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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

# INFORMATION PACK FOR PARENTS

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## INTRODUCTION

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

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

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 or you can contact the Music Office for information.

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 could progress to attaining grades if they wish.

Please note: there are age restrictions in some schools for receiving lessons. Please contact the Music Office for further information. 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.ccvgmusicservice.org>

If your child has additional learning needs, please inform the Music 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 is learning more than one instrument, you will need to register for both.

## FEES FOR MUSIC LESSONS 2018/2019

Type of Lesson	Charge for 2018/2019 Academic School year - September 2018 – July 2019
Group	£57.00 per term
Paired 20 minutes	£74.00 per term
Paired 30 minute	£110.00 per term
Individual 15 minutes	£110.00 per term
Individual 20 minutes	£146.00 per term
Individual 30 minutes	£218.00 per term

There are three terms in a school academic year.

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 three kinds of lessons:

Lesson Type	Description
Group	Group lessons are based on 4 pupils having 30 minutes together. Many pupils opt for this option, as they enjoy learning with their peers, particularly when at beginner level. 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 want to progress well, and may want to work towards exams. It does rely on there being a pupil at the right level to pair with but in most cases this can be accommodated.
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.

When you have decided the best option for your child, please register your interest. If it is not possible to offer your chosen lesson format, we will contact you and offer you an alternative.

## TERMS AND CONDITIONS

**Please ensure you read the terms and conditions as you will be asked to agree to them during the registration process.**

1. Cardiff County and the Vale of Glamorgan Music Service aim to deliver 35 lessons per academic year. School terms vary in length and this will affect the number of lessons delivered in any one term. The charges are for the term and not the number of lessons received. When registering for lessons you are committing for the full term
2. Terminating Lessons - In order to withdraw your child from lessons you must provide at least half a terms notice in writing to the music service. Lessons will then be terminated at the end of the term. When lessons cease part way through a term a full term's fees will be payable. Written notification needs to be received by the Friday before half term for finishing at the end of that term. Notification to be sent to Cardiff County and the Vale of Glamorgan Music Service, Room 422, County Hall, Cardiff CF10 4UW or email [ccvgmusicsservice@cardiff.gov.uk](mailto:ccvgmusicsservice@cardiff.gov.uk) to withdraw. **Notice given verbally or in writing to the teacher will not be regarded as notice. In the absence of this written notice a further term's fees will be payable.**
3. Changes to lessons – If you wish to change your child's lesson type e.g. Group to Paired etc. please inform the office immediately in writing. We will need to contact the teacher to see if this can be accommodated. Please note lesson types cannot be changed partway through the term; we require at least half a terms written notice for changes to take place the following term. If your child wishes to change instrument the same applies.
4. You will be notified by email when your invoice is ready to be paid. You pay online following the link in your notification. Invoices will be raised termly. Payments will be required within 21 days of notification. If we do not receive payment timely then your child will not be able to receive lessons. Current charges are listed above.
5. Missed lessons - 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, no credit can be made. If the teacher is absent, every effort will be made to make up the lesson at a future date. If the lessons is not made up a credit will be issued. Credits are calculated at the end of the academic year
6. Pupils are required to practice as advised by their teacher, turn up to lessons on time with their instruments and relevant books.

### Parental Agreement:

In consideration for the provision of lessons, I agree to pay the termly charges upon notification from Cardiff County and the Vale of Glamorgan Music Service. I shall ensure that payments are made within the required timescale (21 days from receipt of notification)

I understand and accept that failure to make such payments may result in my child not receiving any further lessons until payment is brought up to date.

I understand that this contract is continuous until I give notice to cease lessons. This includes any transition between schools within Cardiff County and the Vale of Glamorgan, where lessons will continue to be provided to my child subject to Cardiff County and the Vale of Glamorgan Music Service providing that school with music lessons.

I confirm that I will give written notice to Cardiff County and the Vale of Glamorgan Music Service before half term should I decide to discontinue my child's lessons. Failure to do so will result in me having to pay for the following term in full.

I understand that enrolment in any activity provided by Cardiff County and the Vale of Glamorgan Music Service confirms my agreement to all the terms and conditions stated above

### **Pupils Receiving Music Lessons Should:**

- 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.

## **REGISTRATION INSTRUCTIONS**

Registration for September 2018 opens at the end of July 2018.

