

Published 17 April 2026

Music Terms and Conditions 2026/27

1. DEFINITIONS AND INTERPRETATION

1.1. In these Terms the following definitions apply:

Contract: means the contract between SFE and the Customer for the supply of Services in accordance with clause 2.

Customer: means any school or establishment to whom SFE supplies Services.

Data Protection Legislation: means all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR as defined in section 205(4) of the Data Protection Act 2018 and the Data Protection Act 2018.

Due Date: means within 30 calendar days of the date of the invoice in question.

Order Form: means the online order form submitted by the Customer to SFE detailing the Services it wishes to purchase.

Price: means the price for the Services as set out in the annual brochure of support services. All services prices are exempt from VAT.

Shared Personal Data: means the personal data (which has the meaning given in the Data Protection Legislation) that is shared between the parties in accordance with these Terms.

Services: mean the services to be provided by SFE to the Customer as set out on the Order Form

SFE: means Services For Education Limited, a charitable company registered in England and Wales, with company number 07739831, whose registered office is at Unit 3, Holt Court, Holt Street, Birmingham Science Park, Aston, Birmingham B7 4AX

Terms: means these music terms and conditions, including the Schedules.

Tutor: means the visiting instrumental/vocal teacher assigned by SFE to supply the Services (or part of the Services)

Visit(s): means the standard times a Tutor is booked attend the Customer to provide the Services.

1.2. **Controller, Processor, Information Commissioner, Data Subject, Personal Data, Processing and appropriate technical and organisational measures** shall have the meanings given to them in the Data Protection Legislation

2. APPOINTMENT

2.1. The Order constitutes an offer by the Customer to purchase the Services in accordance with these Terms.

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2.2. The Customer and SFE agree to work in accordance with Schedule 1 - Service Level Agreement.

3. ORDER FORM – KEY POINTS

3.1. The quantity of the Services shall be as set out in the Order Form.

3.2. The minimum amount of time ordered for one Tutor Visit **must not be less than 20 minutes for an individual lesson and 30 mins for a group lesson.**

3.3. The total duration of Services outlined in the original Order Form will be the duration used to calculate any reduction/cancellation of Service outlined in clause 6.

3.4. It is the sole responsibility of the Customer to ensure the Services set out on the Order Form meets its requirements.

3.5. It is the sole responsibility of the Customer to ensure that it has the financial resources to fulfil its obligations under the terms of the Contract.

3.6. SFE will use reasonable endeavours to meet special requests for specific days and time notified to us on the Order Form but these are subject to mutual agreement, the availability of Tutors. Time is not of the essence.

3.7. The Customer should confirm in the Order Form if it requires the minimum engagement of 33 weeks. ***SFE recommends that Customers contract with parents are constructed on 33 weeks to offer flexibility for the Customer finance team where charging policies are in place. In most cases students will benefit from the full 33 weeks, while taking account of unexpected cancellations outlined in clause 5.5.***

4. PRICE AND PAYMENT

4.1. SFE will invoice the Customer for the Services outlined in the Order Form in arrears, at the end of each half term.

4.2. SFE will provide a comprehensive schedule of Visits on reasonable request, detailing the date, time and duration of each Visit made to the Customer during the Contract Term.

4.3. Unless the subject of a genuine dispute, the Customer shall pay each invoice by the Due Date. Time for payment shall be of the essence.

4.4. If the Customer fails to make a payment due to SFE by the Due Date, then, without limiting SFE's other remedies, it may suspend the Services until such time as payment is received.

4.5. Where there is a genuine error, SFE will issue a credit note to correct the charge.

4.6. All amounts due under these Terms shall be paid in full without any deduction or withholding other than as required by law and neither party shall be entitled to assert any credit, set-off or counterclaim against the other party in order to justify withholding payment of any such amount in whole or in part.

4.7. Where it cannot provide 33 weeks Service delivery within the academic year due to Tutors' absence, SFE shall issue a proportionate refund for any Services paid for but not received by the Customer.

