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Cardiff County  
**MUSIC SERVICE**  
Vale of Glamorgan

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Sir Caerdydd  
**GWASANAETH CERDD**  
Bro Morgannwg

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# MUSIC LESSONS IN SCHOOL

## ENSEMBLES

# INFORMATION PACK FOR PARENTS

2019 / 2020

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## INTRODUCTION

If you are considering enrolling your child for music lessons in school or an Ensemble, please read the following information.

In order to receive music lessons from Cardiff County and the Vale of Glamorgan Music Service (CCVGMS) or attend an Ensemble, your child/children need to be registered on our system. If your child is not registered they will be unable to receive lessons or attend the Ensemble.

If you need to contact us, please see details below:

Postal address: CCVGMS, Room 422 County Hall, Cardiff, CF10 4UW

Telephone: 029 2087 2951 or 029 2087 2883

Email: [ccvgmusicservice@cardiff.gov.uk](mailto:ccvgmusicservice@cardiff.gov.uk)

Office Opening Hours

Monday to Friday 9am – 4pm

CCVGMS have peripatetic teachers who provide music lessons in schools in Cardiff and The Vale of Glamorgan. The music lessons take place during school hours. Instruments vary from school to school. You will be able to see which instruments are offered in your child's school when you start the registration process. Alternatively, you can contact the Music Service Office. Ensembles are run by CCVG Music Service staff and take place in the evenings.

As music lessons are provided during school hours the Teacher and School will try to ensure pupils do not miss core subjects.

The music lessons are available for beginners and upwards. Your child/children could progress to attaining grades if they wish.

Ensembles are available for pupils who have been playing an instrument for 1 year or longer. Please note: There are age restrictions on certain instruments e.g. Woodwind and Brass instruments. This can be due to the size of the child's finger span or the fact they do not have their adult teeth. If you would like information on choosing an instrument for your child, please visit the website <http://www.cardiff.gov.uk/musicservice>

If your child/children have additional learning needs, please inform the Music Service Office in order for us to make the teacher aware.

Some schools allow pupils to learn more than one instrument. Please check with the individual school. If your child/children are learning more than one instrument, you will need to register for both.

### FEES FOR MUSIC LESSONS 2019/2020

Type of Lesson	Charge for 2019/2020 Academic School year - September 2019 – July 2020
Group	£57 per term
Paired 20 minutes	£74 per term
Paired 30 minute	£110 per term
Individual 15 minutes	£110 per term
Individual 20 minutes	£146 per term
Individual 30 minutes	£218 per term

### FEES FOR STANWELL COMPREHENSIVE 2019/2020

Type of Lesson	Charge for 2019/2020 Academic School year - September 2019 – July 2020
Group of 3 20 minutes	£50.70 per term
Group of 3 30 minutes	£76.05 per term
Group of 4 30 minutes	£57.07 per term
Paired 15 minutes	£57.07 per term
Paired 20 minutes	£76.05 per term
Paired 30 minute	£114.14 per term
Individual 10 minutes	£76.05 per term
Individual 15 minutes	£114.14 per term
Individual 20 minutes	£152.10 per term
Individual 30 minutes	£228.15 per term

### FEES FOR RADYR COMPREHENSIVE 2019/2020

Type of Lesson	Charge for 2019/2020 Academic School year - September 2019 – July 2020
Group / Pair	£74 per term
Individual 20 minutes	£146 per term
Individual 30 minutes	£218 per term

### FEES FOR ENSEMBLES 2019/2020

Type of Ensemble	Charge for 2019/2020 Academic School year - September 2019 – July 2020
Beginners Brass	£52 per term
Foundation Brass	£52 per term
Foundation Orchestra	£52 per term
High School Brass Band	£62 per term
High School Big Band	£52 per term
High School Orchestra	£62 per term
Junior Guitar	£52 per term
Percussion Classes	£52 per term
Senior Guitar	£52 per term
Senior Wind Band	£62 per term
Training Choir	£42 per term
Transitional Orchestra	£62 per term
Youth Big Band	£62 per term
Youth Brass Band	£62 per term
Youth Choir	£42 per term
Youth Orchestra	£62 per term

Ensemble venues, days and times can be found at the end of this guide

There are three terms in a school academic year. Each term has a half term break.