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

To register, click on this link: <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

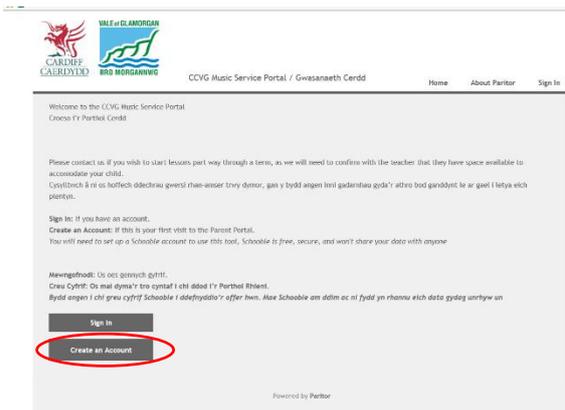
If you prefer to follow instructions following screen shots, please see below

How to register your child for Music Lessons screen by screen

Click on the link <https://live.paritor.com/p/2306>

Registration for September 2018 opens at the end of July 2018.

**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

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



Click Enrol for an Activity.



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

Click 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**  
Hodwch y rhyngyn neu'r gwersi canu yr hoffech chi gofrestru ar eu cyfer. Os nad ydych yn olrhain dewiswch Pwrn: Rhagosodidly.  
Cysylltwch â ni os hoffech ddechrau gwersi rhan-amser trwy ddiwr, gan y bydd angen i'ni gadarnhau gŵyl'r atbro bod ganddyn ni ar gael i letya eich plentyn. Hodwch na'ni yw credidau neu ad-daliadau ar gael ar gyfer gwersi a gofrestr.

Lesson: **French Horn/Corn Ffisiog**

Activity Rate	Cost	Description
<input type="radio"/> Group	£35.00	
<input type="radio"/> Paired 20 minutes	£72.00	
<input type="radio"/> Individual 15 minutes	£180.00	
<input type="radio"/> Individual 30 minutes	£216.00	

Previous Next

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.

**Ddiwyb**  
Dyddwch wrthydd ymwy yr hoffech chi gofrestru ar gyfer y gweithgareddi hwn.

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: **Adarnodown Primary School**  
Free School Meals:   
Looked After Child:   
Disability:   
Any medical information:   
Any additional relevant information:

**Please Enter Address**

Address Line 1:   
Address Line 2:   
Town:   
County:   
Post Code:

Previous Next

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

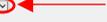
Registration

Step Four | Parent/Guardian Details

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

**rhiant**

Dymwediach wrthybys prwy hollfodch chi gofrestru ar gyfer y gwestiôeraedd hon. (Parent)

I am a Parent/Guardian of Xs Tr. Please select the relationship type: **Select a relationship type by <img alt="dropdown arrow icon" data-bbox="358 268 371 271"/>** 

Please Enter Parent/Guardian 2 Details

Relationship Type: **Select a relationship type** 

Title:

First Name:

Last Name:

Address Line 1:

Address Line 2:

Town:

County:

Post Code:

Tel No:

Mobile No:

Email:



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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.

Registration

Step Five | Privacy

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.

**Preffatrwydd**

Cafll y wybodaeth rydych chi wedi'i rhoi et defnyddio et ddiarbenio Gwasanaeth Cerdd Caerdydd a Bro Morgannwg, ond gallai gael et defnyddio et ddiarbenio eraill y Cngor, he bo'n gyfrinach yn casatáu. Cafrestru y Cngor dan Ddeddf Diogelu Data 1998 at y diarbenio hyn. Y Cngor yw'r Rheolwr Data et ddiarbenio Deddf Diogelu Data 1998. Os ydych chi wneud mwy am y wybodaeth sydd gennym andanoch chi, neu'r ffordd rydym yn defnyddio eich gwybodaeth, ysgrifennwch at Swyddog Diogelu Data y Cngor.

Use for Marketing 



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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@ccvgcardiff.gov.uk](mailto:ccvgmusic@ccvgcardiff.gov.uk)

Tudalen Dalu

Llongyfarchiadau, mae'n ddisgyl wedi cael ei gofrestru ar gyfer gwersi cerdd. Sicrhewch eich bod yn cwblhau'r adran Golygu Manylion Talwr Isod. Byddwch yn derbyn anfoneb electronig maes o law. Newngofnodwch i'ch cyfrif i wneud talied ar-lein.

