



Dorset Music Service

Dorset County Council



Quality Musical Education

**SERVICE LEVEL AGREEMENT
FOR MUSIC PROVISION
IN SCHOOLS
2018/2019**

Improving the quality of life for people in Dorset, now and for the future

Dorset Music Service is provided by Dorset County Council

Service Level Agreement

1. Parties

This Agreement is made between the Governing Body of the School (the client) and the Dorset Music Service (the service provider). It is not made with any individual teacher employed by the Music Service.

2. Duration

This agreement will run from 01 April 2018 to 31 March 2019. It is subject to annual review and may be extended or varied by agreement between the parties.

3. Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

4. Aims

Through instrumental tuition the Dorset Music Service aims to:

- Encourage the full development of each student's musical potential, their feelings for and enjoyment of music through a broad and balanced range of musical opportunities, including participation in composing, performing, listening and appraising;
- Develop, through a range of musical activities, students' sense of self-discipline, self-confidence and social awareness;
- Promote and value students' understanding, skill, experience and attitudes;
- Work in close partnership with all stakeholders to provide a service matching their individual needs, whilst creating, nurturing and sustaining a co-ordinated and integrated approach with other providers;
- Support both the National Curriculum requirement for music and individual school music programmes.

5. Service Description and Specification

The following range of services is supplied to schools, normally subject to the payment of a charge:

5.1 Instrumental Tuition

Instrumental teaching develops specific instrumental and musical skills through individual or group tuition from specialist qualified instrumental instructors. The range of instruments taught currently includes: Brass, Guitar, Keyboard, Percussion, Recorder, String, Vocal, Woodwind.

- The minimum length of a lesson is 20 minutes.
- Maximum recommended pupil numbers per hour should be between 6 and 8.
- The minimum length of a visit for an Instructor visit is 30 minutes.
- Group size will be determined by the school in partnership with the Music Service.
- The timing of the delivery of services will be subject to Instructor availability, unfortunately we cannot guarantee you will receive tuition in your preferred time slot.
- Tuition will be available on a weekly basis throughout the academic year for a minimum of 30 weeks as specified on the DMS Instrumental Tuition Delivery Calendar. (Requests for additional weeks will be considered and subject to Instructor availability)
- When an Instructor is absent long term, the Service will make every effort to find a supply Instructor to cover the tuition, failing to do this the school will not be charged.
- DMS will endeavour to deliver tuition on the allocated make-up week, in accordance with the Tuition Delivery Calendar, if notification of INSET days is received at the time of booking.

5.2 School Ensemble Direction

The Music Service can provide experienced musicians to help schools develop the

music-making opportunities for pupils by providing leadership with ensembles. If the ensemble is to take place outside of school hours a named member of staff must be available to be responsible for the students and liaise with parents.

5.3 **Classroom music support through the Musicianship Programme**

An experienced Musician will work with a class and their teacher to teach practical musical activities whilst introducing instrumental playing. These Musicians are experienced in delivering the programme against National Curriculum requirements and are appropriately placed to inspire young people to consider learning a musical instrument.

5.4 **Music Workshops**

Music Workshops are provided by a professional musician who can demonstrate their instruments and offer a range of musical activities for either individual classes or whole year groups which focus upon performing, composing, listening and appraising. Sessions are arranged in consultation with individual schools and reinforce National Curriculum requirements.

5.5 **Music Curriculum Advice and Support**

The experienced Music Service Manager, Secondary and Primary Project Managers who are qualified teachers can guide school improvement initiatives in music by providing advice and running courses and conferences. In addition, bespoke support for individual schools can be arranged by request.

6 **Music Service Responsibilities - Quality Assurance**

6.1 Response to urgent enquiries will normally be within three working days. All non-urgent enquiries will receive a response within one week.

6.2 All Dorset Music Service staff are:

- Appropriately qualified and appointed after interview, audition and DBS clearance;
- Kept up to date through a full programme of in-service training; including safeguarding
- Subject to performance management and appraisal

6.3 All teaching is carried out in accordance with guidelines set out in *the Dorset Music Service Teachers' Handbook*.

6.4 All work is monitored by the Service Manager, Project Manager and the Music Area Leaders or by other professional Local Authority staff.