Autumn Term – September to Christmas

Spring Term – January to Easter

Summer Term – Easter to End of School Year

### **Type of lesson**

CCVG Music Service offers parents the following options

Music Lesson Type	Description
Group	Group lessons are based on 4 pupils having 30 minutes together. This equates to 7.5 minutes per pupil. Group lessons are a good starting point for beginners. If there are not enough pupils to make a group of 4, the time slot is adjusted accordingly.
Paired lessons	Paired lessons are an excellent option for pupils who benefit from being taught in a small group. However, it does rely on there being a pupil at the right level to pair with. If there is no suitable pairing, pupils will receive a solo lesson for the adjusted time i.e. Paired 20 minutes will be 10 minutes solo, Paired 30 minutes will be 15 minutes solo.
Individual lessons	Some pupils thrive when taught on their own, particularly if they are taking more advanced exams or perhaps if they prefer one-to-one sessions.

If you wish your child/children to receive A Paired 30 minutes or Individual 20 minutes lesson, please register, select Group lessons, then contact the Music Service Office and we will make the relevant adjustment in the background.

## TERMS AND CONDITIONS

**Please ensure you read the terms and conditions in full as you will be asked to agree to them at the end of the registration process.**

1. Cardiff County and the Vale of Glamorgan Music Service aim to deliver 35 lessons/Ensemble sessions throughout the academic year as explained in the Information Pack For Parents. However, if your child starts in Spring Term/Summer Term, the number of lessons/Ensemble sessions will be adjusted accordingly. We do not deliver a set amount of lessons/sessions per term as School terms vary in length and this will affect the number of lessons/sessions delivered in any one term. The charges are for the term and not the number of lessons/sessions received. Please note: **When registering for lessons/Ensemble sessions you are committing for the full term.**
2. Terminating Lessons/Ensemble sessions - In order to withdraw your child from lessons/sessions you must provide notice in writing to the music service either via email or letter. Your child/children do not have to continue with lessons/sessions for the duration of the term, however the **full terms fees** will remain payable. Notification to be sent to Cardiff County and the Vale of Glamorgan Music Service, Room 422, County Hall, Cardiff CF10 4UW or email [ccvgmusicservice@cardiff.gov.uk](mailto:ccvgmusicservice@cardiff.gov.uk) to withdraw. **Notice given verbally or in writing to the teacher/Ensemble lead/School will not be regarded as notice.**
3. Changes to lessons/Ensembles – If you wish to change your child’s lesson type e.g. Group to Paired etc. or Ensemble session please inform the Music Service office immediately in writing via email or letter. We will contact the teacher/Ensemble leader to see if this can be accommodated, but whether or not any change request is granted is within Cardiff County and the Vale of Glamorgan Music Services absolute discretion. Please note lesson/Ensemble types **cannot** be changed partway through the term; we require prior written notice for changes to take place the following term. **If your child wishes to change instrument the same applies.**
4. Invoices will be raised termly. You will receive an email notifying you when your invoice is due for payment. Payment is required within 28 days of notification. Failure to pay within this timescale will result in your child/children not being included in further lessons/Ensemble sessions until payment is received, **however the full terms fees will still be payable.** If payment is not received when due, the Music Service’s responsibility to provide lessons/Ensemble sessions will cease and the Council’s Debt Recovery Service will pursue the recovery of amounts outstanding – which could lead to legal action.
5. (a) Subject to (b) below, if any scheduled lessons are missed due to teacher absence, or because of events, circumstances or causes beyond Cardiff County and the Vale of Glamorgan Music Service’s control, reasonable efforts will be made to reschedule missed lessons at a later date. However, Cardiff County and the Vale of Glamorgan Music Service reserves the right to refund fees for missed lessons as an alternative.

(b) Any lessons/sessions missed due to the pupil's absence (for whatever reason - e.g. (without limitation) school trip, sports day, sickness, etc.) will not be rescheduled and no fees will be refunded.

6. Pupils are expected to practice as advised by their teacher and to turn up to lessons/sessions on time with their instruments and relevant books. Any pupil who repeatedly fails to turn up on time and with their instruments and books; or who is disruptive or un-cooperative may be excluded from future lessons. Pupils who are expelled, suspended or excluded from school will not be allowed to attend lessons for the duration of their expulsion, suspension or exclusion. In any of these circumstances, the full terms fees will remain payable; lessons will not be rescheduled and no refunds will be given.
7. These terms and conditions may be varied from time to time by Cardiff County and the Vale of Glamorgan Music Services acting reasonably and in good faith. Notice of any variations will be sent to you by e-mail. **By completing the online registration process you confirm your agreement to all the terms and conditions (including all subsequent variations to them) and acknowledge that this creates a legally binding contract which continues unless you give written notice to withdraw your child/children from lessons/Ensemble sessions.** Should your child/children move schools and wish to continue with lessons, you agree to inform Cardiff County & Vale of Glamorgan Music Service in writing.

