FAQs – Telford & Wrekin Music

Q. What happens after I submit an application for music lessons?

Your child will be placed on a waiting list which is reviewed every half term. We try to offer lessons as soon as possible after an application is received. However, we have to wait until there is either a space in a current group, enough children on the list to start a new group or in the case of 1:1 lessons this is subject to tutor availability. You will be contacted by the tutor once your child is allocated to lessons.

Q. Is there an age restriction on when my child can start lessons?

This varies depending on the child and the instrument. Usually, the beginning of Key Stage 2 a good point to start. You are welcome to complete an application for younger children, but it may take a little longer for a suitable group to become available. Those who want their children to start sooner may wish to consider 1:1 lessons.

Q. When do lessons taken place?

All lessons take place during school time. The tutor will visit the school and provide lessons during school hours, at times agreed with the school.

Q. What equipment do I need to provide?

It is your responsibility to ensure your child has an instrument for lessons and practice. Your tutor will be able to advise on suitable makes and models to purchase. TWM offers an instrument loan system for orchestral instruments such as violins. Drum kits & Keyboards are usually provided at school as they are difficult to transport, but your child will need access to an instrument outside school on which to practice, in order to get the best out of the lessons. You may need to purchase books to support your child's learning, but the tutor will advise you directly about this.

Q. If my child moves school, what happens to their current music lessons?

We won't be able to transfer lessons over to their new school to commence straight away as it depends on a variety of factors (i.e. tutor capacity, current waiting lists etc), so lessons will therefore stop. However, please email us with your updated information i.e. home address (if this has changed), child's name, new school name, date moved to new school etc and we can place them on the waiting list for lessons at their new school. You don't need to complete a new application.

Q. It has been a while since I completed an application, when will my child start lessons?

We can only start lessons when there is either a space available in the current group, enough children on the list to start a new group or in the case of 1:1 lessons, subject to tutor availability. We try our best to get them started as soon as possible, however, if we are unable to get them assigned to a class for their first choice of instrument but there is an opportunity to start them in lessons for their second choice, then we will opt for this and keep them on the waiting list for their first choice.

If we haven't been able to get your child started in lessons before the end of the academic year, they will stay on the waiting list and their interest will be carried over to the September term.

Q. I think my child is entitled to free lessons under the "targeted Free School Meals" offer, what do I do?

Please complete an application form in the usual way and attach relevant proof of benefit. Once received we will do our internal checks as part of the application process to determine if you are entitled to free lessons. There is also our "Remission Criteria" and "check if you qualify" link available on our website for further information.

Q. When do direct debit payments get set up?

Once your child is allocated to lessons, the administration team will arrange for an invoice to be raised which confirms the full cost of lessons from the start date to the end of the academic year and you will receive a copy via post. Your direct debit payment plan schedule will be set up and you will receive a copy of this as well, which is to confirm payment dates and amounts. Direct debits take 14 days to set up so your first payment may be taken a few weeks after you receive the invoice, however, the first payment date is confirmed in your payment plan schedule.

Q. I selected to pay via one-off payment, how do I do this?

If you have selected to pay as a one-off payment, once you receive your invoice you can call Invoicing & Collections to make payment over the phone – 01952 383986. Alternatively, you can pay online via the Telford & Wrekin website (link below), you will just need to add your account number and invoice number as the reference, both of which are detailed on the invoice you receive. Without this Invoicing & Collections won't be able to match up your payment to your account.

Telford & Wrekin Council | Paying an invoice

Q. Will my direct debit change if I already pay for my child to receive lessons and my second child starts lessons?

The administration team will raise an invoice and set up a direct debit payment plan for your second child's lessons. The amount of the new invoice will be added to your remaining balance and then split into equal monthly payments, so your monthly amount will increase. It will remain as one direct debit payment and the payment date will remain the same, we won't set up separate direct debits.

Q. If I have more than one child receiving lessons, can I request to receive one invoice per child?

Yes, we can raise individual invoices, however, it will still remain as one direct debit payment.

Q. What do I do if I want to stop / cancel music lessons?

If you wish to stop lessons at any point during the year, please note the following:

- We require ½ terms notice as per our terms and conditions.
- Your child's Tutor cannot take cancellation requests.
- Please email the office directly to cancel - telford.music@telford.gov.uk

Q. If I cancel lessons, what happens to my payments?

Once the cancellation notification is received, we will make adjustments to your payment plan to cancel off the lessons that you will no longer receive after the stop date. Once this is processed, if there is any balance still outstanding on your account, we will let you know and it will be taken via direct debit on your normal payment date. We therefore advise you not to cancel your direct debit until final payment is taken. If you cancel your direct debit too soon and we are unable to collect the outstanding balance, we will contact you to let you know. If there are any amounts owing to you, we will let you know and you can contact Invoicing & Collections to arrange for the amount to be refunded to you.

If you paid via a one-off payment, we will make the necessary adjustments to your payment plan. If there is a credit due to you, we will let you know and you will need to contact Invoicing & Collections to arrange for the credit to be refunded to you.

Q. I have more than one child receiving lessons, but one child wants to cancel, how does this affect my payments?

Please email us to cancel lessons, giving the required ½ terms notice. Please confirm in the email that your other child wishes to continue. Please give as much information as you can i.e. child's name, school, tutor name and instrument. We will make the necessary adjustments to your payment plan and the revised amount will be split equally over the remaining months. You will receive a revised payment plan schedule via post.

Q. What happens to my payments at the end of the academic year?

Your direct debit payments will stop in July if you are up to date with your payments. (Please check your payment plan which confirms the last payment date in July). Lessons will automatically continue again in September and once we have raised your invoice for the new academic year and you have received your payment plan, your direct debit payments will commence with your first payment being taken in October. Please note if you still have a balance outstanding after the academic year has finished, we will contact you to let you know. The outstanding amount will need to be cleared before lessons can resume in September otherwise lessons will be put on hold.

Q. What do I do if I change my bank details or want my payments to come out of a different bank account?

Please contact Invoicing & Collections as soon as possible so they can update your account which will ensure there is no interruption to your direct debit payments or music lessons. If direct debits are cancelled due to a change of bank and we are not notified in advance, this could cause music lessons to be stopped for an interim period until your direct debit is reset.

Invoicing & Collections Telephone: 01952 383986

If you cannot find the answer you are looking for here, please review the Application Pack which contains further information along with our terms and conditions or email us your enquiry and we will do our best to help Telford.music@telford.gov.uk