



Terms & Conditions of the Service Level Agreement

Parties:

This Service Level Agreement (SLA) is made between the school (the Client) and Music Education Islington (MEI). Both parties agree to act in good faith and in a reasonable and timely manner with regard to the operation of the Agreement.

Duration:

- The duration of this SLA is effective for three school terms between 1st September until 31st July unless agreed otherwise between MEI and the school.
- The school must give at least one term's paid notice of any cancellation to instrumental teaching (or have given notice by the half-term break) or engagement in partner activities.

Standard offer

Schools signing up to the annual standard offer SLA will receive

- Access to highly trained peripatetic tutors for whole class, group and individual instrumental lessons, ensemble and choir to discounted hourly rates (see separate section: Peripatetic Teaching)
- Termly continuing professional development for all school phases, specific to music teachers, teachers with music leadership responsibilities, as well as class teachers
- Performance opportunities locally within schools and in large borough-wide events
- Access to online music school "Charanga"
- Subsidised rates to progression opportunities for pupils with an enjoyment and/or aptitude for music (e.g. Music Education Islington Music Centre)
- Access to qualified music therapists* to discounted daily rates
- Mentoring scheme for EYFS, KS1 & KS2 class teachers, using "Jolly music" to teach music through singing
- Annual Instrumental assembly at your school
- Regular network opportunities including annual conference and network events
- Access to opportunities and activities to encourage deeper engagement with and in music offered by our partners (e.g. Orchestra of the Age of Enlightenment – OAE, London Symphony Orchestra – LSO, City University)

Bespoke Offer

Standard Offer (see above)

Equivalent of 8-hours advice and support for schools on music curriculum development including:

- Singing
- Early Years
- First access to musical instruments
- Progression routes
- Music curriculum development support
- Whole school improvement using music

* Music Therapy is a psychological therapy using established musical interventions to support people of all ages with their psychological, emotional, cognitive, physical, communicative and social needs

Costs:

SLA Package	costs
Standard offer	£150**
Bespoke offer	£550**

**£50 will be refunded to all schools contributing to the annual Arts Council Survey, distributed in July 2021 Fees for individual terms are £100, with £50 refund after the Annual Arts Council Survey, distributed in July 2021

Additional Service

Peripatetic Teaching

Areas covered

Music Education Islington is working with a large range of peripatetic tutors, covering the following areas:

- Musicianship (Jolly Music programme)
- Singing (all ages and genres, individual, group, whole class, choir, school singing assembly)
- Recorder (all ages, individual, small group, whole class, ensemble)
- Bowed string instruments (violin, viola, cello, all ages, individual, small group, whole class, ensemble)
- Plucked string instruments (ukulele, guitar, all ages, individual, small group, whole class, ensemble)
- Mixed ensemble
- NEW: Music to support a recovery curriculum (focusing on creative elements such as group composition, song writing/singing, body percussion)

Teaching structure

10 taught lessons per term

Charges reflect contact time & preparation time (see price list)

Costs:

Peripatetic teaching time	Costs per hour	Cost per 10 week term
45-50 min contact time	£35	£350
60 min contact time	£42	£420

Any additional teaching hours or weeks as well as expected participation in additional dates due to school performances and training above the agreed service provision must be arranged in advance between schools and MEI Managers. Schools must not engage MEI tutors in private arrangements.

Music Education Islington Instrument hire options 2020/2021

Hiring, maintenance & repair

Scheme A – MEI responsible for maintenance

Charges are made to cover upkeep and maintenance. Instruments loaned to schools through MEI can be sub-loaned to pupils at each school's discretion, however, schools are responsible for any loss/damage/theft of MEI resources and will be invoiced accordingly.

Cost	Class set (30 pupils) for WCET) programmes – except ukulele & glockenspiel
MEI schools	£100 per class set per year
Not MEI schools	£300 per class set per year
Class set ukulele & glockenspiel MEI school	£50 per class set per year
Class set ukulele & glockenspiel Not MEI school	£70 per class set per year
Class sets recorder	Class sets of recorders can be purchased by schools at a subsidised rate of £2.50 per instrument
Individual recorders	Individual recorders can be purchased for £5 per instrument
Individual instruments, except ukulele, guitar & glockenspiel, for MEI schools & MEI tutors	£10 per instrument per term
Individual instruments, except ukulele & glockenspiel not MEI schools not MEI tutors	£15 per instrument per term
Individual glockenspiel	Individual glockenspiels can be purchased for £20 per instrument
Individual ukulele & guitars & MEI tutor	£10 per year
Individual ukulele & guitars & not MEI tutor	£15 per year

Scheme B – schools responsible for maintenance

Charges are made to cover upkeep and maintenance. However, instruments given out free to MEI schools for WCET need to be maintained and repaired by schools.

Instruments loaned to schools through MEI can be sub-loaned to pupils at each school's discretion, however, schools are responsible for any loss/damage/theft of MEI resources and will be invoiced accordingly.

