

Service Level Agreement 2025-2026

Between Croydon Music and Arts and Schools for Music Teaching

CROYDON
www.croydon.gov.uk

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Commitment from Schools

- **Named Contact:**
 - Although CMA staff will need to liaise with a number of different staff at a school, there should be a named contact (usually the Head of Music in a secondary school or Headteacher in a primary school) who is responsible for the arrangement of the teaching in the school.
- **Information needed by Parents / Carers:**
 - Schools need to keep a list of instruments taught at the school in the school office and music department and pass on to parents / carers with general information from CMA concerning availability of lessons and instruments when recruiting new pupils.
 - Lesson dates and times are arranged between the instrumental / vocal teacher and the school. Teachers can email details to parents / carers or schools can pass on details.
- **Information needed by CMA Teachers:**
 - Schools should pass on relevant information about students which may affect their tuition, for example special educational needs.
 - Schools should pass on relevant school curriculum information so that the CMA teacher can ensure coverage in whole class programmes and provide complementary activity in instrumental lessons.
 - CMA teachers will also need relevant information about school policies and procedure, for example fire drill procedures and details of Designated Safeguarding Lead, and methods of making referrals.
 - Schools should give CMA teachers adequate warning of any dates when lessons cannot take place.
 - Ideally teachers should be given a copy of the school diary or calendar at the beginning of every term / year
- **Authorisation:**
 - The CMA office needs authorisation via email from schools for any changes to teaching (please see notice periods below)
 - The CMA office needs authorisation via email at the end of term to confirm completion of work

Notice Periods for Pupil Enrolment, Withdrawal or Other Changes

- **New Lessons:** For new tuition, schools should notify CMA by:
 - **15 November** to start in Spring Term;
 - **1 March** to start in Summer Term;
 - **15 June** to start in Autumn Term.Notification after these dates we result in a waiting list for new activities.
- **Withdrawal (where CMA invoices schools):** Notification of withdrawal of pupils for small group / individual teaching or other regular teaching should be given in writing to the CMA office by:
 - **15 November** to stop at the end of Autumn Term;
 - **1 March** to stop at the end of Spring Term;
 - **15 June** to stop at the end of Summer Term.If tuition is withdrawn after these dates a whole term's fees are payable in lieu of notice. CMA recommends schools include the same notice period as CMA for parents and carers to give time to pass on the information.

- **Withdrawal (where CMA invoices parents and carers):**
If pupils are withdrawn by the school (for example, if the school wishes to cease CMA teaching on that instrument) notification needs to be given to CMA by the dates above. If the teaching is withdrawn by the school after those dates a whole term's fees are payable by the school in lieu of notice.
- **Changing Tuition Option:** The same notice dates apply if a school wishes to change a tuition option for a pupil, for example changing from a group lesson to a paired lesson. CMA will provide a pupil list for schools to mark withdrawals and amendments.
- **Substituting Pupils:** Where a pupil leaves without giving the school the required notice it is possible to substitute another pupil after these dates provided that any new grouping of pupils is educationally sound (e.g. a teacher should not place a beginner with another pupil who has been learning for some time) and the substitution does **not** involve a **change** in teaching time at the school.
- **Changing Charging Option:** If a school wishes to change from CMA invoicing the school to CMA invoicing parents and carers directly, a full term's notice is required to allow time for parents and carers to complete application forms.

Lesson Delivery

- **Minimum Tuition Visit:** A minimum of 1 hour of teaching is required for a teacher to visit a school. Where the time in a school falls below 1 hour CMA will endeavour to offer alternative tuition for continuing pupils in the evening or at our Saturday morning music centre.
- **Number of Lessons:** CMA offers 30 lessons in a year. Tuition is ordered and invoiced per term of 10 lessons. Teachers will liaise with schools to organise the term's teaching sessions at the beginning of term. Tuition will not be possible on certain dates in the year when staff have other duties, for example training days, festival / concert days and other projects.
- **Postponing Teaching Sessions:** Notice of **at least one week** is required if teaching is to be postponed by the school to another date. If there is no date available for the teacher to make up the session, the school will be invoiced for the lesson. This will be instead of charging the parent / carer where CMA invoices the parent / carer directly.
- **Unplanned School Closure:** Where the school has to be closed or partially closed for circumstances beyond the school's control, for example due to bad weather, public health incident or industrial action, CMA will provide digital sessions where it is not possible to arrange alternative face to face sessions.
- **Transferring Teaching to Examinations and Performance / Exhibition:** Teaching time can be transferred to an instrumental grade examination or to supporting pupils at concerts or other performances in school, provided no other pupils miss lessons and the teacher is able to accommodate the change. Any additional hours required for the examination or performance / exhibition will be charged for.

Assessments for Star Award take place during normal lessons.