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4.8. As SFE assign Tutors based on the Order Form and due to the nature of the termly contracting process meaning that it is difficult for SFE to find alternative work for such tutors, in the event that the Customer, orders Services, and the Services have to be suspended for non-payment in accordance with clause 4.4, the Customer shall pay as liquidated damages the Price due for the Services until such time as a valid termination notice is received from the Customer. The parties agree that these liquidated damages are reasonable and proportionate to protect SFE's interest in being able to perform the Services to multiple customers and safeguard its charitable objectives. This clause 4.8 is without prejudice to the right of SFE to claim general damages arising from a breach of contract by the Customer.

5. INSTRUMENTAL/VOCAL TEACHING: SERVICES DETAIL

5.1. Tutors work in partnership with the Customer to determine the lesson length and format that best meets the Customer's needs. However, SFE recommends the following as the most sustainable model for the Customer:

5.1.1. 20 minute paired or individual lessons.

5.1.2. 30 minute group lessons (2-5 pupils*).

5.1.3. Lessons are less effective if taught in units of less than 20 minutes.

*The Customer should consider the size and safety of their practice rooms when determining group size.

5.2.1. Subject to clause 5.2.2, SFE will provide a maximum of **10 instruments per hour** at no additional charge to the Customer.

5.2.2. World Music/ Percussion instruments are limited to **6 instruments per hour** in Order to ensure staff and pupils are not exposed to excessive levels of sound.

5.3. SFE will provide one progress log for each student taught. This will record weekly practice and outline a termly record of achievement and areas for development.

5.4. The Customer will liaise directly with the relevant Tutor to agree the days and times at which each Visit takes place. However, any increase or decrease in the amount of time for which a Tutor is required in must be done so in accordance with clause 6: CHANGES TO THE AMOUNT OF SERVICES.

6. CHANGES TO THE AMOUNT OF SERVICES OR VISITS

6.1. **Absence Cover:** In the event of a Tutor being absent for a period of more than half a term, SFE will, where possible, arrange cover. If it is not possible to arrange cover (either due to short notice or specialist nature of the Services) the Customer will not be charged for the missed Visit(s). Upon return, the Tutor will attempt to make up the Visits at a mutually agreed time for which SFE shall invoice in the usual way and which shall be paid for by the Customer in accordance with these Terms.

6.2. **Strike action, adverse weather & other unplanned closures which cannot be cancelled in accordance with the notice periods set out in clause 6.3**

6.2.1. **Customer:** Where Visits are cancelled by the Customer due to adverse weather, unplanned and/or special circumstances and the Tutor has either attended or was available to attend, the

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Customer shall pay the cost of those Visits and will be charged the Price accordingly.

6.2.2. **Tutor.** Where a Tutor has been unable to attend a visit in the Customer's premises due to unplanned and/or special circumstances, and SFE is unable to provide cover, the Customer will not be charged.

6.2.3. **Partial Visit.** Where a Tutor has completed a partial Visit due to exceptional circumstances or late arrival, this will be identified in the visit schedule and the Customer will only be charged for the reduced duration of the Visit.

6.3. Reduction or Cancellation of Services.

6.3.1. **Permanent reduction or cancellation of Services:** The Customer must provide no less than 3 calendar months' written notice of any cancellation or reduction in time of Services, in writing to SFE's email address, in accordance with clause 10.7. Services will continue to be provided and must be paid for during the notice period.

6.3.2. **'One off' visit cancellations (e.g. school trips, exams, closures, etc.)** The Customer must provide no less than 10 clear working days written notice of cancelled Visits prior to the date and time of the Visit, to SFE's email address in accordance with clause 10.7. In the event that the Customer fails to provide such notice, the Customer shall still be charged the Price for the Visit. While the Customer should discuss such variations directly with the relevant Tutor, this does not replace the formal notice process set out in this clause 6.3.2.