Cost	Class set (30 pupils) for WCET) programmes
MEI schools	Free, school responsible for maintenance, repair and replacement through MEI approved specialists
Nor MEI schools or MEI tutor	£200 per class set per year
Class sets recorder	Class sets of recorders can be purchased by schools at a subsidised rate of £2.50 per instrument
Individual recorders	Individual recorders can be purchased for £5 per instrument
Individual instruments, except ukulele, guitar & glockenspiel, for MEI schools & MEI tutors	£10 per instrument per term
Individual instruments, except ukulele & glockenspiel not MEI schools not MEI tutors	£15 per instrument per term
Individual glockenspiel	Individual glockenspiels can be purchased for £20 per instrument
Individual ukulele & guitars & MEI tutor	£10 per year
Individual ukulele & guitars & not MEI tutor	£15 per year

Please discuss your preferred option by writing to MusicEducation.Islington@gsmd.ac.uk

MUSIC THERAPY

Lesson type:	<p>Music therapy supports children with:</p> <ul style="list-style-type: none"> • communication/learning disorders in individual or group lessons • special needs/emotional needs in special or mainstream schools <p>Sessions are offered through Guildhall School of Music & Drama's Music Therapy department with highly skilled therapist/instrumental teachers.</p>
Number of weeks:	10 weeks per term
Cost:	Daily rate: £350 (half day possible)

Progression routes for instrumentalists (Primary School)

Music Education Islington: Music Centres

For:	Primary School children who love playing their instrument and have been learning it for at least one year
Instruments:	violin, viola, cello, double bass, woodwind, brass instruments
When:	Term time Mondays & Wednesdays, 4:00-6:00pm
Duration:	2 hours
Where:	City of London Academy Highbury Grove (Mondays) 8 Highbury Grove, Highbury East, London N5 2EQ) Wednesdays)
Costs:	£6 per week for a total of 30 sessions per year. <i>Children receiving Pupil Premium or FSM participate for free</i>

Benefits for children:

- Children will sing in the choir, receive instrumental group lessons and join in ensembles.
- Performances for friends and family at the end of each term.
- Our inspirational Guildhall instrumental teachers are highly qualified and motivational.
- In addition to weekly choir and ensemble sessions, schools and families of participating children will be invited to attend appropriate concerts and participate in events at Guildhall and the Barbican, either free of charge or at reduced prices.
- Children may also apply for free places or discounted rates on appropriate Guildhall Short Courses.

Participating schools commit to:

- Providing all pupils with regular instrumental lessons by instrumental teachers
- Providing and maintaining all pupils with appropriate instruments
- Encourage and support pupils that show interest and potential to regularly attend the MEI Music Centre afternoon activities (30 sessions per academic year)
- The safe arrival and departure of all pupils to the MEI Music Centres
- Dedicate one staff member (preferably music lead) to stay in communication with MEI Music Centre Administration
- Invoice parents of participating children in line with the fee structure
- Providing MEI Music Centre's Designated Safeguarding Lead with any relevant safeguarding / child protection information which will ensure appropriate safe management at the programme for the pupil(s) and or staff concerned.

Declaration

By signing to undertake a SLA with Music Education Islington, the school understands that peripatetic tutors will be booked based on their requests, and must agree to honour the commitment. If the school wishes to alter the booking request submitted, they must undertake a conversation with MEI to establish the feasibility, next steps and timeline. If no agreement can be made, schools will be charged for any cancelled lessons. The school

must give at least one term's paid notice of any cancellation to teaching (or have given notice by the half-term break).

When MEI receives requests from schools, they will undertake timetabling of tutors. If MEI is in a situation where they are unable to honour the SLA with available tutors, they will engage in conversation with the school to find a resolution.

INTENT:

The purpose of this arrangement is to provide schools with the opportunity to purchase additional high quality instrumental/vocal tuitions, support, training and/or advice on all aspects of music provision. MEI will work collaboratively with schools to support the selection of instrumental tuition programmes that best meet the needs of the individual school. Furthermore, schools are able to access activities offered by our partner organisations and programmes.

Services offered to the client

- A full range of services offered to clients are listed in the document "Music Education Islington SLA_ 2019" (attached).
- additional offers will be communicated to schools throughout the academic year 2020/21.
- provision requests must be made online using the following link: XXXXXXXX
- The programme of tuition selected will be agreed between the school and the service.

NB: Provision may be dependent on the availability of tutors with the appropriate lead or support skills necessary for the specific roles, and instrument stock. Measures will be swiftly taken to recruit tutors for an area of need that is not covered by the current tutor pool.

MEI Responsibilities:

- a) Ensure that all programmes are planned and monitored.
- b) Ensure that the agreement between the school and the service provider with regard to the programme required is fully understood.
- c) Ensure that the school is kept fully informed of any changes or concerns that may arise in order for action to be taken as soon as possible. This is particularly important if it is perceived that additional support be needed.
- d) Provide the school with high quality instrumental tuition, support, advice and/ or training through the provision of a well-trained, well informed and professional team.
- e) Commission additional services/providers if required to meet the needs of the school, always subject to availability.
- f) Promote high quality teaching and learning through CPD and observation of our tutors.
- g) Ensure that all staff have satisfied the required safeguarding checks for work with children and young people.