## **REGISTRATION INSTRUCTIONS**

Registration for September opens during July

**Please note, using a mobile phone or iPad may cause you problems.**

To register, click on this link: <https://paritorliveparentv4.azurewebsites.net/2306> or <https://live.paritor.com/p/2306>.

After you have clicked the link please Select Create an Account. To create an account, enter your email address, click Send Verification Code button. An email will be sent to you with a code. Enter that code in the box and click Verify Code. Then enter a password you wish to use. Your account will then be created. **Please ensure you take note of your log in details as you will need this for any future payments and/or changes.**

Please then follow these steps:

- Click Enrol for an Activity
- Select School
- Select Lesson
- Select Activity Rate e.g. Group/Paired/Individual
- Enter Pupil Details
- Choose Relationship to Child

Once you have run through this process you will be at the Checkout. The Edit Payer Details tab is a grey box about halfway down the page. Please click this and fill in your details.

A summary of what you have registered for will be displayed below; confirm it is correct then click I agree to the Terms and Conditions. **Please ensure you read the Terms and Conditions.** Then select Enrol. Until you select Enrol the registration is not complete.

You will receive a confirmation email of your registration

Once you have registered, your child will be assigned to lessons until you inform us otherwise. You will not need to re-register every term.

Invoices will be raised electronically and you will be notified by email when they are ready to pay. Please log into your account to make payment online.

**If you are registering your child to start lessons in Autumn Term, once the registration is completed, please presume your child will be assigned to lessons unless you inform us otherwise. If there are any reasons why we cannot provide lessons for your child, we will contact you**

**If you are registering your child to start lessons in Spring or Summer Term, please contact the Music Office to ensure the Teacher has availability.**



## SCREEN GUIDE FOR REGISTRATION

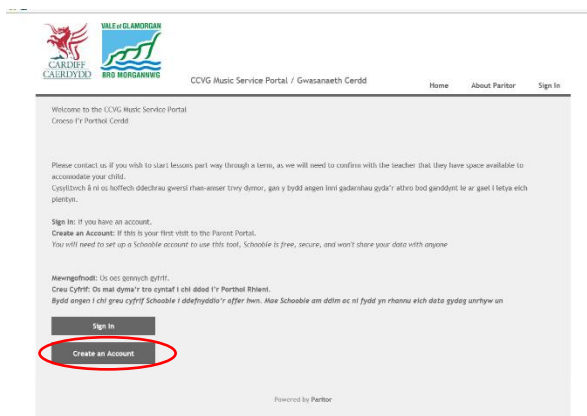
If you prefer to follow instructions following screen shots, please see below

How to register your child for Music Lessons screen by screen

Click on the link <https://paritorliveparentv4.azurewebsites.net/2306> or <https://live.paritor.com/p/2306>

Registration for September opens at the end of July.

**Please note, using a mobile phone or iPad may cause you problems**



You are required to Create an Account to register your child for lessons.

Select Create an Account

Email Address  
Email Address

Verification code  
Send verification code

New Password  
New Password

Confirm New Password  
Confirm New Password

Create Cancel

Enter your email address, this email address will also be used to notify you when invoices are ready to pay.

Click Send Verification Code button. An email will be sent to you with a code. Enter that code in the box and click Verify Code button.

Enter a password you wish to use. Your password must contain at least 8 characters and three of the following four options; capital letter, lowercase letter, number or symbol. Confirm password by entering in Confirm New Password box. Please make a note of your password as this will be required to log into your account to pay invoices.

## Click Create Button

Please click:

**Enrol for an Activity:** If you wish to enrol a pupil (including yourself) for tuition or one of our activities.  
**My Invoices:** If we have sent you an invoice and you are ready to pay.  
**My Details:** If you wish to update your contact details.

Clickwch:

**Cofrestru ar gyfer Gweithgaredd:** Os hoffech chi gofrestru thi/chi (gan gynnwys eich hun) ar gyfer gwers neu un o'n gweithgareddau.  
**Fy Aelodwch:** Os plwy send wneud arddeddi i chi ar eiddych yn barod i dalu.  
**Fy Manylion:** Os hoffech chi diweddaru eich manylion cywilt.

Enrol for an Activity

My Invoices

My Details

Change Password

## Click Enrol for an Activity.

Registration

Step One | Venue

Please select the tuition or activity you would like to enrol for.

Lleoliad

Dedwch y wera neu'r gweithgaredd yr hoffech chi gofrestru ar ei gyfer.

What would you like to enrol for?