6.3.3. **Consequences of Cancellation of Visits** The Customer will be liable to pay the Price of cancelled Visits where less than **10 full working days' notice** has been provided (this includes Visits cancelled by the Customer at short notice due to strike action and other similar unplanned circumstances as outlined in clause 6.2, unless the Tutor is also prevented from attending for the same reason as the Customer has cancelled.)

6.3.4. Consequences of Cancellation or Reduction of Services.

a) On cancellation or reduction of Services the Customer shall immediately pay to SFE all of SFE's outstanding unpaid invoices in respect of Services supplied but for which no invoice has been submitted. SFE shall submit an invoice, which shall be payable by the Customer immediately on receipt.

b) The Customer shall return any instruments relating to the cancelled or Services no longer being received. If the Customer fails to do so, the SFE may issue an invoice for the replacement value of the instruments which shall be immediately payable by the Customer.

6.4. Purchase of additional/increased services

6.4.1. Additional Services may be purchased at any point during the academic year by submission of a written request to the email address specified by SFE in accordance with clause 10.7 and authorised by the Customer's Head Teacher / Budget Holder.

6.4.2. Any such request is an offer to purchase additional Services on these Terms. Such variation to this Contract shall only be effective when agreed in writing by SFE and shall always be subject to the availability of Tutors.

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6.4.3. While the Customer may discuss additional Visits with Tutors to ascertain need/content/availability; additional provision cannot commence until agreed in writing by SFE.

6.4.4. When additional regular Visits are purchased during the academic year, subject to available Tutors, SFE will use reasonable endeavours to timetable the increase and charge, within 10 working days, or to commence on a mutually agreed date with the Customer.

6.4.5. Commencement of one off short term projects or workshops will be agreed on an individual basis between the Customer and SFE.

7. PROVISION OF INSTRUMENTS

7.1. All instruments are the property of SFE and managed by its Music Service.

7.2. All instruments are insured through SFE against theft, loss and damage. Costs associated with accidental loss or damage, general wear and tear or routine maintenance will be met by SFE. The Customer shall pay such contribution to the cost of replacement instrument(s) In cases of apparent malicious damage or loss of the instrument through negligence, as SFE may reasonably determine.

7.3. Instruments should be stored by the Customer in a secure location when on the Customer's premises and the Customer should take reasonable steps to prevent instruments from becoming damaged. We encourage children to take instruments home for weekly practice and progress.

7.4. **Consumables:** Woodwind reeds, replacement strings and brass valve oil are not provided. Students are encouraged to purchase these. The Customer's contracts with parents should outline the small associated costs of consumables while learning to play a musical instrument.

7.5. Instruments are monitored weekly by the Tutor. Pupils failing to bring their instrument to weekly lessons will be referred to the nominated Customer liaison in line with schedule 1: Service Level Agreement.

7.6. The Tutor will keep a record of which instrument has been assigned to each pupil.

7.7. The Customer must ensure the return of the instrument to SFE when the pupil leaves the Customer/ terminates learning with a Tutor.

7.8. Instruments provided by SFE must not be used by external teachers, agencies or partners without the explicit permission of SFE. Note the permission of a Tutor is not sufficient for this purpose.

8. DATA SHARING

8.1. The Customer shall disclose to the Tutors on request and within a reasonable period, attendance registers and/or class lists containing:

8.1.1. The first name and surname of the pupil;

8.1.2. The year group of the pupil; and

8.1.3. The gender of the pupil

8.2. The parties consider the data sharing regarding the pupils who are benefitting from the Services

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necessary and proportionate to assist in the proper education of the pupils, and provision of the Services. It is fair as it will benefit the pupils and not unduly infringe their fundamental rights and freedoms.

8.3. The parties agree to only process the Shared Personal Data as described in these Terms for the purpose of performing the Services and reporting on the attendance and progress of the pupils, submitting pupils for formal examinations, keeping an accurate record of SFE's musical instruments loaned out to pupils and undertaking research and statistical analysis in order to report to the Arts Council England, which is a condition of the grant agreement in place between SFE and the Department for Education.