- h) Ensure the school is notified, when a tutor is ill and unable to attend, by 9.30am on the named day.

Delivering the service:

The services will be delivered by instrumental/vocal tutors from MEI tutor pool, teachers, or managers. All tutors have gone through MEI's recruitment process to assure quality teaching.

School responsibilities:

To enable the service provider to deliver a service of the highest quality, the Client shall:

- a) Ensure that the exact requirements of the service purchased are agreed in advance with MEI, but at least, the end of term prior to the commencement of the provision.
- b) Agree all teaching dates in advance with MEI tutors.
- c) Ensure that agreed dates are honoured and that notification of essential cancellations is reported at least one week in advance via an email to MEI and affected tutors. Schools will be charged for late cancellation (less than 7 calendar days).
- d) Ensure that all tutors are familiar with the School's Music Education Plan or music curriculum, as well as school's termly themes and other school related information to assure that all music provision are linked up with wider schools topics, if possible.
- e) Comply with any requests for information to enable the monitoring and evaluation of the service. This is for the submission of data required for the purposes of monitoring and self-evaluation of the service, and for Arts Council returns for which continued central funding depends.
- f) Ensure that the requirements of the tutor are met so that the service can be delivered effectively and efficiently. These requirements are as follows
 - A designated school adult (preferably the class teacher) is present at all times during delivery of whole class sessions and actively involved with the learning (i.e. also learning the instrument), and will support instrumental tutors with behaviour aspects when asked by the tutor.
 - Learning support assistants remain in the class during the session to support the learning of their pupils.
 - A suitable room for the delivery of the tuition, that is of adequate size for the activity, free from distraction and any obstacles (e.g. people walking through or in and out), where it is appropriate to play music without disturbing other activities in school.
 - A consistent room each week with prior notice of any room changes, and suitable alternatives provided if absolutely necessary.
 - Agreed equipment and resources for the efficient delivery of the tuition are in place at the beginning of each session: some examples include:
 - Interactive whiteboard, overhead projector, CD player, instruments, sheet music resources and accessories
 - A suitable space where instruments can be stored safely away from any risk of damage through heat, damp and obstruction (schools

will be expected to reimburse the cost of repairing or replacing loaned instruments or instrument parts that are either lost or damaged due to wilful neglect or poor handling by pupils, or inadequate storage arrangements).

- Reasonable follow-up tasks are performed by the class teacher before the start of the next session, and are completed on time to allow the smooth running of the next session. Some examples include: labelling instruments, providing children's name stickers, copying of written resources.
 - The school will undertake to meet the cost of replacement accessories (e.g. clarinet reeds, violin strings) incurred during the course of tuition.
 - The school will undertake to meet the costs of damage or repair to MEI loan instruments caused by wilful neglect or inadequate storage arrangements during the period of the loan.
 - Use of school wifi to access online teaching resources.
- g) Honour the agreement between the school and MEI for the provision of rigorously selected, skilled tutors
- h) Not inappropriately seek to employ the same MEI tutors by private agreement to work directly for the school, within an 18 month period of the tutor(s) working in the school
- i) Undertake necessary risk assessments relating to the activity.
- j) To induct MEI teachers to the school's safeguarding/behaviour management/reward system etc. procedures and protocols.
- k) Allow MEI staff to access staff room and drink making facilities and toilets.

Quality and review

Schools are encouraged to feedback on the service provided directly to MEI's Leadership team and Oversight groups. To do this, please email musiceducation.islington@gsmd.ac.uk

Change Controls

- This SLA will be reviewed on an annual basis to ensure it remains appropriate for the service it provides and the requirements it places on the wider organisation.
- Further activities may be incorporated into the SLA as the needs of both parties develop, and the service adapts to accommodate changes in need or take on additional roles.

Billing and payment

- The school will be invoiced annually for the core sum of the agreed SLA (Standard or Bespoke).
- The school will be invoiced on a termly basis for instrumental and vocal tuition.
- Invoices for additional services bought during the year will be sent separately.

Resolving disagreements

Any concerns or complaints about the level of quality of the services should be made to:
Mirjam James (Manager of Music Education Islington) Mirjam.james@gsmd.ac.uk

If the school wishes to take the matter further, they should appeal in writing to:
Sean Gregory (Director of Innovation & Engagement at Barbican Centre and Guildhall
School of Music & Drama)

Any concerns or complaints by school staff or children and young people about treatment by MEI staff should be made in the first instance to the head teacher of the school. If mutual confidence in the continuation of the SLA cannot be restored, either party may terminate it by giving three months' notice (or have given notice by the half-term break).

To discuss new SLA requests please email MusicEducation.Islington@gsmd.ac.uk