



# Service Level Agreement

September 2018 - July 2019

## Safeguarding

Resonate is committed to Safeguarding and to promoting the welfare of the children and young people we teach. With this in mind, we seek at every opportunity to promote and engage safer working practices on the part of all our staff.

The following are some of the practices to which we adhere:

- all our staff have enhanced DBS;
- Resonate practises safer recruitment in checking the suitability of staff;
- all staff receive safeguarding training on an annual basis;
- Resonate adheres to Notre Dame Catholic College policies relating to safeguarding and whistleblowing, which can be viewed upon request.

## Quality Assurance

All Resonate staff are:

- appropriately qualified and appointed after a rigorous recruitment process which includes an interview, audition and observation of teaching. An awareness of safeguarding is central to the process. Schools should be aware that, with the exception of music teachers/curriculum support, Resonate instrumental and vocal tutors, and whole class ensemble tutors do not hold QTS;
- appointed subject to enhanced DBS checks (which are kept up-to-date as appropriate);
- appointed subject to appropriate medical checks, references and Bichard checks;
- given access to regular, high quality in-service and external performance development training, including observation of their teaching, by the senior leadership team.

We will only use supply agencies approved by Notre Dame Catholic College.

## Monitoring Standards

We ensure that:

- the quality of teaching and learning is carefully monitored by the senior leadership team, judgements are made on the quality of lessons using Ofsted grade descriptors;
- at any point throughout the year, schools are invited to monitor the quality of lessons provided by Resonate staff and may wish to join the leadership in joint observations;
- Resonate's Business Plan, policies and procedures are reviewed annually and updated accordingly;
- this monitoring of standards applies to Resonate staff and any supply agencies delivering on behalf of Resonate.

Any concerns about the performance of Resonate staff should be sent, in writing, to:

Jonathan Dickson  
Head of Service  
Resonate Music Education Hub  
180 Great Homer Street  
Liverpool  
L5 5AF

## Data

Resonate are required to report to the Arts Council on activity in schools. To assist with this we, or an agency on our behalf may make requests to schools for data on music activity. These requests for information are kept to a minimum but must be completed by schools with the support of Resonate staff.

## Value for Money

Every effort is made to ensure that Resonate is efficiently run, to keep the cost to schools to a minimum. Arts Council England funding allows Resonate to make a significant subsidy, particularly targeted at whole-class ensemble tuition.

Given the breadth of provision and the added value detailed in this SLA – such as provision of instruments, Music Passports,

pupil progress reports, CPD opportunities and quality assurance through robust performance management – we believe the provision continues to represent excellent value for money.

## Service Delivery

The purpose of this SLA is to clarify the responsibilities of both the school and Resonate, and to establish the terms and conditions under which our services are provided.

## Parties

This agreement is made between the governing body of the school or centre and Resonate. It is not made with any parent/carer or with any individual teacher employed by Resonate.

## Duration

This agreement will run from 1st September 2018 for three academic terms.

## Cancellation or withdrawal from SLA

In order to protect the confidential information and the business interests of Resonate, schools shall not, without written consent from Resonate, for a period of 6 months from the termination of engagement, solicit or entice away any instrumental or vocal tuition services from any tutor or teacher which school's have accessed in the period of 12 months before the termination of this agreement.

## Conditions

1) Requests for provision commencing September 2018 should be returned to Resonate no later than 21st May 2018. Resonate cannot always guarantee

being able to accommodate late submissions.

2) The SLA is based on the agreed contact hours for the academic year September 2018 to July 2019. Whilst every effort is made to fulfil requests for service provision, this is always subject to staffing capacity and availability.

3) The SLA is an agreement made between Resonate and the school that chooses to buy in the service. The school must give one term's notice, in writing, if they wish to cancel this agreement or reduce hours. Written requests for additional tuition can be made at any time and Resonate will endeavour to meet the school's needs.

4) The cost is based on delivery of up to 38 sessions in the academic year.

5) In the event that a school has to cancel a session, they should explore the possibility of rearranging the time with the Resonate member of staff. Where sufficient notice is given Resonate will endeavour to rearrange sessions to accommodate schools, although this cannot be guaranteed. Resonate will not issue a refund where schools have cancelled or declined sessions.

6) In the case of staff absence, Resonate will endeavour to notify the school in advance, or on the day of absence, and if possible will offer appropriate cover. However, if this is not possible, the member of staff will attempt to make alternative arrangements to make up the time at the mutual convenience of the school and Resonate.

If Resonate is unable to make up the time the school will receive a refund for the missed session.

To assist schools in monitoring the number of sessions that have taken place Resonate will send a monthly report detailing the provision schools have received.

7) The length of time for lessons and the number of pupils in each session will reflect pupils' needs,

but must be sufficient to allow effective teaching, learning and progress. This will be determined by Resonate in consultation with the school.

8) Staff timetables will be drawn up in consultation with schools, and whilst every effort will be made to meet individual requirements, this cannot be guaranteed. This applies particularly in the case of additional requests part way through the year.

9) The school must give consideration to the time required for the setting-up of large amounts of equipment, as this will be included in the tuition time.