8.4. Each party shall comply with the applicable Data Protection Legislation during the term of the Contract.

8.5. Each party promises to ensure that it has such valid registrations as are necessary with the Information Commissioner.

8.6. Neither party shall share any special categories of data with the other party unless it is necessary to comply with obligations of safeguarding.

8.7. Each party shall ensure that it processes the Shared Personal Data fairly and lawfully and that it has legitimate grounds under the Data Protection Legislation for processing the Shared Personal Data.

8.8. Each party shall provide such assistance as is reasonably required to enable the other party to comply with subject rights requests within the time limits imposed by Data Protection Legislation.

8.9. The party disclosing the data shall, in respect of Shared Personal Data, ensure that it provides clear and sufficient information to the Data Subjects, in accordance with the Data Protection Legislation, of the purposes for which it will process their Personal Data, the legal basis for such purposes and such other information as is required by the Data Protection Legislation⁹

8.10. Each party shall allow the other to undertake an audit of the other party's records, on reasonable request, in order to ensure compliance with this clause 8.

8.11. The party receiving the data shall not retain or process Shared Personal Data for longer than is necessary to carry out the purposes set out in these Terms, but shall continue to retain Shared Personal Data in accordance with any statutory or professional retention periods applicable.

8.12. The party receiving the data shall not transfer Shared Personal Data outside of the UK unless it complies with the provisions of the Data Protection Legislation.

8.13. The parties undertake to have in place throughout the term of the Contract appropriate technical and organisational security measures to prevent unauthorised or unlawful processing of Shared Personal Data or the accidental loss of or damage to the Shared Personal Data. It is the responsibility of each party to ensure that its staff members are appropriately trained to handle and process the Shared Personal Data.

8.14. The parties shall each comply with its obligation to report a Personal Data Breach to the Information Commissioner or appropriate Supervisory Authority and (where applicable) Data Subjects under the Data Protection Legislation and shall each inform the other party of any Personal Data Breach irrespective of whether there is a requirement to notify the Information Commissioner or any Supervisory Authority or Data Subject(s)

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8.15. The parties agree to provide reasonable assistance as is necessary to each other to facilitate the handling of any Personal Data Breach in an expeditious and compliant manner.

9. LIMITATIONS OF LIABILITY

9.1. References to liability in this clause 9 include every kind of liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.

9.2. Nothing in the Contract limits any liability which cannot legally be limited, including liability for:

- (a) death or personal injury caused by negligence;
- (b) fraud or fraudulent misrepresentation; and
- (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

9.3. Subject to clause 9.2 (Liabilities which cannot legally be limited), SFE's total liability to the Customer:

- (a) for loss arising from the Supplier's failure to comply with its data processing obligations under clause 8 shall not exceed £100,000 (one hundred thousand pounds) ; and
- (b) for all other loss or damage shall not exceed an amount equal to the Charges for the 12 months preceding the circumstances which are the cause of the loss or damage.

9.4. Subject 9.2 (Liabilities which cannot legally be limited), this clause 9.4 sets out the types of loss that are wholly excluded: (a) loss of profits; (b) loss of sales or business; (c) loss of agreements or contracts; (d) loss of anticipated savings; (e) loss of use or corruption of software, data or information; (f) loss of or damage to goodwill; and (g) indirect or consequential loss.

9.5. SFE has given commitments as to compliance of the Services with relevant specifications in Schedule 1. In view of these commitments, the terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

10. GENERAL

10.1. **Force majeure.** Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control.

10.2. **Assignment and other dealings.**

- (a) SFE may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Contract.
- (b) The Customer shall not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any of its rights and obligations under the Contract without the prior written consent of SFE.

10.3. **Entire agreement.**

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(a) The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

(b) Each party acknowledges that in entering into the Contract it does not rely on, and shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.

10.4. **Variation.** Except as set out in these Terms, no variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives). Note for the purpose of this clause SFE's tutors are not authorised representatives.

