



let's make
some music

Essential information for pupils, parents, carers

Lewisham

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Music

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**ARTS COUNCIL
ENGLAND**

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.

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 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.

Children at the Saturday Music Centre are expected to:

- attend each class for which they have registered weekly;
- attend a concert in the final week of term, as arranged by the Head of Centre;
- attend occasional performances outside of Centre time.

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

Your child will be expected to attend regularly and behave in a courteous and polite manner at all times. 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.

You must 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 07854 986444 (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 the Appendix for LM's Collection of Children Policy**).

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.

Terms and conditions

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.

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.

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

Complaints

Complaints about Lewisham Music will be taken seriously and investigated fully under our Complaints Policy and Procedure (see www.lewishammusic.org/our-policies).

Please report any concerns by completing the form www.lewishammusic.org/thoughts or email info@lewishammusic.org or phone 020 3637 8088.

Student Agreement

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 in a Lewisham Music Saturday programme. I hope it will be a fulfilling and enjoyable experience.

Charly Richardson
Chief Executive
Lewisham Music

Appendix 1

Saturday Music Centre Student Agreement

Students should arrive on time with the correct equipment.

Students must sign in when they arrive at the Centre, and sign out when they leave the Centre.

Students should be polite and courteous to staff and to each other.

Students should report any concerns or worries they have to a tutor or member of Lewisham Music staff.

Students should work hard and allow others to do the same.

Students should walk and not run between sessions.

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.

Students should respect each other's property and that of Lewisham Music and the school.

Lewisham Music will not accept responsibility for personal items lost at the Centre.

The Saturday Music Centre should be kept clean and tidy. Rubbish is to be put in the bins provided.

APPENDIX 2

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. 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 is 07854 986444.**
- **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.