- **Pupils Missing Lessons:** No credit or refund will be due for pupil absence, though teachers will try to rearrange lessons where possible if given plenty of notice for a pupil's planned absence (for example a school trip).
- **Pupils Temporary Absence:** Continuing lessons cannot be guaranteed if pupils are withdrawn from lessons for a temporary period, e.g. a pupil withdrawn for non payment of fees, or a "pause". Lessons are available during GCSE periods and pupils are expected to attend during study leave.
- **Teacher Absence:** CMA will try to provide cover where a teacher is absent for more than two consecutive weeks.

- **CMA Classroom Teaching:** To ensure consistent behaviour management and health and safety of pupils, schools are asked to provide a member of staff who knows the children and any health or other needs they have to work with the CMA teacher leading the session. Where a CMA classroom programme is providing school PPA cover, CMA can provide a plan for the teaching assistant to deliver the lesson during the weeks when there is no CMA teacher present.

Invoicing

- **Invoicing (Parents and Carers):**
 - Fees are payable in advance on receipt of an invoice. Where fees remain unpaid, tuition and / or instrument hire may be withdrawn. If tuition is reinstated any lessons missed will be charged for.
- **Invoicing (Schools):**
 - The invoice will be sent after half term based on the whole class teaching taking place, pupils registered for lessons, pre-booked additional hours and any tuition not invoiced the previous term.
- **Credit or Refund:**
 - Where fewer than 30 lessons are offered a credit will be issued for the following year, or a refund if there is no tuition in the following year.
 - For team taught whole class programmes, a partial refund will be due if more than three sessions in the year are taught with one teacher missing.

Accommodation for CMA Teachers

Appropriate space and facilities for tuition, conforming to health and safety regulations are required. An ideal teaching environment could include:

- clean room with good environment and viewing window, appropriate to size of group;
- room isolated from noise and interruptions;
- adequate heating or cooling;
- relevant arts teaching environment and resources, e.g. music stands, piano / keyboard, CD player and connection for laptop to speakers, cupboard for locking away pupils instruments securely for music teaching;
- chairs of appropriate size;
- good lighting, ideally with natural daylight;
- connection for laptop to whiteboard / data projector and Wi-Fi for whole class teaching;
- access to photocopier;
- access to staff facilities;
- access to IT and wi-fi;
- car parking with safe access.

Health and Safety

Schools and CMA have a shared responsibility to ensure:

- promotion of good technique as a preventative measure for RSI and other associated injuries;
- teachers and pupils do not carry out any inappropriate lifting of heavy instruments or equipment;
- electrical equipment is tested on an annual basis e.g. PAT testing;
- sensible levels of volume are used to prevent hearing loss;
- electronic instruments are set up without trailing leads;
- circuit breakers are used;
- safe cleaning and lubricating fluids for instruments are used.

Charging and Remissions Regulations

The Charges for Music Tuition (England) Regulations 2007 came into force on 1 September 2007. They apply to music tuition in state schools during the school day. This includes:

- schools which engage their own instrumental / vocal teachers;
- schools where CMA charges the school and the school passes on charges to parents and carers;
- schools where CMA charges the parents and carers directly.

It is legal to charge for instrumental and vocal tuition during the school day, subject to the parent / carer requesting the tuition. There is no restriction on group size.

Exceptions

Charges may not be made for:

- Tuition which is part of National Curriculum provision
- Tuition in the first year of whole class “wider opportunities” provision at Key Stage 2
- Tuition for children who are Looked After

Restrictions

- Remission policies should make tuition, including incidental costs of instruments and music books affordable for all pupils. Schools are expected to review their remissions policies in relation to children who are in receipt of Free School Meals and also for siblings.
- Charges should not result in a surplus, i.e. a school should not buy in tuition at one rate and then charge parents and carers more.

Charging for Classroom Music Programmes in Schools

- If the school provides a first year of “wider opportunities” provision, it is legal to ask parents and carers to contribute towards the cost of the second teacher (£15 per term per pupil) for *Strings* and *Winds* programmes.
- Headteachers on the CMA Board considered the legislation and suggest that schools are able to request an Instrument Hire payment to cover the maintenance and insurance costs for the *Strings* and *Winds* instruments where pupils are taking them home. A charge of £10 per term per pupil should cover ongoing maintenance.
- Schools which make a charge are recommended to not allow the pupil to take the instrument home until it has been paid. This charge could be an important element in encouraging commitment from parents / carers.

