the Administrator on arrival and ensure he/she checks out on departure by signing in and signing out at the start and end of every session. Only students for whom Lewisham Music has received signed parental permission will be allowed to leave unaccompanied. All other children will need to be collected by a responsible adult. (Please see the Appendix for LM's Collection of Children Policy). Please note, children in Year 4 or below should not travel to or from the Centre without a responsible adult.
- If your child wishes to withdraw from the Saturday Music Centre or from a specific Saturday Music Centre programme then notice must be given **by half term** for the programme to be terminated at the beginning of the following term. Please confirm this in writing with the Head of Saturday Music Centre or email Lewisham Music at info@lewishammusic.org. **It is not possible to withdraw children from programmes mid-term and fees cannot be refunded.**
- If your child wishes to swap a programme or join a new programme at any point during term then this must be agreed by the Head of the Saturday Centre.
- All students are expected to arrive at the Centre ten minutes prior to their first class. Students who are persistently late may be excluded from ensembles.

Fees

- Charges will not be refundable for any absence or short term illness. In the case of long term health problems, please contact the office as soon as possible. Charges are payable as set out on the current charges document.
- Saturday Music Centre fees must be paid by the deadline set out on your child's invoice and before commencement of the programme for the coming term. If fees are not paid by the deadline then we reserve the right to impose an administration fee of £10.00. If non-payment of fees persists then we reserve the right to withdraw your child from all Saturday Music Centre programmes and refer any outstanding amounts to a debtor collection service. If you are experiencing any financial difficulty and feel you are unable to pay your child's fees by the deadline then please contact the Lewisham Music office to discuss alternative arrangements.
- There is a 25% discount available for siblings taking part in any Lewisham Music After School Ensemble or Saturday Music Centre programme. One sibling with the highest overall fees will pay full cost and the discount will be applied to all other siblings whose overall fees are the lowest.
- If, through no fault of Lewisham Music, your child's tuition, ensemble or theory group size falls below the prescribed number for the programme, we will endeavour to find suitable replacement pupils. However, if this is not possible then continuation cannot be guaranteed; charges may need to be increased or the group may need to be closed. If a group is closed then fees will be refunded on a pro rata basis.

Enrolment and timetables

- Students at the Saturday Music Centre must be aged between 7 and 18 years and attend a Lewisham maintained school or academy and/or be resident in the borough of Lewisham. (See charges for eligibility and priority).

- Children resident in Greenwich, Lambeth or Southwark boroughs are eligible to join the Centre through the agreement of the South Riverside Partnership so long as the award of a place does not disadvantage a child resident or at school in Lewisham.
- Students at the Centre retain their right to remain on roll even if their address or school changes to an out of borough location.
- We will endeavour, at all times, to provide 10 sessions a term for your child (9 sessions a term for instrumental tuition). If, for whatever reason, we are unable to fulfil this obligation then we will refund your fee on a pro rata basis.
- We reserve the right to cancel Saturday Music Centre programmes if circumstances change that are beyond our control. Fees will be refunded in these instances.

Instruments and personal possessions

- Lewisham Music cannot take responsibility for your child's instrument or personal possessions when attending the Saturday Music Centre.

FOR CHILDREN RECEIVING INSTRUMENTAL TUITION

- Your child must not already receive instrumental tuition for the same instrument from another tutor.
- Tuition is provided on the condition that your child attends regularly, practises regularly as directed by the tutor, and that, if required, any necessary syllabus is purchased for your child as recommended by the tutor. From September 2018, all children receiving tuition are also required to attend at least one Saturday Centre instrumental or vocal ensemble.
- If your child wishes to withdraw from their tuition then we require notice to be given in writing, or by email, **by half term** for lessons to be terminated at the beginning of the following term. It is not possible to withdraw children from tuition mid-term and fees cannot be refunded.

FOR CHILDREN WHO WISH TO HIRE AN INSTRUMENT

- Instruments can be hired from the Lewisham Music on completion of an instrument loan contract. Hire charges are payable as set out on the current charges document. Please note that instruments are not insured by Lewisham Music once the loan contract has been signed and the instrument leaves the possession of Lewisham Music. It is recommended that parents/carers arrange suitable 'all-risks' insurance.
- Instrument hire is only available where it is relevant to your child's participation in a Saturday Music Centre programme.
- Some specialist instruments are available for hire for young people playing in bands and ensembles by arrangement with the band leader.
- If your child leaves the Saturday Music Centre, the instrument/s loaned through Lewisham Music must be returned on the last day of attendance or within 2 weeks by arrangement with the Lewisham Music office. Failure to return an instrument no longer on loan as part of

a Lewisham Music programme may incur charges for replacing the instrument, this will be invoiced to you at the current purchase rate.

- Please see the Instrument Loan Contract for full Terms and Conditions.

Complaints

- Complaints about Lewisham Music will be taken seriously and investigated fully under our Complaints Policy and Procedure (see www.lewishammusic.org/about-us/our-policies/). Please report any concerns to info@lewishammusic.org or phone 020 3637 8088.

Please ensure your child understands and agrees to comply with the Student Agreement below. By accepting a place at the Saturday Centre for your child, you are confirming you will comply with the terms of this document and that your child will abide by the Student Agreement.

