



Solihull Music
Service Level Agreement
Billing Direct Schools

1. Overview
2. Timeframe and review
3. Appointment
4. Safer recruitment
5. Responsibilities
6. Delivery weeks 2023-24
7. Billing and payment method
8. Solihull Music teacher absence
9. School cancellations
10. Request for a change of teacher
11. Complaints /Dispute resolution
12. Instrumental/ Vocal teaching
13. CIC Music Opportunities
14. Pupil Premium
15. Trinity Exams

1. Overview

This SLA is between Solihull Music and your school to enable Solihull Music staff to deliver instrumental lessons **only** to your pupils.

Solihull Music is responsible for the running and administration of instrumental lessons at your son/daughter's school. Instrumental lessons will be taught by staff employed by Solihull Music and delivered in term time during the school day. The provision of these lessons is subject to demand and availability of Solihull Music teachers, together with suitable accommodation at the school.

Planning and decisions on all timetabling of lessons will be made by Solihull Music in consultation with the school. Please note, that pupils will need to come out of lessons to attend their instrumental lesson; however, lessons may be arranged on a rota basis to avoid pupils missing the same school subject each week.

2. Timeframe and Review

The duration for this SLA is from 1st September 2023 until 31st August 2024. All products and prices quoted cover this period. This SLA will remain in effect for the duration of this period.

3. Appointment

The school will **allow at any time-of-day** Solihull Music, to provide instrumental/vocal music services in line with the terms and conditions of this SLA and the enclosed schedules within.

The school and Solihull Music agree to work in accordance with Service Level Agreement.

Solihull Music takes on the running, management and financial responsibility of the instrumental lessons and the contract is with the parents.

4. Safer Recruitment

All teachers working for Solihull Music are appropriately DBS checked and do not need to be entered on the school's own Single Central register.

For further information on safer recruitment of Solihull Music employees please refer to the extranet.

5. Responsibilities

Solihull Music will:

1. Coordinate delivery timetables for all Solihull Music teachers.
2. Have the responsibility of billing parents for the instrumental lessons.
3. Provide all Solihull Music teachers with the appropriate professional development & training also offer access and support for CPD.
4. Undertake regular and comprehensive monitoring of Solihull Music teachers.
5. Ensure that all Solihull Music teachers have undertaken the appropriate level of checks by SMBC Human Resources to work in an unsupervised capacity with children and young people.
6. Provide all Solihull Music teachers with SMBC identification cards.
7. Inform the school of any planned absence at least 7 days in advance and to inform schools of any unplanned absence as soon as possible.
8. Hold all pupil data on secure databases, accessible only by password in compliance with SMBC Data protection regulations.
9. Investigate all concerns or complaints directly referred to Solihull Music, and to provide follow up and resolution where appropriate and possible.

Solihull Music teachers will:

1. Teach individual, small group in chosen instruments/ specialisms to pupils as required in accordance with the agreed guidelines.
2. Lead and direct school ensembles and ensure all taught pupils have the opportunity, and are encouraged, to attend Solihull Music ensembles.
3. Monitor and assess pupils' progress as required by school and Solihull Music policies.
4. Provide high quality progressive pathways to increase engagement and participation for all children and young people.
5. Promote and safeguard the welfare of children, young people, vulnerable adults, and staff with correct concern for pupils' health & safety and safeguarding.
6. Attend meetings and CPD training days as directed by the senior leadership team.
7. Manage timetable and maintain accurate and detailed records of pupils' attendance and progress.
8. Create and maintain a good professional working relationship with staff, pupils and parents in schools and communities in line with Solihull Music ethos and aims.
9. Participate in required quality monitoring performance management procedures.
10. Adhere to all SMBC and Solihull Music policies and guidelines, including SMBC data protection regulations.

Schools will:

1. Undertake all reasonable steps to ensure that Solihull Music teachers are supported in carrying out their duties effectively.
2. Provide suitable teaching spaces for instrumental/vocal lessons with clean, adequate space, heat, light and ventilation. N.B. It should be possible for people to observe what is going on in the lesson from outside for safeguarding purposes.
3. Notify Solihull Music in writing of any activities or events which may result in the cancellations of lessons (e.g. INSET days, school trips, exams) giving a period of notice of 10 clear working days. **If this is not adhered to the school will be billed for the missed lessons.**
4. Accept joint responsibility with Solihull Music for the organisation of lessons and pupil's attendance.
5. Identify a named contact person, through whom the Solihull Music teacher can exchange information, including that on pupil attendance and progress.
6. Clearly display teaching timetables both for pupils and for teachers.
7. Make pupils available for the agreed lessons. Any school instigated absences not agreed within a reasonable time before hand will still count as a lesson. **The school will be liable for the cost of the missed lessons.** If a school consistently doesn't make pupils available, the purchased product service will be removed from the school.
8. Provide all Solihull Music teachers with detailed information on health and safety procedures. This will include signing in and out, fire, first aid, evacuation, and other emergency procedures; lone working advice and security measures.
9. Provide information to Solihull Music teachers any medical, behavioural, and academic information or other issues that may affect their pupils learning.
10. Provide an area where teaching registers can be stored for the purpose of GDPR compliance where necessary.