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

Payer Details

Name  
Address

Post Code  
Home Tel No  
Mobile Tel No

Email Address: [ccvgmusic@ccvgcardiff.gov.uk](mailto:ccvgmusic@ccvgcardiff.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	<a href="#">Edit</a> <a href="#">Remove</a>
Total Amount to Pay:									£55.00	

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

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

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Click Edit Payer Details.

My Details

Please enter your contact information

Title:

First Name:

Last Name:

Address Line 1:

Address Line 2:

Town:

County:

Post Code:

Tel No:

Mobile No:

**Update**

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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 cyffwrdd â ni ar [ccvgmusic@ccvgcardiff.gov.uk](mailto:ccvgmusic@ccvgcardiff.gov.uk)

Payer Details

Name: Miss Minnie Mouse

Address: 24 Lake Road, Toytown, Cardiff

Post Code: CF24 5EF

Home Tel No: 02920123456

Mobile Tel No: 07123456789

Email Address: [ccvgmusic@ccvgcardiff.gov.uk](mailto:ccvgmusic@ccvgcardiff.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	<a href="#">Edit</a> <a href="#">Remove</a>
Total Amount to Pay:									£55.00	

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

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

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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.**

## Invoices

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 initially 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. Payments will be required within 21 days of notification. If we do not receive payment timely then your child will not be able to receive lessons.

To make payment online please follow the steps below:

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

- Click on link <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 **Forgot your password** 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 for music lessons?**

To register either go to the registration page on our website <https://ccvgmusicsservice.org/> or click on the following link <http://live.paritor.com/p/2306>. Instructions on how to register can be found on page 6 of this document.

### **2. What is the process if my child wants to stop lessons?**

If your child wishes to stop lessons you must provide the office with at least half a term's notice in writing. Lessons will then be terminated at the end of the term. When lessons cease part way through a term a full term's fees will be payable. Written notification needs to be received by the Friday before half term for finishing at the end of that term. Notification to be sent to Cardiff County and the Vale of Glamorgan Music Service, Room 422, County Hall, Cardiff CF10 4UW or email [ccvgmusicsservice@cardiff.gov.uk](mailto:ccvgmusicsservice@cardiff.gov.uk) to withdraw. **Notice given verbally or in writing to the teacher will not be regarded as notice. In the absence of this written notice a further term's fees will be payable.**

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

If you wish to change your child'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 [ccvgmusicsservice@cardiff.gov.uk](mailto:ccvgmusicsservice@cardiff.gov.uk). We will need to contact the teacher to see if this can be accommodated. Please note lesson types cannot be changed partway through the term; we require at least half a term's written notice for changes to take place the following term. **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 and wishes to continue with music lessons, please contact the office with the name of the new school so we can ensure the lessons required are available. If you do not contact the office we cannot guarantee your child will be included in lessons.

### **5. What happens if my child 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, no credit can be made. If the teacher is absent, 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. If lessons need to be made up this will generally happen in the summer term when spare time may be available. If the lesson is not made up a credit will be issued. Credits are calculated at the end of the academic year.

**6. When will my child's lesson take place?**

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

**7. What happens if my child'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. If it has not been possible to rearrange the lesson(s) a credit will be issued.

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

We recommend starting lesson 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 that they have space available to accommodate your child.

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

Your child will attend the lesson as usual. There may be an opportunity to borrow an instrument or the teacher may assign another music learning task.

**10. 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).

**11. How do I pay my invoice for music lessons?**

You will pay your invoice on line. Please click on the link for instructions on how to do this [click here](#).

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

Please check your Spam emails. Have you changed your email address since registering your child? Your email will be sent from [ccvgmusicservice@cardiff.gov.uk](mailto:ccvgmusicservice@cardiff.gov.uk) and the subject will be Music Tuition Fees with a PDF Invoice attached. If the email is not in your Inbox or Spam, Contact the Music Service Office on either 029 2087 2951 / 029 2087 2883

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

Using a mobile phone or iPad may cause you problems. 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.

**14. How can I purchase an instrument via the Assisted Purchase Instrument Scheme (AIPS)?**

The AIPS scheme allows you to purchase VAT Free instruments. Your child **must** be receiving music lessons in School from one of our Music Teachers. Your child'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.ccvgmusicsservice.org> . To view the cost of instruments, please visit the website as above. Please note, this is not an exhaustive list of instruments.

**15. Can my child 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