Thank you for enrolling your child at our Saturday Music Centre. I hope that whatever pathway they take with us will provide for them a fulfilling and enjoyable musical experience.

Peter Hayward
Chief Executive
Lewisham Music

APPENDIX 1

Saturday Music Centre Student Agreement

1. *Students should arrive on time with the correct equipment.*
2. *Students must sign in when they arrive at the Centre, and sign out when they leave the Centre.*
3. *Students should be polite and courteous to staff and to each other.*
4. *Students should report any concerns or worries they have to a tutor or member of Lewisham Music staff.*
5. *Students should work hard and allow others to do the same.*
6. *Students should walk and not run between sessions.*
7. *Students should not wait in the corridors for more than five minutes before their lessons. If a student has free time between sessions, they must report to the waiting area to be supervised.*
8. *Students should respect each other's property and that of Lewisham Music and the school.*
9. *Lewisham Music will not accept responsibility for personal items lost at the Centre.*
10. *The Saturday Music Centre should be kept clean and tidy. Rubbish is to be put in the bins provided.*

APPENDIX 2

LEWISHAM MUSIC

COLLECTION OF CHILDREN POLICY (SATURDAY CENTRE)

This policy sets out procedures to be followed for collection of a child or children from the Lewisham Music Saturday Centre.

As a condition of enrolment to a Lewisham Music activity, parents and carers will be asked to indicate whether or not they give permission for their child to leave that activity unaccompanied.

Children in Year 4 or below should not travel to or from the Centre without a responsible adult.

Only those for whom permission to leave has been given will be allowed to leave the premises unaccompanied. All other children will remain in the care of Lewisham Music member of staff until collected by an authorised adult.

In the event that any children are not collected by an authorised adult at the conclusion of their activity, we will put into practice the procedures set out below to ensure that all children are cared for safely by an experienced and qualified practitioner.

Procedures

Parents and carers of children attending the Lewisham Music Saturday Centre will be asked to provide the following information in writing in advance of their child's activity or music programme:

- Name of parent(s) or carer(s)
- Home address (or addresses) and home telephone number(s)
- Mobile telephone number for responsible parent or carer
- Email address for responsible parent or carer
- Name and address of a designated responsible adult who may be contacted in the event of an emergency (this could be a relative, or family friend)
- Details of the name, address and telephone number of the person who will be collecting the child if the parent, carer or the person normally authorised to collect the child is not able to do so.

The majority of cases of lateness will arise because there has been a misunderstanding between parents and carers about collection or an unexpected difficulty preventing parents and carers from arriving on time. **Every effort should be made to collect children from their activity on time. We appreciate that this might be difficult due to unforeseen circumstances on occasions, but if a parent or carer knows that they are likely to be late they must contact Lewisham Music in advance as follows:**

- **Monday to Friday between 09.00 and 17.00, contact Lewisham Music office on 020 3637 8088.**
- **Saturday Centre between 09.00 and 14.00, contact number 07464 352893.**
- **Projects or events outside these times – please refer to project information letters and contact a member of Lewisham Music staff or project leader as indicated.**

Lewisham Music staff members will only let children leave the activity with a parent or carer, or with a person who has been authorised through written permission of the parent or carer. OFSTED guidance states that this should be a person over the age of 17 years who is deemed to be responsible by the parent or carer. In exceptional circumstances Lewisham Music may accept verbal permission (for example, via telephone communication) from a parent or designated adult to collect a child subject to confirmation of the child's identity and contact details.

In the event of parents or carers being late or failing to collect their children as arranged, and not contacting Lewisham Music in advance, the following procedures will be implemented:

- The child may be able to indicate if there is something out of the ordinary. On some occasions another parent may offer to take a child home with them. Lewisham Music staff will never release a child into the care of another adult who is not a family member or the child's emergency contact person without the consent of the parent or carer.
- A member of Lewisham Music staff will contact parents, carers or emergency contact person or persons to ask for the child to be picked up **immediately**.
- Lewisham Music staff will supervise an uncollected child until the Centre closes at 14.00, whilst continuing to attempt to contact the relevant parent or carer to arrange an immediate pick up.
- It is not permitted for Lewisham Music staff members to take children to their homes. If arrangements for collection have not been established and a child remains uncollected after this time, we will contact the Police or Social Services and act on their advice.
- Please note that a charge may be payable for costs incurred by Lewisham Music for providing additional supervision for an uncollected child.
- There may be occasions when an activity venue is locked up whilst Lewisham Music members of staff are waiting for someone to arrive to collect the child. In such cases, a public building will be sought as a place to wait and the parent or carer should be informed of the arrangements.
- It may be necessary, if contact with the child's parent or carer cannot be made, for the child to be taken from the activity venue to a Children's Social Services office. Lewisham Music staff members are not permitted to transport children alone, and arrangements will be made to transport the child by taxi or mini cab. Two members of Lewisham Music staff will be designated to accommodate transport to the relevant location if this course of action is required.
- Under no circumstances is it permitted for a Lewisham Music member of staff to leave a child unaccompanied in order to look for a late parent or carer.