School Select school

Ensemble

When would you like to start?

Start as soon as possible

Next

Select School – Click on arrow at end of field to display picklist. Please ensure you select the correct school.

Click Next.

Registration

Step Two | Tuition

Please enter the instrument or singing part you would like to enrol for. If you are unsure please select Default Subject.

Please contact us if you wish to start lessons part way through a term, as we will need to confirm with the teacher that they have space available to accommodate your child. Please note that credits or refunds are not available for missed lessons.

Gwers/Aelodaeth

Hodwch yr offeryn neu'r gwers canu yr hoffech chi gofrestru ar eu cyfer. Os nad ydych yn siŵr dewiswch Pwnc Rhagosoddedig.

Cyngweth â ni os hoffech ddechrau gwers rhan-amser trwy ddiwr, gan y bydd angen iech gadarnhau gyda'r athro bod ganddyn ni ar gael i leryu eich plentyn. Hodwch nad yw credydau neu ad-daliadau ar gael ar gyfer gwers a gollwyd.

Lesson Select a Lesson

Previous Next

Select Lesson – Click on arrow at end of field to display Instrument your child wishes to learn.

Click Next.

**Registration**

**Step Two | Tuition**

Please enter the instrument or singing part you would like to enrol for. If you are unsure please select Default Subject.

Please contact us if you wish to start lessons part way through a term, as we will need to confirm with the teacher that they have space available to accommodate your child. Please note that credits or refunds are not available for missed lessons.

**Gwersi/Aelodau**

Hoddech yr offeryn neu'r gwersi canu yr hoffech chi gofrestru ar eu cyflwr. Os nad ydych chi siŵr dewiswch Pwnc Ffugrosodol.

Cyrrhewch â ni os hoffech ddechrau gwersi rhan-amser trwy dymor, gan y bydd angen i'ch gadarnhau gyda'r athro bod ganddynt le ar gael i letya eich plentyn. Hoddech nad yw credydau neu ad-daliadau ar gael ar gyfer gwersi a gollwyd.

Lesson: **French Horn/Corn Ffrwyg**

Activity Rate	Cost	Description
<input type="radio"/> Group	£55.00	
<input type="radio"/> Paired 20 minutes	£72.00	
<input type="radio"/> Individual 15 minutes	£108.00	
<input type="radio"/> Individual 30 minutes	£216.00	

Previous Next

Powered by Parlier

Select type of lesson you require. Please note, there are other options Paired/Individual lessons, please see Fees for Music Lessons 2018/2019 above. If you would prefer an option that is not listed, please select any lesson type and once registered, contact the Music Service Office and we will update your account for you.

**Registration**

**Step Three | Pupil**

Please tell us who you would like to enrol for this activity.

**Digbyl**

Dywedech wrthydd pwy yr hoffech chi gofrestru ar gyfer y gweithgaredd hon.

Enrol an existing pupil

Enrol a new pupil

**Please Enter Pupil Details**

First Name: [ ]

Middle Name: [ ]

Last Name: [ ]

Gender: **Male** / Female

Date of Birth: [ ]

Ethnic Group: **Default Ethnic Group**

Emergency Contact No: [ ]

School: **Adamsdown Primary School**

Free School Meals:

Looked After Child:

Disability:

Any medical information: [ ]

Any additional relevant information: [ ]

Previous Next

Powered by Parlier

Select Enrol a new pupil.

Enter Pupil's name.

Enter Pupil's address.

Select Male / Female.

Enter Date of Birth.

Enter Emergency Contact Number.

Indicate if any of the options apply e.g. free school meals etc.

Indicate if there is any medical information the teacher needs to be aware of or if your child has Assisted Learning Needs.

Please list any additional information the teacher needs to be aware of.

Click Next

The screenshot shows the 'Registration' page, Step Four: Parent/Guardian Details. The page title is 'Registration' and the step is 'Step Four | Parent/Guardian Details'. The instructions are: 'Please tell us who you would like to enrol for this activity. (Parent)'. Below this, there is a checkbox for 'I am a Parent/Guardian of Xs Tr. Please select the relationship type: Select a relationship type'. A red circle highlights the dropdown menu, and a red arrow points to it. Below the dropdown, there are several input fields for 'Please Enter Parent/Guardian 2 Details': Title, First Name, Last Name, Address Line 1, Address Line 2, Town, County, Post Code, and Tel No. There is also a field for 'Mobile No' and 'Email'. At the bottom, there are 'Previous' and 'Next' buttons. A red circle highlights the 'Next' button, and a red arrow points to it. The footer says 'Powered by Paritix'.