6.5 All work undertaken will be in liaison with the school in order to match its own programmes of work and examination policy.

6.6 Written reports on each instrumental pupil's progress will be provided once a year in the DMS format.

7 **School (Client) Responsibilities**

7.1 Schools must ensure that the teaching location and conditions are suitable for the task, e.g. sufficient space, heated room.

7.2 Basic equipment should be provided, e.g. instruments, music stands, music, photocopier and materials as necessary.

7.3 The school is responsible for arranging accompanists for music examinations.

7.4 The school has a joint responsibility with the Music Service for the organisation of lessons and pupil attendance.

7.5. **Reductions and increases in time** - Please be aware that the Music Service requires **notice in writing** of any reductions or increases in provision. In the case of reductions, failure to give the full amount of notice, as per the dates listed below, **will result in a charge for the original hours until the next effective date.**

Term	Notification by	Reduction takes effect on
Summer 2018	15 th March 2018	23 rd April 2018
Autumn 2018	*Provisional booking 12 th July 2018 Changes to provisional	24 th September 2018

	10 th September 2018	
*To allow for movement of students at the beginning of an academic year alterations can be made up to, but by no later than, the first week of the Autumn term. Providing we have received a provisional booking in July		
Spring 2019	29 th November 2018	14 th January 2019

8 Charges

- 8.1 Charges will be subject to review on an annual basis at the beginning of each financial year.
- 8.2 Schools will be notified of the rates for the next financial year at the end of March.
- 8.3 For the financial year 2018/19 tuition charges for Dorset schools are **£40.00** per hour, **£38.00** per hour if booking 3 hours or more or **£36.00** per hour if booking 5 hours or more from one individual Instructor.
- 8.4 For the financial year 2018/19 tuition charges for Poole, Bournemouth and independent schools are **£46.00** per hour.
- 8.5 Schools are reminded that pupils undertaking instrumental tuition as part of a GCSE Course should not be subject to a charge for such tuition.
- 8.6 All charges shown are the NET price, VAT will be added to invoices where applicable for academies.

9 Charging and Payment Procedures

- 9.1 Dorset Music Service will send a statement at the beginning of each term showing charges for instrumental tuition booked.
- 9.2 Dorset Music Service will process the booking on Nexus at the beginning of term for your school as per the statement plus an additional 2% for bookings charged via Nexus. If you wish to be invoiced rather than using Nexus then please let us know at time of booking. Any lessons missed due to Dorset Music Service cancellation will be refunded via Nexus or credit note at the end of each term.
- 9.3 Copies of registers for each terms instrumental tuition and/or school ensemble direction will be available on request at the end of each term. It will enable schools to see which pupils are attending lessons regularly.
- 9.4 Charges for provision other than instrumental tuition and school ensemble, e.g. School Support Packages as outlined on the Schools Support Services Order form will normally be charged individually, either by Nexus, direct coding transfer or invoice.
- 9.5 Any queries relating to the calculation of charges should be directed to the DMS office.

10 Review Procedure

- 10.1 Monitoring of all work and quality assurance is a continuous process undertaken by the Music Service, in partnership with the school

11 Queries, Concerns and Complaints Procedure

- 11.1 Any queries, concerns or complaints arising during the course of this agreement should be made to the Service Manager of Dorset Music Service.
- 11.2 Clients who feel that they have not received an adequate response from the Service Manager of Dorset Music Service, may appeal in writing to the Director of Children's Services
- 11.3 If mutual confidence in the operation of this SLA is not restored, it may be terminated by either side by giving six months' notice in writing.

12 Music Service Contact

All matters arising from this agreement should be referred to:

*Dorset Music Service,
Telephone: 01305 225770
E-mail: dorsetmusicservice@dorsetcc.gov.uk
Website: www.dorsetmusicservice.org.uk*