6. Delivery Weeks 2023-24

Solihull Music offers a wide range of instrumental and curriculum music provision to schools. For full details of services and instruments available, please refer to the published brochure for schools.

Solihull Music provision is delivered over 34 weeks in the academic term in line with the Music Service calendar. This allows schools some flexibility in service over the 39-week academic year for any lessons missed which can be delivered in the orange weeks.

	Teaching
	Non-teaching days
	Bank Holiday
	School holidays

September 2023							October 2023							November 2023							December 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	7				1	2	3	4						1	2
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30			24	25	26	27	28	29	30
																					31						

January 2024							February 2024							March 2024							April 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
											1	2	3						1	2							
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12	13
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19	20
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26	27
28	29	30	31				25	26	27	28	29			24	25	26	27	28	29	30	28	29	30				
														31													

May 2024							June 2024							July 2024							August 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1												1	2	3
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31
							30																				

7. Billing and Payment method

Solihull Music will invoice parents termly for provision in advance on the following dates:

Autumn Term	WB 21 st August	2023
Spring Term	Thursday 21st December	2023
Summer Term	Thursday 21st March	2024

8. Solihull Music Teacher absence

Teacher absence – sickness or emergency dependent leave

In the event of short-term teacher absence, all Solihull Music employees are expected to contact the pupils and the first school of the day they attend to report their absence.

Solihull Music will confirm cancellation of any delivery via email on the day of each new or continued reported absence.

In the event of a Music Service teacher being absent due to illness the Music Service **will not routinely provide cover.**

Teacher absence – cancellation /rescheduling of delivery

In the exceptional circumstance that a lesson is cancelled for any other reason Solihull Music will reschedule the lesson on the same day /time at the end of each term in the orange weeks (see 7. Delivery weeks).

9. School Cancellations

Where visits are cancelled by the school for, polling, unplanned and/or special circumstances and the Music Service teacher has either attended or was available to attend, **the school will be liable for the cost of those visits and the visit will be counted as a delivery week.** If appropriate an online lesson will be offered.

'One off' visit cancellations (e.g. school trips, exams, closures, etc.)

It is the responsibility of the school to provide as much notification to Solihull Music of any dates where delivery may not be possible.

Notification of cancelled visits must be submitted in writing to Solihull Music giving a period of notice of not less than 10 clear working days prior to the lesson or the week will count as one of the contracted weeks of delivery.

Where possible Solihull Music teachers will use allocated orange weeks at the end of each term to reschedule any lessons missed due to school cancellations where due notice has been given. (10 clear working days) (see 7. Delivery weeks)

10. Request for change of teacher

In cases of reported teacher underperformance, a member of the Leadership Team will arrange to observe the Music Service teacher in their practice.

Any such support visit will outline measures for support and/ or set objectives for improvement within one half term. This will be monitored by the Leadership Team in close liaison with the school.

If the school remains unsatisfied by the performance after this period of one-half term, Solihull Music will agree to remove the teacher.

Where a teacher is removed from a school due to underperformance, the Music Service will endeavour to replace the teacher. Where this is not possible, the school will not be liable for any charges associated with the provision in question.

11. Complaints/ Dispute resolution

Any matters concerning the duties or conduct of Solihull Music staff working within your school should, in the first instance, be discussed with that member of staff at the first available time.

If there is no satisfactory outcome, the matter should be referred to the Solihull Music Leadership Team, who are accountable for the organisation, management, conduct and effectiveness of Solihull Music. The Leadership team will work with you to resolve the issue.

Solihull Music Service Leadership Team

Donna Wright Senior Education Improvement Advisor donnawright@solihull.gov.uk

Claire Batty Team manager claire.batty@solihull.gov.uk

Richard Jones Team manager richard.jones@solihull.gov.uk

12. Instrumental /Vocal Provision

Solihull Music will work in partnership with schools to determine the lesson length and format that best meets their individual school needs.

However, we recommend the following as the most sustainable model for pupils:

- 20 minutes paired or individual lessons.
- 30 minutes group lessons (3-6 pupils*).

*Schools should consider the size and safety of their practice rooms when allowing Solihull Music in to teach lessons.

13. Children in Care

Schools may request instrumental lessons and instrumental hire for any child under the care of the Local Authority.

These will be provided free of charge funded jointly by Solihull Music and the Virtual School. To request lessons for CIC please email claire.batty@solihull.gov.uk

14. Pupil Premium

Schools may use pupil premium for eligible students and Solihull Music will charge schools for lessons at the end of each term. School will apply for pupil premium lessons via the speed admin portal.

15. Trinity Instrumental examinations

It is Solihull Music policy to support students in working towards public examinations attainment. This is seen as mutually beneficial to schools and the Music Service.

External examination dates are provided to us by the Trinity College Examination Board and cannot be changed.

Solihull Music teachers often support examinations candidates on the day of the exam.

Where Solihull Music teachers are required to be released from teaching to support candidates at examinations, this will be done through agreement with the affected school.