Select your relationship to the pupil by clicking on arrow at end of field to display a picklist

**Only** select second relationship if you wish to record another person.

The screenshot shows the 'Registration' page, Step Five: Privacy. The page title is 'Registration' and the step is 'Step Five | Privacy'. The text reads: 'The information you have provided will be used for Cardiff County and Vale of Glamorgan purposes, but it may be used for other Council purposes, where this is permitted by law. The Council is registered under the Data Protection Act 1998 for these purposes. The Council is the Data Controller for the purposes of the Data Protection Act 1998. If you want to know more about the information we have about you, or the way we use your information, please write to the Council's Data Protection Officer'. Below this, there is a section for 'Pwerau'rwydd' (Consent) with the text: 'Caiff y wybodaeth rydych chi'n rhoi i ni i ddefnyddio at ddibenion Gwasanaeth Cerdd Caerdydd a Bro Morgannwg, ond gallai gael ei defnyddio at ddibenion eraill y Cngwl. Os i'w rhoi i ni'n cael ddiwedd. Gallwch i ymuno â'r Ddeddf Rheoliadau Data 1998 at y dibenion hyn. Y Cngwl yw'r Rheoliwr Data at ddibenion Ddeddf Rheoliadau Data 1998. Os ydych chi'n wneud newid i'w rhoi i ni'n cael ddiwedd, neu'w rhoi i ni'n cael ddiwedd eich gwybodaeth, ysgrifennwch at Gwasanaeth Cerdd Caerdydd a Bro Morgannwg.' There are two checkboxes: 'I've Read' (checked) and 'Use for Marketing' (unchecked). A red circle highlights the 'Next' button, and a red arrow points to it. The footer says 'Powered by Paritix'.

Please read the text. If you are happy for information to be used, please indicate by clicking in the relevant box(es) otherwise

Click Next.

**Registration**  
Step Six | Checkout

Congratulations, this Pupil has been registered for music lessons. Please ensure you complete the Edit Payer Details section below. You will receive an electronic invoice in due course. Please log into your account to make payment online.

If you have any questions please contact us on [ccvgmusic@ccvgmusiccardiff.gov.uk](mailto:ccvgmusic@ccvgmusiccardiff.gov.uk)

Tudalen Ddi

Llwygfarchiadau, mae'r digrifol wedi cael ei gofrestru ar gyfer gwersi cerdd. Sicrhewch eich bod yn cwblhau'r adran Golygu Manylion Talwr nos. Byddwch yn derbyn anfoneb electronig maes o law. Nawgofnodiwch Ffôn cyfrif i wnaud talied ar-lain.

Os oes gennych unrhyw gwestiynau cyhyllwch â ni ar [ccvgmusic@ccvgmusiccardiff.gov.uk](mailto:ccvgmusic@ccvgmusiccardiff.gov.uk)

Payer Details

Name  
Address

Post Code  
Home Tel No  
Mobile Tel No

Email Address: [ccvgmusic@ccvgmusiccardiff.gov.uk](mailto:ccvgmusic@ccvgmusiccardiff.gov.uk)

[Edit Payer Details](#)

Pupil Name	DOB	Gender	Venue	Activity	Activity Rate	Hire Required	Cost	Discount	Amount to Pay
Mickey Mouse	01/07/2018	M	Adamsdown Primary School	French Horn/Corn Frenyig	Group	N/A	£55.00	-	£55.00
Total Amount to Pay:									£55.00

I agree to the [terms and conditions](#)

[Add Another Pupil](#) [Enrol](#) [Cancel Application](#)

Powered by Partbar

Click Edit Payer Details.

**My Details**

Please enter your contact information

Title: Mrs

First Name:

Last Name:

Address Line 1:

Address Line 2:

Town:

County:

Post Code:

Tel No:

Mobile No:

[Update](#)

Powered by Partbar

Complete information requested on this screen.

Click Update.

**Registration**  
Step Six | Checkout

Congratulations, this Pupil has been registered for music lessons. Please ensure you complete the Edit Payer Details section below. You will receive an electronic invoice in due course. Please log into your account to make payment online.