10.5. **Waiver.** A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

10.6. **Severance.** If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement. If any provision or part-provision of this Contract deleted under this clause 10.6 the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

10.7. Notices.

(a) Any notice or other communication given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or sent by email to the address specified in the Order Form in the case of the Customer or to music@servicesforeducation.co.uk in the case of SFE.

(b) Any notice or communication shall be deemed to have been received:

(i) if delivered by hand, at the time the notice is left at the proper address;

(ii) if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; or

(iii) if sent by email at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause 10.7(b)(iii) business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.

(c) This clause 10.7 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any other method of dispute resolution.

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10.8. Third party rights.

The Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract and the rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.

10.9. **Governing law.** The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by, and construed in accordance with the law of England and Wales.

10.10. **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

11. Safe Environment & Conduct

11.1. **Zero Tolerance Policy.** We are committed to providing a safe and respectful environment for our employees, customers and 3rd party organisations that we work with. We ask that you interact with our staff and other clients with courtesy and respect at all times. Likewise we expect the same from them when interacting with you.

11.2. **Prohibited Behaviour.** We will not tolerate any form of sexual harassment towards or from our employees, customers and 3rd party organisations this includes, but is not limited to, any unwelcome verbal, non-verbal, or physical conduct of a sexual nature.

11.3 **Right to Refuse Service.** We reserve the right to immediately suspend or terminate services, remove individuals from our premises, or close accounts without a refund if, in our sole discretion, an individual's behaviour is found to be inappropriate, harassing, abusive, or otherwise violates this policy.

SCHEDULE 1: SERVICE LEVEL AGREEMENT

THE SFE MUSIC SERVICE AGREES:

1. To ensure high-quality teaching following the nationally produced instrumental/vocal curriculum, 'A Common Approach' and the National Curriculum guidelines for Music. Also, the non-statutory Model Music Curriculum and National Plan for Music Education 2.
2. To undertake regular and comprehensive monitoring of teachers in partnership with the Customer colleagues.
3. To arrange timetables for both regular and occasional visits by Music Service teaching staff.
4. To provide all members of the Music Service staff with the appropriate professional development and training (including safeguarding training) and offer access and support for CPD.
5. To ensure that all Music Service staff meet the requirements of SFE Music and School Support Services' Standards. These have been developed in support of the National Standards for Teachers.
6. To ensure all staff in regulated activity are in accordance with the latest KCSiE:
 - As a third party working in your setting, we offer the following confirmation to enable you to fulfil your responsibility to maintain a single central record in accordance with KCSiE 2025:
 - All staff employed by SFE working in regulated activity have been recruited in accordance with the guidance issued by the Safer Recruitment Consortium and that contained within

KCSiE 2025

- We confirm identity checks have been carried out for all SFE employees
 - A standalone children's barred list check has been completed for all SFE staff working in your setting
 - An enhanced DBS has been obtained by SFE for all our staff working in your setting
 - A prohibition check has been completed for all our staff working in your setting
 - An overseas check has been carried out for those who have worked outside the UK
 - Qualification checks
 - A right to work in the UK check
- SFE can confirm all checks yielded satisfactory results and there are no concerns for any SFE staff working in your setting.
 - SFE employee details are held by us, there is no requirement for you to obtain copies of certificates or checks for you to fulfil your duty of maintaining a single central record.
 - All SFE staff carry an SFE ID badge. This badge has an SFE approved photograph and their DBS number. Therefore, the Customer is encouraged to check the ID badge to reassure themselves that the person presenting themselves for work is the same person on whom the checks have been made. SFE staff working in your setting will not be able to provide any additional information other than their ID badge and a letter issued by SFE confirming all checks have been completed. This letter provides sufficient information for you to be satisfied that SFE has acted with due diligence and in accordance with guidance contained within KCSiE 2025. The Customer may wish to hold a copy of this letter for your records. In the event of any concerns that the person presenting themselves is not the SFE employee pertaining to the ID badge, the Customer should implement their own safeguarding procedures for this along with reporting the concern to SFE.
7. To inform the Customer of any planned absence at least 7 days in advance and to inform the Customer of any unplanned absence as soon as possible.
 8. To offer cover teaching in the case of long term absence. In the case of short term absence this may not be possible.
 9. To hold all pupil data on secure databases, accessible only by password in compliance with Data protection regulations. See 8. Data Sharing