Charges for Services in State Schools in Croydon

from September 2025

Group and Individual Instrumental / Vocal Tuition

- charges per pupil, for 10 lessons in each term
- CMA can invoice schools for tuition or invoice parents and carers directly
- please note charging and remissions regulations for schools invoicing parents and carers

Group Tuition (**G**) £84 per 10 lessons (£42 if FSM)

- 3 in 30 minutes, 10 minutes per pupil in other shared lessons

Paired Tuition (**P**) £126 per 10 lessons (£63 if FSM)

- 2 in 30 minutes, 15 minutes per pupil in other shared lessons

Individual Tuition (**I20**) £173.50 per 10 lessons

- Individual 20 minute lesson

Individual Tuition (**I30**) £260 per 10 lessons

- Individual 30 minute lesson

Notes

1. Remissions are available for **L**, **G** and **P** lessons:
 - Tuition is **free** for children who are **Looked After**
 - There is a **reduction of 50%** for **Pupil Premium (PP)** students through eligibility for Free School Meals
 - A **reduction of 30%** is available where not eligible for Pupil Premium reduction, but finance is a barrier to learning. Applications are considered on an individual basis against guidelines set by headteachers on the CMA Board.
2. Remissions are available for the first instrument only. All remissions are reviewed annually.
3. Remissions are not available for **I20** and **I30** lessons. Pupils may switch to a **P** lesson to access a remission.
4. Schools (or parents and carers where invoiced directly) may choose **G**, **P** or **I** lessons.
5. **Merit Bursary** – available for students who have individual lessons* on an instrument, are making good progress and either attend, or would like to attend one of our centres, the CMA Merit Bursary offers a *50% fee reduction on their main centre activity*.
6. **Large Group Tuition (L)** available for schools to request where PP funding is being used
£42 per 10 lessons (£21 if FSM/ using school PP funding)
 - 4 in 20mins, 5 in 25mins, or 6 in 30 minutes (or 7 in 35 minutes) for introductory term if teaching space is suitable
 - will be **G** lessons if fewer than four apply and after introductory term

Looked after Children

LAC receive free Ensemble memberships to all CMA centres

Lessons and Instrument hire should be funded by Virtual School / Local Authority funding.

For out of borough children living in Croydon, CMA can invoice other Local Authorities for these lessons and hire.

Instrument Hire (charged directly to hirer) £38 per term (£19 if FSM)

- £19 for the first term or part term
- Free for 'Endangered Species' instruments where pupils are members of a CMA centre
- These must be covered by the Contents and/or School insurance policy for damages or loss
- Whole class instrument sets – available directly to schools for £120 per term, where provision is not delivered by CMA staff.

Classroom Programmes (charged to school and frozen for 2025-26)

- 10 sessions of one hour per term or pro rata

Number of CMA staff	Cost (per term)
One	£650
Two	£1,160

Notes

1. All CMA classroom programmes can be delivered by a single teacher.
2. For Strings and Winds programmes with both instruments in the same class a second teacher is necessary. It is possible to cover the cost of the second teacher and instrument maintenance through a combination of charges to parents and carers and Pupil Premium if the school provided a whole class “wider opportunities” programme in a previous year.
3. CMA can advise on strategies for music during the weeks the CMA staff are not present. Where the whole class programme is providing PPA cover CMA can provide the plan for a TA to deliver the lesson.
4. Additional sessions over 10 each term can be provided at pro rata rate.

School Workshops / CMA Teacher hours

£65 per hour

- working alongside teachers in the classroom
- For additional lessons, introductory lessons, concert support, ensemble coaching

After school activities

CMA offers after school activities in Music, Dance and Drama known as Creatives. The lesson length and activity can be tailored to you school's needs and pro rated for more than ten sessions. Examples of classes and price structure are below

Class	Cost per child per Week/ Term	Minimum Student numbers
1hr Keyboard Club	£6.50 / £65	10
90min Dance Class	£10 / £100	10

Croydon Young Musicians and Artists (charged directly to parents / carers)

Star Award internal assessment

£12 (£3 if FSM)

Performing and Visual Arts Classes

£45 per term (£22.50 FSM)

(Music Makers, Percussion, Vocal, Dance, Drama, Visual Arts) -

- there is a 50% charge reduction for belonging to any additional Centre activity/Ensemble

Instrumental Star Classes and Workshops

£45 per term (£22.50 FSM)

- there is a 50% charge reduction for belonging to any additional Centre activity/Ensemble

Music Ensembles

£90 per term (£45 if FSM)

- there is a 50% charge reduction for belonging to any additional Centre activity/Ensemble

Grade 5 Theory

£50 per term (£25 if FSM)

Remissions for Activities. All ensembles are free for Looked After Children.

Contacts

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School Contacts

So that we can keep schools informed of developments and opportunities please keep us updated with contact details for the lead members of staff responsible for:

- ***Performing and Creative Arts***: for Arts and Culture School development journey
- ***Music***: for Music Hub support and Croydon Schools Music Association festivals
- ***Finance***: for school invoicing
- ***Arts subject leads / specialist subject teachers***: for CSAN membership and CPD