10) Staff will deliver tuition in accordance with Resonate's own schemes of work. Classroom teaching will be taught within national guidelines.

11) A detailed achievement and progress report will be produced for each KS3/4/5 pupil on an annual basis.

12) Where pupils are taught in small groups and as individuals in KS2/3 they will receive a Music Passport which, with the support of tutors and parents/carers, will enable the pupil to track progress and set personal targets.

13) Pupils may be entered for external examinations. Although the costs of such examinations are directed towards parents/carers, the school may wish to pay for their pupils' exam fees.

14) Pupils will have access to extra-curricular activities, including all Resonate activities and will be encouraged to participate in concerts, music festivals and other musical activities.

15) When children are taught in smaller groups or individually, the school may decide to pass on part or all of the charges to parents/carers. Resonate teaching staff will not be responsible for collecting or handling any payments.

## **The School's Responsibilities**

1) Once in the school, visiting teachers/tutors should be thought of as members of the school staff. They should be helped to feel as much a part of the school as others.

2) Teaching locations and conditions should be suitable for the purpose of music teaching. Teaching spaces should have:

- sufficient space, appropriate to the size of the teaching group and instruments;
- visual access, through a window or glass-paneled door;
- sufficient chairs, tables and music stands as required;
- adequate heating, lighting and ventilation;
- a clear notice describing emergency exit routes and procedures;
- proximity to other classroom spaces and other adults especially during after-school activities.

3) At the start of each academic year, the school must provide all visiting Resonate staff with detailed information on health and safety procedures (including names of the SEN Coordinator, the Child Protection/ Safeguarding Officer and the designated First Aider). This will include procedures for signing in and out, first aid, fire evacuation and any other emergency procedures.

Resonate staff should be told in confidence of any medical, behavioural and academic information or other issues that might affect their pupils' learning, or any other procedures the school considers relevant.

4) All whole class ensemble activities must be supported at all times by a class teacher or teaching assistant.

Policies and procedures relating to behaviour management must be made available to all Resonate staff.

Where pupils or a class present challenging behaviour the school must provide appropriate support to enable effective teaching to take place.

5) The school must ensure that visiting Resonate staff are never left in isolation on the school premises. Particular attention should be given to before and after school sessions. Here, a named school link must be responsible for ensuring that appropriate safeguarding measures are in place, such as handover of pupils and dismissal to parents/carers and clear first aid procedures. On-site responsibility for the children remains with the school.

6) The grouping and numbers of pupils for music tuition should be appropriate to the desired outcomes of the lessons. This should be agreed in consultation with Resonate staff (see Conditions, point 7).

7) Pupils should be encouraged to attend their instrumental lessons regularly and on time; here effective and regular communication with the music coordinator and head of music is vital.

8) Pupils should be encouraged to practise regularly, and arrangements may need to be made to enable pupils to practise at school, where it is difficult for them to do so at home.

---

## **Instruments**

1) Where possible, instruments will be loaned to the school for use by pupils receiving tuition from Resonate staff. This is dependent upon the availability of instruments and cannot be guaranteed.

Schools must sign for all instruments delivered to their school.

Where instruments are not available, the school will be advised about rental schemes operated by local retailers. After an initial period, pupils may be advised to rent or purchase their own instrument.

2) The school is strongly advised to make appropriate arrangements for the insurance, storage and safe-

keeping of all Resonate instruments on loan to the school.

3) It is important to note that these instruments are for the sole use of pupils engaged in instrumental tuition provided by Resonate. Instruments loaned to schools for use by non-Resonate staff will be charged at £40 per instrument per annum. Loan of instruments is subject to availability.

4) It is the responsibility of the school to pay for the replacement of lost, stolen or damaged / vandalised instruments, with the understanding that the new replacement instruments still belong to Resonate. School staff must notify the Resonate office immediately when instruments need to be replaced.

5) For small group or individual lessons, pupils are required to provide their own sheet music, tutor books and additional small items such as replacement strings, bridges, reeds and valve oil. However, the school may wish to provide these items for pupils.

Resonate will provide one replacement reed per term for pupils taking part in whole class ensemble tuition on clarinets.

6) If a school ceases to purchase a particular instrumental area, or there are instruments not currently in use, those instruments will be removed by the Resource Officer for re-allocation to other schools, even if the school still continues to buy in another instrumental area.

7) The Resource Officer must be informed of any instrument in need of repair. The Resource Officer will collect the instrument and arrange for its repair.

---

## **Liverpool Philharmonic Schools' Concerts**

The reduction for pupils attending Liverpool Philharmonic Schools' Concerts applies to first access whole class ensemble tuition only.

---

## **Financial Arrangements**

1) Invoices for provision will be issued from September 2018.

2) Payment is to be made within 28 days of the date of the invoice.

3) Any reimbursement for lost teaching time (see Conditions, point 5/6) will be made by means of a refund to be issued in the following term.

Disclaimer: Whilst every effort has been made to ensure the information contained in this document is correct, Resonate reserves the right to modify or amend the specification in the light of unavoidable changes in circumstances.