Os oes gennych unrhyw gwestiynau cyhyllwch â ni ar [ccvgmusic@ccvgmusiccardiff.gov.uk](mailto:ccvgmusic@ccvgmusiccardiff.gov.uk)

Payer Details

Name: Miss Minnie Mouse

Address: 24 Lake Road, Toytown, Cardiff, CP24 5EP

Home Tel No: 02920123456

Mobile Tel No: 07123456789

Email Address: [ccvgmusic@ccvgmusiccardiff.gov.uk](mailto:ccvgmusic@ccvgmusiccardiff.gov.uk)

[Edit Payer Details](#)

Pupil Name	DOB	Gender	Venue	Activity	Activity Rate	Hire Required	Cost	Discount	Amount to Pay
Mickey Mouse	01/07/2018	M	Adamsdown Primary School	French Horn/Corn Frenyig	Group	N/A	£55.00	-	£55.00
Total Amount to Pay:									£55.00

I agree to the [terms and conditions](#)

[Add Another Pupil](#) [Enrol](#) [Cancel Application](#)

Powered by Partbar

A summary displays with the registration details i.e. name of child, DOB, School, Instrument, type of lesson and cost per term.

Please check the information is correct.

Please ensure you have read Terms & Conditions.

Tick in box to agree Terms & Conditions.

If you need to record a second instrument for your child, click Add Another Pupil. Please ensure you select "Enrol an existing pupil" on the next screen.

If you need to register another child, click Add Another Pupil. Please ensure you select "Enrol new pupil" on the next screen.

Once all information has been recorded click Enrol.

You will receive a confirmation email of your registration

Invoices will be raised electronically and you will be notified by email when they are ready to pay. Please log into your account to make payment online.

**If you are registering your child to start lessons in Autumn Term, once the registration is completed, please presume your child will be assigned to lessons unless you inform us otherwise. If there are any reasons why we cannot provide lessons for your child, we will contact you**

**If you are registering your child to start lessons in Spring or Summer Term, please contact the Music Office to ensure the Teacher has availability.**

## Paying Fees

Invoices will be raised electronically and you will be notified via email when they are ready to pay. This notification will be sent to the email address that you registered with.

A copy of the invoice will be attached to the notification email for your information only. Payment is to be made online.

Invoices will be raised termly. You will receive an email notifying you when your invoice is due for payment. Payment is required within 28 days of notification. Failure to pay within this timescale will result in your child/children not being included in further lessons/Ensemble sessions until payment is received, **however the full terms fees will still be payable**. If payment is not received when due, the Music Service's responsibility to provide lessons/Ensemble sessions will cease and the Council's Debt Recovery Service will pursue the recovery of amounts outstanding – which could lead to legal action.

To make payment online please follow the steps below:

**Please note, using a mobile phone or iPad may cause you problems.**

- Click on link <https://paritorliveparentv4.azurewebsites.net/2306> or <http://live.paritor.com/p/2306>
- Select Sign In and sign in to your account – You will need the email address you initially registered with. If you cannot remember your password please select **Can't access your account** and follow the instructions to re-set it.
- 
- Select **My Invoices**
- Select **Pay Button** at end of Invoice Details
- Enter payment details

## FAQ's

### **1. How do I register my child/children for music lessons/Ensemble?**

To register either go to the registration page on our website <http://www.cardiff.gov.uk/musicservice> or click on the following link <https://paritorliveparentv4.azurewebsites.net/2306> or <http://live.paritor.com/p/2306>. Instructions on how to register can be found on page 7 of this document.

### **2. What is the process if my child/children want to stop lessons/attending Ensemble?**

If your child/children wishes to stop lessons/Ensemble you must provide the music service office with notice in writing as soon as possible either via email or letter. Lessons/sessions will then be terminated. If you wish to stop part way through a term your child/children do not have to continue with lessons/sessions for the duration of the term, however a **full terms fees** will be payable.. Notification to be sent to Cardiff County and the Vale of Glamorgan Music Service, Room 422, County Hall, Cardiff CF10 4UW or email [ccvqmusicservice@cardiff.gov.uk](mailto:ccvqmusicservice@cardiff.gov.uk) to withdraw. **Notice given verbally or in writing to the teacher will not be regarded as notice.**

### **3. What is the process for changing my child/children's lesson type/instrument/Ensemble?**

If you wish to change your child/children's lesson type e.g. Group to Paired etc. please inform the office immediately in writing. Notification to be sent to Cardiff County and the Vale of Glamorgan Music Service, Room 422, County Hall, Cardiff CF10 4UW or email [ccvqmusicservice@cardiff.gov.uk](mailto:ccvqmusicservice@cardiff.gov.uk). We will contact the teacher to see if this can be accommodated. Please note lesson types/Ensembles **cannot** be changed partway through the term. We require prior written notice **If your child wishes to change instrument the same applies.**

### **4. What is the process if my child changes school?**

If your child is changing schools in September or anytime throughout the year and wishes to continue with music lessons, please contact the Music Service office with the name of the new school so we can ensure the lessons required are available. If you do not contact the Music Service office we cannot guarantee your child/children will be included in lessons.