THE MUSIC SERVICE TUTOR AGREES:

- To assist with the identification of pupils for instrumental/vocal support.
- To facilitate access for pupils to ensemble activities organised either centrally or by area.
- To facilitate access to relevant workshops and special events regionally and nationally.
- To assess and report in writing annually on pupils' work.
- To use a practice diary to support pupils learning and monitoring of practice.
- To keep a record of pupils' attendance and comply with individual Customer's systems for recording attendance.
- To ensure that their work supports the curriculum needs of the Customer and conforms to A Common Approach and National Curriculum guidelines.
- To discuss and review pupils' progress with Customer-based staff.
- To comply with the requirements of both the Child Protection Guidelines issued by the Music Service and the procedures for Child Protection in individual Customer, including individual Customer's signing in procedures.

THE CUSTOMER AGREES:

- To undertake all reasonable steps to ensure that visiting teachers are supported in carrying out their duties effectively.
- To provide the Music Service tutor with all reasonable information required to carry out their duties including such pupil data as is required for the Music Service reporting to DfE through Arts Council England.
- To provide the SFE tutor with access to the Customer's Wi-Fi, this will support online registers, Charanga, SharePoint schemes and key material to deliver the role.
- To support the music service in advising students on how to care for their instrument.
- To support the music service in recovering instruments from students where they have ceased learning or where there is a concern over the instrument being brought to weekly lessons.
- To provide suitable teaching spaces for music lessons (whole class/elective instrumental/etc) . The teaching room should be clean and have adequate space, heat, light and ventilation. The room should be equipped with appropriate digital technology including access to Wi-Fi, laptop and screen, interactive white board, speakers. Does the proximity to other classrooms cause difficulties? It should be possible for people to observe what is going on in the lesson from outside. Consideration of safeguarding should be absolute when asking SFE staff to teach in smaller rooms.
- For WCIT lessons - to ensure that the class teacher/another designated member of staff is present. We would encourage the Customer to persuade their staff to take an active role during the lesson. WCIT provides great CPD for Customer staff enhancing their music curriculum delivery skills, becoming trained in elementary aspects of whole class instrument tuition and assisting the specialist Music Service teacher.
- To notify the SFE office (music@servicesforeducation.co.uk) in writing over 'One off' lesson cancellations (e.g. school trips, exams, closures, concerts etc.) giving a period of notice of 10 clear working days where possible. While the Customer should discuss such times directly with visiting teachers, formal notification/confirmation must be provided by the Customer via email to the SFE office to ensure accurate reporting.
- To ensure all electrical equipment **on loan to the Customer from SFE (keyboards)** are included in the Customer's annual Portable Appliance Testing programme.
- To support and encourage pupils entered for external music examinations.
- To nominate a single member of staff who is responsible for the liaison with Music Service staff.
- To contribute to the monitoring and evaluation of Music Service support.
- To have an effective system of communication with visiting Music Service teachers during their time in the Customer.
- To work to ensure the satisfactory attendance and punctuality of pupils to instrumental lessons and to investigate any absence.
- To liaise between Music Service teachers and the parents of their pupils.
- To celebrate the progress of instrumental pupils through performance opportunities within the Customer and in the Customer's own reporting procedure.
- To support pupils' progression by encouraging them to attend Area/School-Based and Central Ensembles.

SCHEDULE 2. MUSIC SERVICE TEACHING IN SCHOOLS CALENDAR

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MUSIC SERVICE TEACHING IN SCHOOLS CALENDAR 26-27

[Download the teaching calendar here](#)