### **5. What happens if my child/children misses a lesson?**

If the teacher is available but the student is unable to attend a scheduled lesson for any reason e.g. school trip, sports day, sickness, the teacher is not obliged to make up the lesson. If the teacher is absent for a scheduled lesson, every effort will be made to make up the lesson at a future date. The teacher will either re-schedule the missed lesson for another date or provide extra time during another lesson. .



**6. When will my child/children's lesson/Ensemble session take place?**

The music lessons take place during school hours for most schools. As music lessons are provided during school hours the Teacher and School will try to ensure pupils do not miss core subjects. Please note: your child/children may not always receive a lesson each week but, the appropriate number of lessons will be provided.

Ensembles take place in the evenings during school term time

**7. What happens if my child/children's lesson falls on a school inset day or Bank Holiday?**

Lessons will be rearranged to a later date. Please note, rearranged lessons may take place at any point throughout the academic year.

**8. Can my child/children start lessons part way through the term?**

We recommend starting music lesson/Ensemble at the beginning of a term. If you wish to start part way through a term the **full terms fees** are payable even though lessons may have been missed. Please contact us if you wish to start part way through a term as we need to confirm with the teacher/Ensemble lead that they have space available to accommodate your child/children.

**9. What happens if my child/children forgets their instrument?**

There may be an opportunity for your child/children to borrow an instrument. The teacher may assign another music task or, unfortunately the lesson will not take place

**10. What is expected of my child/children?**

- Turn up to lessons on time
- Ensure they have their instrument and any relevant books
- Practice at home – without practicing your child will not progress as expected

**11. What if my child/children have G.C.S.E / A. Level exams during Summer Term?**

If your child/children are sitting G.C.S.E. / A Level exams during Summer Term and they have music lessons in school, you will be charged for half a term regardless of how many lessons your child/children receive. If this applies to your child/children, please inform the Music Service office. If your child/children will **not** be attending music lessons during Summer Term due to exams, please inform the Music Service Office before the start of Summer Term

**12. My email address / telephone number / home address etc. has changed.  
How do I update my details?**

For any of the above, please contact the Music Service Office on either 029 2087 2951 / 029 2087 2883 or email [ccvgmusicservice@cardiff.gov.uk](mailto:ccvgmusicservice@cardiff.gov.uk).

**13. How do I pay my invoice for music lessons/Ensemble?**

You will pay your invoice on line. Please [click here](#).for instructions on how to do this Or see Paying Fees section in this guide, page 13

**14. I have not received my invoice?**

Please check your Spam emails. Have you changed your email address since registering your child/children? . If the email is not in your Inbox or Spam, Contact the Music Service Office on either 029 2087 2951 / 029 2087 2883

**15. I cannot log into my account?**

Using a mobile phone or iPad may cause you problems. Click on link <https://paritorliveparentv4.azurewebsites.net/2306> or <http://live.paritor.com/p/2306> Enter the email address and password you used to create your account. If you cannot remember your password, please click Forgot Password and you will be able to reset it following the information on the screen. After following these steps, if you are still unable to log into your account contact the Music Service Office on either 029 2087 2951 / 029 2087 2883.

**16. How can I purchase an instrument via the AIPS – Assisted Purchase Instrument Scheme?**

The AIPS scheme allows you to purchase VAT Free instruments. Your child/children **must** be receiving music lessons in School from one of our Music Teachers. Your child/children's Music Teacher will be able to advise on appropriate instruments and they should sign the AIPS form. To access the AIPS Form and read further information, please visit the website <http://www.cardiff.gov.uk/musicservice>. To view the cost of instruments, please visit the website as above. Please note, this is not an exhaustive list of instruments and prices are subject to change throughout the academic year.

**17.Can my child/children try an instrument before I buy?**

Two of our suppliers are local and you can visit their premises where you will be able to see a range of instruments and discuss your particular requirement. Suppliers are:

Pencerdd Music, 4 Station Approach, Penarth, VOG CF64 3EE  
Or  
Ev-Entz, Crawford Street, Newport, NP19 7AY

MONDAY	TUESDAY	WEDNESDAY
<p><b>TRANSITIONAL ORCHESTRA</b></p> <p>KYLE JONES</p> <p>5:30PM – 7:30PM Grade 2+</p> <p>Kyle Jones Admin <span style="float: right;">£62</span></p> <p><b>Chapter Arts Centre, Canton</b></p>	<p><b>TRAINING CHOIR</b></p> <p>LARA JONES / LIZ ROBERT</p> <p>5:15pm – 7:00pm School Years 3-8</p> <p style="text-align: right;">£42</p> <p><b>Chapter Arts Centre, Canton</b></p>	<p><b>HIGH SCHOOL'S BRASS BAND</b></p> <p>TOM GRIFFIN</p> <p>6:30pm – 8:30pm Secondary School Age Grade 2+</p> <p>Bernie Martin Administrator <span style="float: right;">£62</span></p> <p><b>Chapter Arts Centre, Canton</b></p>
<p><b>SENIOR WIND BAND</b></p> <p>KYLE JONES / JOE O'CONNELL</p> <p>7:00pm – 9:00pm Grade 4 <span style="float: right;">£62</span></p> <p><b>Chapter Arts Centre, Canton</b></p>	<p><b>JUNIOR GUITAR ENSEMBLE</b></p> <p>MICHELLE PREECE</p> <p>6.30pm – 8:00pm 1yr playing, reading sheet <span style="float: right;">£52</span></p> <p><b>Chapter Arts Centre, Canton</b></p>	<p><b>YOUTH BRASS BAND</b></p> <p>CHARLES MAYNARD</p> <p>6:30 – 8:30pm Grade 6+</p> <p>Natalia Hughes Administrator <span style="float: right;">£62</span></p> <p><b>Ysgol Gyfun Gymraeg Glantaf</b></p>
	<p><b>SENIOR GUITAR ENSEMBLE</b></p> <p>DAN WHITTING</p> <p>7:00pm – 8:30pm Grade 3+ <span style="float: right;">£52</span></p> <p><b>Chapter Arts Centre, Canton</b></p>	<p><b>BEGINNERS' BRASS</b></p> <p>CHARLOTTE GRIFFIN</p> <p>4.30pm – 6.30pm <span style="float: right;">£52</span></p> <p><b>Chapter Arts Centre, Canton</b></p>
		<p><b>FOUNDATION BAND</b></p> <p>TOM GRIFFIN</p> <p>5.30 – 7.30 <span style="float: right;">£52</span></p> <p><b>Chapter Arts Centre, Canton</b></p>

THURSDAY	FRIDAY	SATURDAY
<p><b>FOUNDATION ORCHESTRA</b></p> <p>GARY BEAUCHAMP 5:45pm – 7:15pm Primary 1 year playing Rebecca Percy Admin</p> <p style="text-align: right;"><b>£52</b></p> <p><b>Whitchurch High School</b></p>	<p><b>SYMPHONIC BRASS</b></p> <p>MATTHEW THISTLEWOOD 4:30pm – 5:45pm Invitation only</p> <p><b>Whitchurch High School</b></p>	<p><b>HIGH SCHOOL'S ORCHESTRA</b></p> <p>CHARLES MAYNARD 10:00am – 12:00pm Grade 4+</p> <p>Natalia Hughes Administrator</p> <p style="text-align: right;"><b>£62</b></p> <p><b>Whitchurch High School</b></p>
<p><b>HIGH SCHOOL BIG BAND</b></p> <p>NEIL MORGAN 5:00pm – 6:25pm School Year 7-9 Grade 2+</p> <p style="text-align: right;"><b>£52</b></p> <p><b>Chapter Arts Centre, Canton</b></p>	<p><b>YOUTH ORCHESTRA</b></p> <p>ERIC PHILLIPS 7:00pm – 9:00pm Advanced Players Julie Thorne Administrator</p> <p style="text-align: right;"><b>£62</b></p> <p><b>Whitchurch High School</b></p>	<p><b>PERCUSSION CLASSES</b></p> <p>CELI JOHNSTON</p> <p>Beginners 11:00am – 12:00pm Intermediate 10:00am – 11:00am Advanced 9:00am – 10:00am</p> <p>Natalia Hughes Administrator</p> <p style="text-align: right;"><b>£52</b></p> <p><b>Whitchurch High School</b></p>
<p><b>YOUTH BIG BAND</b></p> <p>NEIL MORGAN 6:30pm – 8:30pm School Year 10-13 Grade 4/5+</p> <p style="text-align: right;"><b>£62</b></p> <p><b>Chapter Arts Centre, Canton</b></p>		
<p><b>YOUTH CHOIR</b></p> <p>HOLLIE CLARK &amp; JAMES DAVIES 6:30pm – 8:30pm Ages 14+</p> <p style="text-align: right;"><b>£42</b></p> <p><b>Chapter Arts Centre, Canton</b></p>		